

# **GREAT PLATES DELIVERED PROGRAM GUIDANCE**

## **Published May 7, 2020 (Revised June 1, 2020)**

### **Summary**

The purpose of the new **Great Plates Delivered** program is twofold: **1)** to provide meals to adults 65 and older and adults 60-64 who are at high-risk, as defined by the CDC<sup>1</sup> and who are unable to access meals while staying at home and are ineligible for other nutrition programs; and **2)** to support local restaurants and other food provider/agricultural workers and to support owners who have closed or are struggling to remain open due to COVID-19 mitigation tactics. The program will be administered by local governments and Tribes, with a local administrator leading program management and implementation. It is suggested that local administrators coordinate with local aging and adult service agencies to leverage and existing networks and avoid duplication of benefits.

Program costs are reimbursed by the federal and state government through the Federal Emergency Management Agency's (FEMA) Public Assistance (PA) program. Program cost breakdown is as follows: 75% FEMA share, 18.75% state share, and a required local share of 6.25%. The program runs through July 10, 2020, per FEMA's current approval. Based on need, the state will request an extension for the Great Plates Delivered program.

Information (i.e., FAQs) for individuals, local communities, and food providers interested in participating in the program will be posted on [California's COVID-19 website](#).

### **Program**

#### **Local Administrator**

The Local Administrator in each county will be responsible for program administration, including all fiscal and data requirements. The Local Administrator may be a county or city government. The California Governor's Office of Emergency Services (Cal OES) and the California Department of Aging (CDA) encourage each county's aging agency, county leadership, city leadership, emergency services, community-based organizations, and Tribes to collaborate on identifying the appropriate local lead to administer the program.

---

<sup>1</sup> <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>

A local administrator will be responsible for program administration, including all fiscal/data requirements and reporting:

- Enroll eligible Californians through a self-certification process;
- Select multiple licensed local food providers that prioritize local jobs, worker retention, worker health and safety, and standards of equity and fairness in employment practices, wages, hiring, and promotion to participate; to include those in hotels, as well as licensed kitchens operated within airports and other entities (the intent of Great Plates Delivered is to support local food vendors by stimulating the local economy);
  - Please note, the Governor's intent of this program is to leverage multiple small to medium sized restaurants to meet participant demand.
- Establish delivery services that include appropriate background check procedures.
- Submit weekly data collection reports using the Great Plates Delivered Data Reporting Questionnaire to the [GreatPlates@soc.caloes.ca.gov](mailto:GreatPlates@soc.caloes.ca.gov) email inbox every Monday and Thursday by noon.

Local administrators should be selected by jurisdictions based on program experience as well as ability to scale meal delivery operations and workforce and to coordinate with county/city emergency operations. Local jurisdictions will submit, in writing, their intent to participate in the program to Cal OES. This letter of intent should identify the Local Administrator(s) and a draft Program Stakeholder Plan (provided in **Program Stakeholder Plan template**) or a comparable document to [GreatPlates@soc.caloes.ca.gov](mailto:GreatPlates@soc.caloes.ca.gov). Partnership is strongly encouraged with aging agencies to collaborate on identifying an appropriate local administrator; and ensure coordinated, effective service delivery and economic stimulus across populations and regions of the county.

CDA and Cal OES are available to provide technical assistance to participating jurisdictions to ensure the expedited initiation and effective management of the Great Plates Delivered program.

## Individual Enrollment

Local administrators will be responsible for individual enrollment determinations and aggregate participant data reporting, as detailed in the **Data Reporting** section.

Individuals enrolling in the program must undergo a short screening process. Individual participant eligibility verification can be completed over the phone and can be obtained through self-attestation, similar to other eligibility verification for programs such as school meals and Disaster CalFresh. Participating individuals must fall into the following categories:

---

## Great Plates Delivered Program Guidance

- Individuals who are 65 or older, or 60-64 and at high-risk as defined by the CDC, including:
  - Individuals who are COVID-19 positive (as documented by a state/local public health official or medical health professional),
  - Individuals who have been exposed to COVID-19 (as documented by a state/local public health official or medical health professional), or
  - Individuals with an underlying health condition.
- Individuals must live alone or with one other program-eligible adult
- Participants must not be currently receiving assistance from other state or federal nutrition assistance programs
- Participants must earn no more than 600% the federal poverty limit
- Individuals must affirm an inability to prepare or obtain meals

Once deemed eligible the individual will provide the necessary operational information, such as address, any dietary restrictions, etc. Participating individuals will be provided three (3) prepared meals a day.

