



**Nutrition and Aging**  
Resource Center

# **Senior Nutrition Programs: Restaurant Program Toolkit**

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## **Background**

*This toolkit is based on key findings from a 2023 environmental scan of relevant literature and a series of interviews with program leaders and financial managers from restaurant programs across the country, identifying the structures of their restaurant programs, key successes and challenges, and promising practices for implementation and sustainability. The views expressed are those of the interviewees and should not be attributed to HHS or ACL. State and local policies may vary; therefore, before initiating service changes, please review relevant requirements in your area.*

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## What Is a Restaurant Program?

*A restaurant program is a type of Senior Nutrition Program that supports older adults with meals prepared by a restaurant partner.*

### Background

Funded by Title III-C of the Older Americans Act (OAA), the National Senior Nutrition Program (SNP) has supported the nutrition, socialization, health, and well-being needs of older Americans (age 60+) since 1972. The SNP provides local home-delivered meals, congregate meals, and related services to promote healthy eating and support long-term nutritional health for older adults.

The SNP addresses three intents: “(1) reduce hunger, food insecurity, and malnutrition of older adults; (2) promote socialization of older individuals; and (3) promote the health and well-being of older adults by assisting them in gaining access to nutrition and other disease prevention and health promotion services to delay the onset on adverse health conditions resulting from poor nutritional health or sedentary behavior.”<sup>1</sup> Although SNP services are available to all older adults, programming is designed to prioritize outreach to people with low incomes, members of racial and ethnic minority communities, rural-dwelling people, and individuals who speak languages other than English. In addition, the SNP supports older adults who wish to remain in their communities but whose health or social needs may mean they are at risk for facility placement.

Restaurant programs build on the traditional congregate and home-delivered meal structure to offer restaurant-prepared meals to older adults in the restaurant dining room, via restaurant catering at a traditional congregate meal venue, through restaurant meal delivery, or through take-out meals. Local SNP providers partner with restaurants to serve older adults in their communities, typically offering one or more meals each week. Older adults in the community enroll in the program and have the opportunity to order restaurant-prepared food from a select menu that aligns with SNP nutrition guidelines. Depending on the interests of local older adults, restaurant programs may offer breakfast, lunch, or dinner, and many provide diverse dishes or types of cuisine.

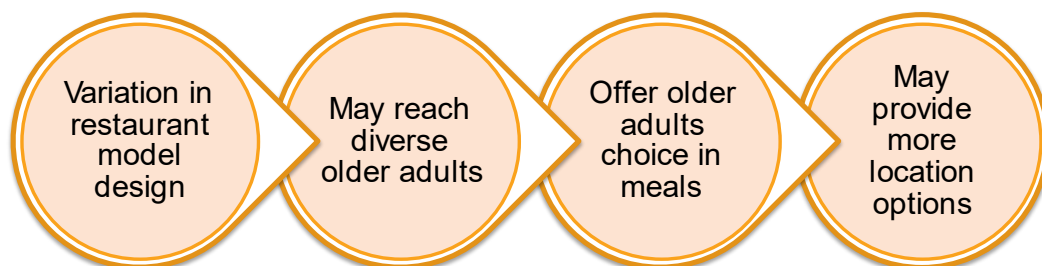
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<sup>1</sup> Administration for Community Living. *Nutrition Services*. Accessed April 5, 2023. <https://acl.gov/programs/health-wellness/nutrition-services>

