

Referrals and Interventions for Older Adults with Food Insecurity: Webinar Takeaways

Hosted Thursday, October 20, 2022

by the Office of Nutrition and Health Promotion Programs, Administration for Community Living

Speakers: Kathryn Tucker, ACL Consultant; Jennifer Raymond, JD, MBA, Chief Strategy Officer, AgeSpan

[Go to the YouTube recording](#)

What is Food Insecurity?

- Food security per USDA: “access by all people at all times to enough food for an active life.”
- Low food security: poor nutrition quality and limited variety; little or no sign of reduced food intake.
- Very low food security: reports of skipping meals or not eating; reduced food availability.

Who Can Identify Food Insecurity?

- People in various roles may be able to identify needs during initial intake or at any time there is contact – such as Aging and Disability Resource Center staff, case managers, telephone reassurance callers, and others.
- Encouraging communication within your organization can improve interactions and identification of participants’ needs.

What is a Warm Handoff?

- A handoff that is conducted in person, whenever possible, between two agencies, in front of the participant and family if present.

Importance of a Warm Handoff

- Engages the participant and family as part of the team.
- Ensure participants receive accurate information.
- Prevents those in need from falling through the cracks.
- Builds relationships and communication between partners.
- Provides a safety check for participants.

Using Warm Handoffs in Your Organization

- Personally introduce participants to others in your organization.
- Utilize in-person meetings, telephone conferences, or a virtual setting.
- Organizations you have referred to can utilize a warm handoff to refer to your agency.
- Use with health care providers, food pantries, SNAP, dietitians, and other organizations.

Referrals and Interventions

- Demonstrate value of community-based organizations and services to stakeholders.
- Referrals within the Older Americans Act: Senior Nutrition Program, in-home services, health screenings, and more.
- External referral opportunities: SNAP, SNAP-Ed programs, the Commodity Supplemental Food Program, and more.

Types of Referrals

- Referrals can be made by a health care provider or case manager.
- Internal registries set up between organizations can facilitate referrals.
- Self-referral: When a patient refers themselves to a workshop.

Referral Workflow

- Clarify roles in outreach enrollment process.
- Identify who is responsible for scheduling workshops, contacting key staff, enrolling participants, collecting and entering data, and following up with participants.
- Develop HIPAA compliance procedures.

Tracking Data

- Tracking data helps to identify areas that can be improved.
 - Outreach efforts can be identified and documented.
 - Reasons for refusals and common resources needed may be identified.
 - Attendance records help staff follow up with participants as needed.
 - Program completion data can help identify positive outcomes from interventions.
 - Satisfaction surveys can help identify ways to improve services and activities.
- Outcomes can be communicated within the network and to community partners.

Resources

- [Nutrition and Aging Resource Center](#) (ACL)
 - [Assistance with Food vs. Meals Infographic](#)
 - [Grocery Delivery Options by County Template](#)
 - [Partnerships with Foodbanks and Other USDA Programs](#)
 - [Using Groceries and Other Nutrition Services to Meet Senior Needs](#)
- [Community Food Security Assessment Toolkit](#) (USDA)
- [Definitions of Food Security](#) (USDA)
- [Design Guide for Implementing Warm Handoffs](#) (AHRQ)
- [Eldercare Locator](#)
- [Expenditure Reductions Associated with a Social Service Referral Program](#) (National Library of Medicine)
- [Food Insecurity](#) (Healthy People 2020)
- [Free Online Course to Help Health Care Providers Address Senior Hunger](#) (Food Research & Action Center)
- [How to Build Referral Systems for Community-Integrated Health Networks](#) (National Coalition on Aging)
- [Implementation Quick Start Guide: Warm Handoff](#) (AHRQ)
- [National Aging and Disability Transportation Center](#)
- [Nutrition Security Webinar Series](#) (USDA's National Institute of Food and Agriculture)
- [Older Adults Nutrition Program Referral Chart During COVID-19](#) (Food Research & Action Center)
- [Social Determinants of Health](#) (Healthy People 2030)
- [Social Work Case Management Software](#) (Capterra)
- [Warm Handoffs: A Guide for Staff](#) (AHRQ)

- [What Are We Assessing When We Measure Food Security? A Compendium and Review of Current Metrics](#) (National Library of Medicine)