## Food Providers

To support the Governor's intent for economic stimulus, local administrators will select multiple local food providers for participation in the program; and will arrange for contracts, purchase orders, or other appropriate agreements, in accordance with [FEMA procurement guidelines](#). Food providers may range from local licensed restaurants, to include those in hotels, as well as licensed kitchens operated within airports and other entities. Locally sourced produce and meats are encouraged. The intent of Great Plates Delivered is to support local food vendors by stimulating the local economy, requiring 100% of meals be supplied by a food provider not currently participating in a standing state or federal meal service program.

Food provider meals must meet the following nutritional requirements:

- **Breakfast:** low in sodium, no sugary drinks (<24 grams /8 oz. and of fruit juice, must be only 100 percent fruit juice allowed); and
- **Lunch and dinner:** a piece of fresh fruit or vegetable on each dish, and low in sodium, no sugary drinks (<24 grams /8 oz. and of fruit juice, must be only 100 percent fruit juice allowed).

The following considerations should be made while screening and selecting local food providers. Preference should be given to food providers that can meet the following criteria.

### Required:

### Considerations:

## Great Plates Delivered Program Guidance



- Can the local food provider –
  - Meet volume and nutritional standards; and
  - Meet cultural and other meals needs of program participants?
- Does the local food provider source locally or prioritize food provided by California-based farms/ranches?
- Does the local food provider hire locally?
  - How does the local food provider –
  - Prioritize local jobs, worker retention, and worker health and safety; and
  - Promote standards of equity and fairness in employment practices, wages, hiring, and promotion?

## **Delivery**

Local administrators, in partnership with participating food providers and all local partners, will determine the most effective meal-delivery operations. Options for delivery include, but are not limited to restaurant staff, hospitality workers under collective bargaining agreements, school bus drivers and paratransit, community-based organizations and local governments and workforce.

Individuals providing delivery of meals must have an appropriate background check to help ensure safety of participants. This is a common practice for a majority of delivery service providers.

## **Community Outreach**

Local administrators will be responsible for conducting community outreach on the program (partnerships are strongly encouraged). Outreach should be conducted both to individuals on how to enroll, through such networks as aging agencies, home-delivered meal organizations, food banks, and other local channels; and to food providers on how to apply through such networks as local chambers of commerce, and restaurant associations. Local administrators should also work with their local 2-1-1 program, so they have the information for answering participant questions for both individuals and food providers.

## Administration

### Funding

Each local jurisdiction is responsible for funding the program and maybe reimbursed through the FEMA Public Assistance program<sup>2</sup>.

Program costs will be limited to \$66 for three (3) daily meals, inclusive of delivery. This is based on an average of the U.S General Services Administration per diem rates for California.

Additional costs incurred from administering the Great Plates Delivered program, outside of meal and delivery cost, such as labor or equipment, could be eligible for reimbursement as management costs. These costs must be directly related to the program and cannot exceed 5% of the cumulative cost of the program per the FEMA Project Management guidance.

FEMA PA may reimburse 75% of eligible costs associated with the administration and implementation of the program. A local cost share of 6.25% is required to participate in this program. Program cost breakdown is as follows: 75% FEMA share, 18.75% state share, and 6.25% local share. The State share (18.75%) is administered through the California Disaster Assistance Act (CDAA). CDAA provides for the reimbursement of local government costs associated with certain emergency activities undertaken in response to a state of emergency. The California Governor's Office of Emergency Services (Cal OES) will work with each local administrator to apply for CDAA funds.

The 6.25% local cost share cannot be matched by Federal funding provided by agencies such as United States Department of Health and Human Services (HHS), United States Department of Agriculture (USDA), and FEMA. As of May 7, 2020, the California Office of Management and Budget (OMB) is determining if Cares Act funding can be used for the local cost share.

Expedited funds of up to 50% of the 75% FEMA cost share may be provided for eligible program work. The Cal OES Recovery – Public Assistance Division will work with each local administrator to apply for FEMA PA and help expedite the federal reimbursement process. Please email Cal OES Recovery – Public Assistance at [disasterrecovery@caloes.ca.gov](mailto:disasterrecovery@caloes.ca.gov) to request additional information on the reimbursement process.

---

<sup>2</sup> [FEMA PA](#) is a reimbursement program that provides federal funding to help communities respond to and recover from disasters.

## Data Reporting

Throughout operations, local administrators are required to document and/or update the following data and provide weekly reports on the overall program, covering program data elements, such as:

- Number of phone calls requesting participation;
- Number of individuals accepted and individuals declined participation, including reason for decline;
- Number of individuals that are receiving meal support and number of meals that have been provided per individual;
- Number of meals provided, and dates delivered;
- Number of individuals that are 65 and over that are receiving meal support and number of days they have been receiving meal support;
- Average length of time an individual has been receiving meal support;
- Number of individuals at high-risk (under 65) that are receiving meal support and overall average length of time that they have been receiving meal support;
- Number of individuals that are COVID-19 positive or have been exposed to COVID-19 and receiving meal support and overall average length of time that they have been receiving meal support;
- Peak number of individuals that were receiving meal support weekly and at point-in-time for the program;
- Average cost per eligible recipient of meal support (including service delivery) weekly and at point-in-time for the program; and
- Overhead costs (weekly and cumulative).