## Key Features

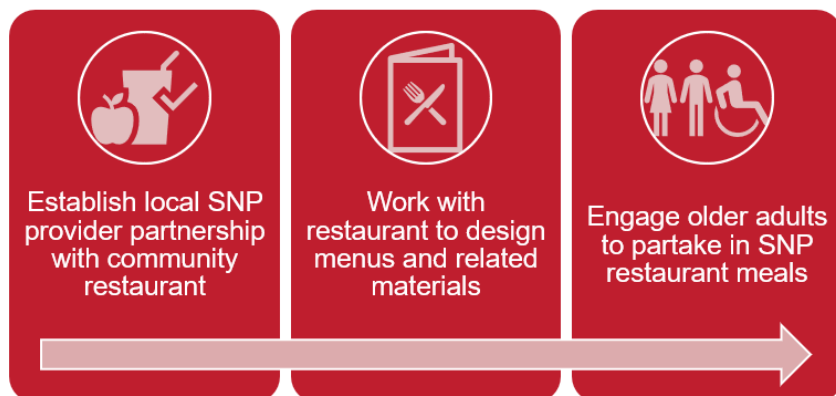
- Restaurant programs vary in their design and implementation, based on local community needs and interests.
- Restaurant programs can provide a fresh alternative to traditional congregate meal sites, attracting a younger and more diverse population of older adults who wish to have more choice in their meals.
- Participating older adults often have flexibility to choose where, when, and what they eat.
- Partner restaurants may be located in areas, such as rural communities, that are convenient for older adults to access.

## Restaurant Program Benefits



## What Steps Are Needed to Create a Restaurant Program?

Establishing a restaurant program requires local SNP providers to undertake a few key steps.



### Step 1 – Identify community needs.

Local SNP providers may consider how a restaurant program might meet the needs of older adults in their community. Questions to consider could include:

- What interests does the local older community have that the SNP may be able to address?
- What unmet needs may exist among local older adults?
- Which populations could be better engaged in SNP meals?

Providers may use surveys, focus groups, or informal conversations with existing SNP-engaged older adults to learn more about their preferences and unmet needs to determine whether a restaurant program might be the right fit for meeting those needs. Similar conversations with older adults who are not already participating in SNP activities would be helpful. Reviewing local community data from sources such as [the American Community Survey \(ACS\) Special Tabulation on Aging and Disability](#) could help identify the number of older adults and population subgroups of older adults in the community who might benefit from a restaurant program.

#### **ACTION ITEM**



Talk to older adults in your community, such as volunteers, neighbors, or members of a faith community, to learn more about their interests, unmet needs, and perceptions of any populations that may not have been reached by SNP. Make a list of all the information you hear, organized by interests, needs, and specific populations.

## Step 2 – Establish priorities and objectives.

With more knowledge of the local population of older adults and their needs, SNP providers can explore whether a restaurant program might be a good fit for their community. Questions to consider might include:

- How does/do my current congregate site(s) represent the diversity of my community and SNP target populations (i.e., low-income, racial and ethnic minority, rural-dwelling, individuals who speak languages other than English, and individuals who are at risk for facility placement)?
- How does/do my current congregate site(s) represent the number of older adults in my community who are food insecure?
- What could a restaurant program offer to local older adults? What priorities and objectives do we hope the program meets for our community?
- What kinds of restaurants would be most appealing, particularly to the target population of older adults?
- What restaurant locations are most accessible or convenient to older adults we are trying to reach?
- What public transportation options or accessibility to other senior services (e.g., proximity to senior housing) could facilitate attendance to partner restaurants?
- How long would we plan for the restaurant program to exist (e.g., an initial pilot of 6 or 12 months, with a long-term plan to make the program permanent if successful)?

### **ACTION ITEM**

With Steps 1 and 2 in mind, brainstorm all the pros and cons of adding a restaurant program. If you feel a restaurant program may be a good fit, you may wish to rank order your pros list and choose the top three to five as your priorities for developing a restaurant program. Think about how to phrase these priorities as actionable program objectives to make them realistic and associated with a deadline. For example, an objective to reach more older adults might be phrased as, “Within the first 6 months, we will serve meals to at least 20 older adults who have never attended a congregate meal previously.”



**Local SNP providers will need to determine what they would like out of a restaurant partnership.** Aims of your restaurant program may include engaging a new audience of older adults, expanding the days or times when

meals are available, or reaching a neighborhood that currently has fewer SNP meal opportunities. Each SNP provider will have a distinct set of priorities and associated objectives, and each provider will want to structure their restaurant program in a way that meets their specific community needs. It may be useful to document key objectives and their relative importance at this stage to support internal decision-making and early conversations with prospective restaurant partners.

