**Idaho Commission on Aging (ICOA) Technical Guidance**

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| **Policy Subject** | **Policy #** |
| **ICOA Technical Guidance**  **COVID-19 Grocery Delivery and Grocery Shopping and Delivery**  **Version 2** | **TG.AD.07** |

# Title: Implementation of Delivery and Grocery shopping with Title funds during COVID-19

**REQUIREMENTS:**

Older Americans Act, Idaho Senior Services Act, IDAPA 15.01.01 and 15.01.20.

# ICOA Implementation Guidance:

**Use of Funding:**

Funds provided from the Administration for Community Living from the above listed awards may be used to implement delivery and delivery with grocery shopping services for older persons homebound during the COVID-19 pandemic. The service will provide essential goods for those homebound under State or local government issued Stay-Home, Self-Isolate, or Social-Distance orders. **Essential Goods are defined as:** Food, household, and hygiene products normally found at a local grocery store and/or prescription from a pharmacy.

**Funding Type:**

The service set is considered a Title III B Registered Service. AAAs will register clients using GetCare. The AAA will assign a provider to all eligible clients through a service order. The AAA will submit a request to ICOA to add either or both services using the “Delivery\_Shopping New Service Set Request Form”.

**Service Eligibility:**

Clients eligibility requirements are:

* 60 and over OR
* Caregiver living full-time with an individual 60 or over

**Service Variables:**

The AAA can offer two different services:

* Grocery delivery (no shopping)
* Grocery Shopping and Delivery

The AAA will reimburse the provider for the services listed below based on the invoicing schedule selected by the AAA:

**1. Grocery Delivery:**

Service is modeled after transportation with rates/units reflective of only transporting essential goods or prescriptions to homebound older persons. The AAA must track the service by 1-Mile regardless of reimbursement structure. The AAA can choose to reimburse the provider based on:

1. Actual delivery miles from providers place of operation to food/grocery pick up location, to client’s residence, and return to providers place of operation.
2. Flat rate based on mileage or distance groupings. Total mileage is calculated from providers place of operation to food/grocery pick up location, to client’s residence and return to providers place of operation. Example mileage group: 1 – 5 miles, 6 – 10 miles, 11- 20 miles, 21+ Miles. The AAA can establish their own grouping based on their Planning and Service area and reimbursement rate.

**2. Grocery Shopping/Delivery:**

Services is modeled after Homemaker services with rates/units reflective of time spent shopping for essential goods and then transporting to the client’s home. Service can also include grocery list creation and prescription pick up. The AAA will reimburse based on an hourly reimburse rate.

Note: If a client requests additional services or general errands, the AAA should use the Homemaker Assessment to verify the client’s eligibility under errand services.

**Unit documentation:**

The AAA must document the services by following units:

1. Grocery Delivery

* 1. Utilize 1-Mile

2. Shopping/Delivery

B. Utilize 1-Hour

**Contracts:**

The AAA may enter into contracts with new providers or develop an addendum to an existing providers contract. AAA contracts should ensure drivers and vehicles are covered under the providers insurance and the provider is vetting the driver’s credentials such as a driver’s license verification. Additional contract scope of work considerations may include but is NOT limited to:

* Providers should develop social distancing protocols with clients. Example: The provider may wish to call the client after shopping with the requested reimbursement amount so the client can place a check in a mailbox or other location prior to delivery.
* Providers must develop protocols for handling of cash, receiving client payments, and reconciling funds to ensure funds are properly accounted for. A provider shopping for groceries may request two receipts from the essential goods vendor if they can provide them.
* Providers are not allowed to accept tips.
* Transportation of clients is prohibited.
* AAA should determine provider response time and client communication when establishing the service. Clients who request only a delivery may need specific time frames to schedule grocery store pick-up times.
* Providers should communicate with clients regarding substitutions and/or costs of items when shopping and client budget. Providers will not be responsible for any additional costs associated with substitutions.
* AAAs should ensure confidentiality provisions are located within the terms and conditions of the original contract.
* Providers must transport food safely and timely to prevent spoilage or damage to delivered goods.
* The AAA should develop guidelines on item returns if a client rejects or dislikes a shopped item. The AAA does have the authority to state returns are unallowable.

**Guidance Updates:**

This ICOA Technical Guidance may be updated as additional information or reporting requirements are received from the Administration for Community Living. In addition, as Idaho mitigates the COVID-19 pandemic, the service parameters may shift to allow for greater flexibility in meeting needs.

**Record Keeping**

The Administration for Community Living is requiring all funds to be fully accounted for. The AAA must consider all record keeping and fiscal tracking requirements to ensure funds are spent in accordance federal and state rules and regulations.