Local administrators are required to submit data reports to the [GreatPlates@soc.caloes.ca.gov](mailto:GreatPlates@soc.caloes.ca.gov) email inbox every Monday and Thursday by noon.<sup>3</sup> The questionnaire collection template will be provided upon the state's receipt of Local Administrators' notice to intend to participate.

For the purposes of the program operations, the local administrator will need to collect the suggested operational data elements:

- Name
- Date of Birth
- Address, including zip code
- Telephone number (where available, to assist with delivery)
- Participant answers to the three-part enrollment test for eligibility
- Number of meals provided, and dates delivered

---

<sup>3</sup> As a partner in this effort, CDA will continue to collect data from the local administrators through June 10, 2020 via CDA Portal. Data collection has now transitioned to Cal OES. A copy of the fillable Great Plates Data Questionnaire can be found at the end of this document.



**Cal OES**  
GOVERNOR'S OFFICE  
OF EMERGENCY SERVICES



The local administrator is not required to provide the suggested operational data to the State or CDA in weekly reporting, but should retain the information to provide a sampling of individual recipients if requested during the reimbursement process, both CDAA and FEMA PA.

Cal OES will work with local jurisdictions to document the lack of other State or local resources to fill the need including, but not limited to food banks, private-non-profits (PNPs), and additional federal resources, including ones that may be available under the multiple Congressional Supplemental Funding Bills known as the CARES Act, or any other additional resources made available at the time of your request.



## PROGRAM STAKEHOLDER PLAN TEMPLATE

The table serves as a template to support jurisdictions in forecasting programmatic data to CDA. This data will assist in scoping the application of the Great Plates Delivered program across the state.

Great Plates Delivered			
Program Stakeholder Plan			
Local Administrator Information			
<b>Entity Name:</b>		<b>Address:</b>	
<b>Program Contact:</b>			
<b>Direct Phone Number:</b>			
<b>Email:</b>		<b>Area Serviced:</b>	
<b>Local administrator is responsible for:</b> all fiscal activities, data reporting, and all local operations of the program.			
Project Considerations			
<b>How will the program be funded? (Note: This program may be reimbursable by FEMA Public Assistance [75%] and CDAA [18.75%])</b>			
<Insert response to the question above.>			
<b>How are you engaging new local food providers and ensuring that local jobs/ food sources are prioritized?</b>			
<Insert response to the question above.>			
<b>How are you screening/recruiting eligible individuals?</b>			
<Insert response to the question above.>			
<b>What is your delivery process?</b>			
<Insert response to the question above.>			
<b>What is your target number of meals to be delivered each week?</b>			
<Insert response to the question above.>			
<b>What is your target number of eligible people served each week?</b>			
<Insert response to the question above.>			



**What is your target number of participating local restaurants?**

*<Insert response to the question above.>*

**How will food providers be compensated?**

*<Insert response to the question above.>*



# **GREAT PLATES DELIVERED**

## **Data Reporting**

To be submitted every Monday and Thursday by Noon to  
[GreatPlates@soc.caloes.ca.gov](mailto:GreatPlates@soc.caloes.ca.gov)

Local Administrator Name: \_\_\_\_\_

Program Start Date: \_\_\_\_\_

Today's Date: \_\_\_\_\_

1. Cumulative number of approved participants receiving meals: \_\_\_\_\_
2. Cumulative number of meals delivered to participants: \_\_\_\_\_
  - How many meals a day are you serving each participant? \_\_\_\_\_
  - Approximate meals served weekly: \_\_\_\_\_
3. How many days a week are you delivering meals to each participant? \_\_\_\_\_
4. Number of participants that are 65 years or older: \_\_\_\_\_
5. Number of participants that are 60-64 years and high-risk (as defined by the CDC), positive for COVID-19, or exposed to COVID-19? \_\_\_\_\_
6. How many food providers are you currently working with? \_\_\_\_\_
7. What have your total costs been since starting the program? \_\_\_\_\_
8. Additional questions? \_\_\_\_\_

---



---



---

Once again, we thank you for your participation in this program.  
Please do not hesitate to reach out with any questions or for additional information.

### **Great Plates Delivered Program Team**

Website: <https://covid19.ca.gov/restaurants-deliver-home-meals-for-seniors/>