SNP providers also may wish to consider how a restaurant program fits into their broader program offerings, particularly in terms of cost. If some traditional congregate sites are not well attended, SNP providers might opt to reduce meal frequency at a traditional site to support a new restaurant program (e.g., pivoting from meals 5 days per week at a traditional site to 3 days at the traditional site and 2 days at the restaurant). A restaurant program may require some additional time and resources to develop and launch at the outset, but over time, it may offer some cost savings. For example, a restaurant program may require fewer SNP labor hours than a traditional congregate meal site because the restaurant is responsible for purchasing and preparing food items, serving or packaging meals, maintaining health licensing, and cleaning the kitchen and dining areas—all tasks that would typically fall to the SNP provider to coordinate for a traditional congregate meal.

Beyond adjusting the SNP budget to accommodate both traditional congregate meals and a restaurant program, SNPs may seek additional resources to fund their programming. Some SNPs have had success applying for other federal, state, or community grant funding to help support their restaurant programs. For example, some State Units on Aging have restaurant program grant opportunities. A restaurant program also may offer some additional in-kind support from the restaurant or community partners (e.g., in-kind advertising).

### **Step 3 – Identify Potential Partners.**

To establish a restaurant partnership, a local SNP provider may consider leveraging relationships they may have with community leaders, such as mayoral offices or chambers of commerce, or tapping into others in their



networks, such as senior volunteers. These resources may have insights about the local community to help identify prospective restaurants and make initial introductions between SNP providers and restaurant owners. SNP providers will want to engage with community leaders and others early to identify restaurant partners, allowing extra time if the SNP provider does not already have any existing restaurant relationships. Some programs meet with multiple restaurants before selecting the best partner(s) to achieve their specific program objectives, so it is important to allow sufficient time for this step

**Restaurant partners can be standalone, franchise, or larger chain entities with a strong interest in supporting the local community.** Questions to consider might include:

- Which restaurant owners in the community does the SNP provider already know? If none, which community partners, including volunteers, board members, neighbors, or faith community members, could you call on to help identify restaurants and facilitate introductions?
- What level of commitment are you seeking from a restaurant partner (e.g., serving meals, using SNP-provided equipment like restaurant program card readers), and what does that commitment look like (e.g., is the restaurant willing to work with the SNP to train waitstaff on the specifics of the program, such as ensuring that program participants only order from the program menu)?

#### **ACTION ITEM**

Think about the steps needed to achieve each of the three to five objectives you developed in the previous Action Item. Outline your ideal program design and structure at a high level based on these objectives. Then, make a responsibility list of needed steps to achieve this design. Map out which you feel are the responsibility of the SNP, which are for the restaurant, and which are shared. For example, serving meals might be a restaurant responsibility, and providing nutrition education might be an SNP responsibility. Use this high-level program structure and responsibility list to guide your first conversations with prospective restaurant partners.



The potential partners that are selected also may be a factor in deciding how enrollment and participant tracking are managed. For example, programs will need to consider how they plan to enroll participants or accept meal reservations, how participation donations will be collected, and how meal

participation at the restaurant will be documented. Some programs opt for a paper-based structure, with participants completing a registration form and receiving paper vouchers to provide to the restaurant staff. Other programs rely on electronic systems, such as participant program cards with unique QR codes that are scanned at the restaurant using an SNP-provided card reader device or tablet and app.

Enrollment may be completed online or in person, and tracking participation may be done in a variety of ways. An SNP staff member might attend meals to document who participates, or the restaurant may document who is attending via collection of participant vouchers. For programs that use electronic systems, tracking meals and attendance can be enabled as part of the system, such that a participant card scan automatically documents when and where the participant has engaged in the restaurant program and which menu items have been selected.

## Step 4 – Select a restaurant partner.

Following the initial conversation with prospective restaurant partners, SNP providers will want to visit the restaurant in person one or more times. These visits should include an opportunity to understand the nuances of the facility, the operations, the existing menu structure, and the overall atmosphere. Questions to consider might include:

- How is the restaurant staffed? Are there sufficient cooks, waitstaff, and hosts to support additional SNP older adult diners?
- What is the restaurant's compliance with needed accessibility features and health safety inspections? How could the SNP support any needed improvements to align with congregate meal program objectives (e.g., helping with sanitation plans based on congregate meal site expertise)?
- How convenient is the restaurant location to public transportation routes, other points of interest, and residential areas where older adults may live?
- What types of cuisine does the existing menu offer? How do menu items align with SNP nutritional guidelines?
- How popular is the restaurant? Do older adults and other community members seem to enjoy the food?

### **ACTION ITEM**

Visit a potential restaurant partner during a prime mealtime, such as lunch or dinner, and eat a meal as a regular dining patron. Take the responsibility list you created in the Step 3 Action Item and note any changes you might want to make to the list based on what you observe in the restaurant. For example, perhaps you thought the SNP staff would be best suited to take participant reservations, but upon seeing the restaurant's host desk, you realize the welcoming restaurant host might be ideal to document attendance when participants arrive. Update your responsibility list, and if needed, your high-level program design, after you complete your restaurant visit.



**Choosing a restaurant partner should be similar to choosing any other outside vendor, and most SNP providers would have familiarity with that process. The primary difference is ensuring that the restaurant understands and can share in achieving the objectives of the specific SNP provider restaurant program.** For example, SNP providers that plan to track meal participation electronically will need restaurant partners with capacity to

accept the needed equipment (e.g., a tablet and app) and associated staff training. It will also be important to discuss the SNP vision for reimbursing the restaurant partner for meal costs, and the expectations for restaurant staff, both their role in preparing and distributing meals and their anticipated compensation. Some restaurant programs include a tip for waitstaff in the meal reimbursement rate to the restaurant, and other programs ask program participants to tip when they receive their meal.

**Importantly, SNP providers may want to start small and choose the restaurant that is the best fit for their envisioned program design and objectives.** The partnership should benefit the SNP, the restaurant, and the participants, so prioritizing a restaurant partner whose mission aligns to the SNP objectives is key. This step may take a period of several months, but that is time well spent. To facilitate restaurant selection, the SNP provider will want a detailed document that describes the objectives of the planned program, roles of the SNP provider, and expectations for restaurant partners to support these early conversations with potential restaurant partners and facilitate selection of the best possible partner.

### **Step 5 – Establish an agreement.**

To engage formally with a restaurant partner, the SNP provider will need a written document that outlines the activities for which the restaurant and SNP are responsible. **Two of the biggest requirements in this plan will be (1) offering a menu that aligns with SNP nutrition guidelines and (2) adopting a meal cost that is acceptable to both the restaurant and the SNP provider.**

Typically, SNP provider staff or partners, such as a Registered Dietitian, work with restaurant partners to identify combinations of entrées, side dishes, and beverages that align with SNP nutrition guidelines and are all reimbursed by the SNP at the same rate per SNP participant. Portions for SNP meals may be smaller than what is typical for the standard restaurant menu, which may present an opportunity for restaurants to reduce some expenses. Additional items also may be added to the restaurant program menu to align with SNP guidelines, such as offering milk or a side salad.

Many restaurant programs suggest a participant contribution rate that ranges from \$3 to \$7 and actual meal costs (i.e., restaurant billing) that range from \$5

to \$12 per meal; variation is attributable to geographical cost of living differences. The SNP and restaurant should agree on the total number and types of meals (e.g., breakfast, lunch, or dinner) to be served within a given period (e.g., week or month).

Additionally, the agreement will need to define the planned timeline for implementing the program, including when SNP restaurant meal service will begin, how many months or years it will last before the agreement is renewed, and under what terms. **Terms should include measures of success and sustainability that align with the program objectives.** For example, your agreement might describe how many people will be served in a designated time period; if that goal is met, there might be a new objective (e.g., serving expanding menu offerings or adjusting menu items based on ordering frequency). Likewise, if that objective is not met, the agreement terms can specify next steps (e.g., evaluating whether the objective was realistic, such as not allowing enough time to achieve it). Discuss these objectives with the restaurant partner to be sure there is shared understanding.

After determining these key details, SNP providers can modify an existing vendor agreement template for the purpose of engaging a restaurant partner, although some SNP providers may be required to release a formal request for proposals (RFP) via their organization's procurement processes. In either case, the agreement or RFP needs to detail the overall program structure and expected roles of both SNPs and restaurants. However, for an agreement (i.e., offering a grant or contract to a specific restaurant partner), SNP providers may communicate regularly with the chosen restaurant and work together to finalize the agreement. For RFPs, the initial restaurant conversations are still critical to helping the SNP

#### **ACTION ITEM**

Review your program design and objectives again and make any needed tweaks to the structure you envision. Use the program design, objectives, and the responsibility list you updated in Step 4 as the basis for developing an agreement with the restaurant partner. The agreement will clearly describe the structure of the program (e.g., meal frequency, reimbursement, use of paper vouchers or an electronic system) and which components are the responsibility of the restaurant partner, which are the SNP's domain, and which are shared between the restaurant and SNP. The agreement also will note the program objectives and what happens if they are or are not achieved within a stated time period.



finalize their overall program design and objectives. Often, once the RFP is released, direct conversations between the SNP provider and any single restaurant would likely be paused, based on local procurement rules.

Questions to consider in developing an agreement might include the following:

- How will the restaurant program advertise or recruit older adults? What is expected, if anything, from the restaurant partner regarding advertising and recruiting (e.g., posting a flyer about the program on the menu or in the dining room)?
- How often will the menu be reviewed or revised? How will menu changes be addressed in the agreement?
- What is expected of the restaurant in terms of meal numbers, meal types that will be reimbursed, staffing, or other operations like reporting?
- What procedures will the restaurant undertake to document meal use (e.g., electronic, paper voucher)? How will these be supported (e.g., training, equipment) and maintained over time?
- What reimbursement rate does the restaurant seek per SNP meal? How much does the SNP provider anticipate in older adult contributions, versus the total reimbursement cost the SNP provider will need to cover? How will restaurant reimbursement requests be submitted and paid? How are waitstaff compensated for service (i.e., tipping)?
- What agreement duration is anticipated, and what are the extension or severance (i.e., agreement end) procedures?
- What program objectives have you noted in the agreement, and what are the terms of those objectives? What happens if they are achieved or not achieved?

This step is arguably the most detailed, as it requires focusing on the specifics of the program, specifying the partnership details, and establishing agreement terms. Agreement components, including advertising, enrolling participants, tracking participation, and covering costs, mirror existing congregate and home-delivered meal processes.

## Step 6 – Implement and evaluate the program.

### **Implementation**

Once a restaurant agreement is in place with a finalized menu and plan for implementing the program, the SNP can begin recruiting participants. Advertising may include local flyers, advertisements via partners (e.g., senior center bulletins), or other formal advertising, such as radio or television. In addition to paid radio and television ads, contacting a local news outlet to announce the new program may present an opportunity for them to interview the SNP and share the story as a local interest piece on the news (i.e., free advertising!).

### **Another key component at this stage is determining how to support older adults' socialization and nutrition education needs**

**while receiving restaurant meals.** These goals may be achieved through similar methods as are used in traditional congregate meal settings, such as coordinating specific times for SNP provider staff to host events or activities at the restaurant or offering printed or electronic education resources to SNP restaurant patrons.

### **Evaluation**

SNP providers will need a process for evaluating their restaurant programming, meaning they are ensuring that the restaurant program aligns with the restaurant agreement, SNP-determined program objectives, and overarching OAA intents. Much of this step will align with the program objectives that you built into your agreement in Step 5. Questions to consider might include the following:

#### **ACTION ITEM**



Review your agreement obligations as an SNP, including the restaurant reimbursement rate and frequency. Review your existing funding and how you plan to cover restaurant costs, and use this information to help decide how to advertise and enroll participants. For example, depending on the number of meals you plan to serve, you may want to target only nearby communities for program advertising.

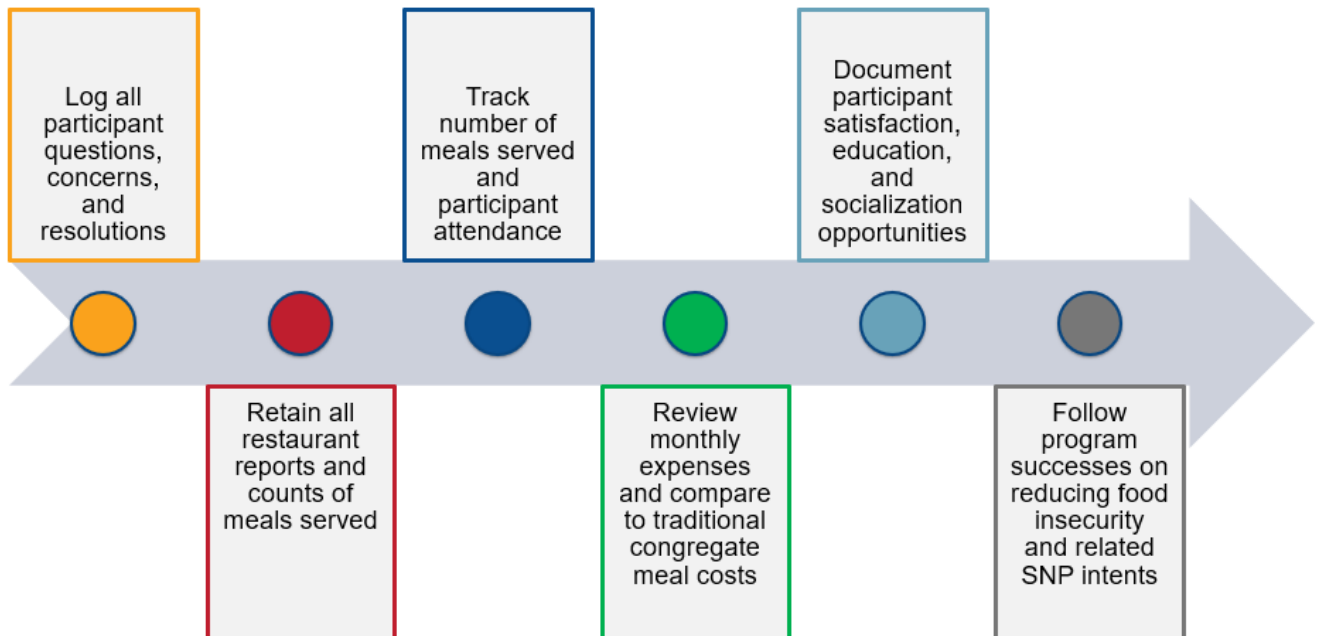
#### **ACTION ITEM**



Determine which SNP staff will be responsible for tracking progress on program objectives. Communicate that role at the beginning, along with guidance about how often they should be checking progress (e.g., weekly, monthly, or quarterly). Work together to determine how progress will be shared with the SNP team, and when appropriate, the restaurant partners.

- How does the SNP define restaurant program success? What measurable milestones are documented to track progress in meeting overall objectives? How often are we reassessing alignment with our program objectives?
- How are we addressing participant questions and concerns?
- How are we addressing any restaurant concerns?
- How does the restaurant program exist alongside traditional congregate meal sites, home-delivered meals, or other SNP programming?
- How successful are we in meeting diverse needs (e.g., availability of bilingual menus or staff), reducing food insecurity, or otherwise aligning with SNP intents?
- How are we achieving our longer-term objectives and plans for sustainability?

**As the SNP provider reviews their program progress over time, it will be important to keep good documentation of successes and challenges that arise throughout the process.**





**Experienced restaurant programs have shared that SNPs and restaurant partners should be in regular communication, at least quarterly, throughout the life of the agreement period.** This communication will help the SNP to share progress on meeting program objectives, and it will allow the restaurant to share any positive feedback or potential concerns. This continuous communication with restaurant partners and participants is key to the success of a restaurant program. Gathering regular participant feedback also is important to ensuring that the SNP is aligned with the overarching goals to support nutrition, socialization, and education. Both restaurant and participant communication are integral to sustaining a successful program over time.



**ACTION ITEM**

Plan quarterly restaurant check-ins, ideally in person, to obtain restaurant feedback on the program, share successes, and address any potential challenges.

## Promising Practices

The following pages highlight restaurant programs across the United States, noting promising practices and lessons learned through implementation of these programs. The programs highlighted include: CHAMPSS San Francisco, CHAMPSS Kansas, and Waterbury/Danbury Senior Dine.



### CHAMPSS San Francisco

#### Description

The Choosing Healthy Appetizing Meal Plan Solutions for Seniors (CHAMPSS) program partners with three local restaurants to serve meals to older adults age 60+ and their partners in San Francisco. Older adults are offered up to five meals per week, and the suggested contribution is \$5 per meal. The program serves about 6,000 meals per month.

#### Meeting Diverse Needs

The CHAMPSS program intentionally chose restaurant partners to meet the cultural and linguistic needs of the Chinese older adults in their service area. Their most popular restaurant partner is a Chinese restaurant, and their other restaurant partners serve Asian fusion and Hong Kong-style foods. Self-Help for the Elderly, the organization that supports the CHAMPSS program, directly invited the restaurants to participate. Their organizational leadership includes a respected community leader who was able to encourage restaurant participation based on the shared value of supporting older adults.

Restaurant partners offer culturally relevant meals through a set menu that meets the SNP nutrition guidelines. Written nutrition education materials are offered in English, Traditional Chinese, and sometimes Spanish.

#### Challenges and Lessons Learned

- CHAMPSS reported that it is sometimes a challenge to balance the cultural relevancy of the meals with the SNP dietary requirements. For example, CHAMPSS worked with the restaurants to add milk as an optional beverage to align with the SNP requirements.
- Many of the CHAMPSS staff are bilingual, which enables both English and Chinese communication with the restaurant partners and many of the

participating older adults. However, the program has been unsuccessful in identifying a bilingual Registered Dietitian to review menus and work with the restaurant partners, which would be optimal. However, their existing Registered Dietitian is able to work with a translator to ensure that nutrition guidelines are being followed.

- The program began with one restaurant and has expanded to include other restaurant partners. One of the primary considerations when adding new restaurants is location, both to reach older adults in neighborhoods that may be underserved and walkability or accessibility to transportation.

More information is available at [CHAMPSS San Francisco](#), including sample menus, participant applications, and bilingual materials.



## CHAMPSS Kansas

### Description

The CHAMPSS program serves meals to adults age 60 or older in various counties across Kansas. Older adults can receive up to one meal per day, 7 days a week at these locations, and the suggested contribution is \$5 per meal.

### Broad Reach With Major Chains

The CHAMPSS program in Johnston County partners with two major chains: the local Hy-Vee supermarket and IHOP. The partnerships began as a pilot program that generated considerable interest and participation among older adults. As a result of the pilot's success, these partnerships are now ongoing.

The SNP provider works with the State Unit on Aging's Dietitian to ensure that menu options comply with SNP nutrition guidelines. Older adults get their meals through an electronic card scanning system, which tracks meals and makes data accessible to both program staff and restaurant partner site managers. At the participating Hy-Vee, participants get their cards scanned at the hot kitchen counter, and from there they can choose from a variety of prepared food stations from which to eat, such as the deli counter, pizza kitchen, or salad bar.

CHAMPSS staff describe participants as particularly happy with having IHOP as an option. They noted that IHOP has been able to offer a variety of protein, vegetable,


and healthy side options that older adults enjoy. Participants also reportedly encourage friends to sign up to be able to go to IHOP together and socialize. Through these partnerships, the program has also been able to provide meals to a few unhoused older adults who indicated they would not have eaten on a given day, absent the program.

## Challenges and Lessons Learned

One of the biggest lessons learned is the need for preparation before reaching out to potential partners. These preparations include:

- Identifying the areas with the largest populations of older adults
- Researching menus and nutrition information to narrow options
- Reviewing potential funding limitations
- Having written resources ready to share with potential partners for initial and ongoing implementation

These preparations were said to be essential for defining the program to better explain it when recruiting potential restaurant partners.

More information is available at [CHAMPSS Kansas](#) , including a detailed program explanation and participant videos describing enrollment, plus sample Hy-Vee and IHOP menus.



## Waterbury/Danbury Senior Dine

### Description

Senior Dine serves the Waterbury and Danbury areas of Connecticut. The program was developed by New Opportunities Incorporated, and it has been in existence for about 20 years. Anyone 60 and older is eligible to participate in the program, and the suggested donation is \$3 to \$5 per meal, with one meal per day, either breakfast or lunch. Eleven restaurant partners serve older adults across 12 communities in the service area.

## Utilizing Electronics for Check-In and Education


Although the program began with paper vouchers, it is now fully electronic, with participants using “Senior Dine” cards to scan for their meals. The meal cards have a QR code, which the participating restaurant waitstaff scan using a Senior Dine–

provided tablet and app. The electronic reports enable Senior Dine to track participation information to see which participants are most engaged and which restaurants are receiving the most traffic from the program. This helps the program coordinators to understand the kinds of participants who frequent each restaurant and where additional outreach may be needed to increase participation.

In compliance with the national SNP goals, restaurant programs are also responsible for providing nutrition education to participants. Currently, Senior Dine has educational pamphlets available at the restaurants; however, they are working to switch to an electronic platform. The goal is to have participants scan the QR codes on their Senior Dine cards and have the app send them to a site containing nutrition education materials that will be updated regularly.

### Challenges and Lessons Learned

- Senior Dine staff noted that restaurants need to have a rooted focus on serving their community. Restaurants that are not interested in supporting local seniors are unlikely to be sustainable as long-term restaurant program partners and committed to engaging with things like the Senior Dine cards, tablets, and app.
- The app can provide robust information about participants and engagement, including when and where specific participants participate, what meals or food items they select, and how often they consume SNP restaurant meals. This information allows the SNP to track engagement, identify which restaurants or food types are most popular, and identify high-SNP traffic times and locations to target for outreach and education, if needed (e.g., if several SNP participants frequent the same restaurant at the same day and time).
- Staff underscored the importance of continuous evaluation through data collection. Being able to track which restaurants receive the most diners, and which diners participate most, enables broader senior service outreach and better support of restaurant partners.

More information is available at [Waterbury/Danbury Senior Dine](#) , including a description of the process for obtaining an electronic participant card.

## Additional Resources

The following links provide additional details about existing restaurant programs, key considerations, and successful examples of resource documents, such as sample restaurant program menus.

### Quick Resources

- [20 Years & Counting: Connecticut Senior Dine Program's Flexibility and Choice](#) – Restaurant partnership can use technology to provide more flexibility and choices for seniors.
- [Go and Dine](#) – New York café helps older adults stay well by utilizing take-out meals with nutrition program restaurant vouchers.
- [The Diner](#) – A social entrepreneurship approach to restaurant meals in Vancouver, Washington.


### Full Length Guides

- [Capstone Project Summary](#) – An overview of the Albany County Department for Aging and the Erie County Department of Senior Services project, which was a 2018 ACL Innovations in Nutrition Programs and Services Grantee. The summary includes the project's outcomes and lessons learned as well as sample materials like agreements and surveys.
- [Guide to Working with Restaurants and Grocery Stores for Meals](#) – Guidance in partnering with food retailers to maintain competitiveness, provide high-quality meals, and offer increased meal choice.

### Fact Sheets

- [Quick Guide to Working with Restaurants and Grocery Stores](#) – Five-step infographic for working with restaurants and grocery stores.
- [What's on the Menu?](#) – Iowa's restaurant partnership program and how they are meeting the social determinants of health.

### Presentations

- [Dietary Guidelines and Dietary Reference Intakes Network Discussion](#)  – Ryan Gadzo, Research Analyst, Erie County Department of Senior Services, New York, joins a panel discussion and shares how to work easily with restaurants to ensure that meals meet state, Area Agency on Aging, and federal nutrition standards.
- [Mapping Your Partnership Assets](#) – Meals of Love restaurant partnership in Florida provides background information, impact on the community,

considerations, and how they embraced challenges while finding innovative solutions. (slides only)

- [Senior Dine – Meeting the Meal Needs of Seniors](#) – Video about Connecticut’s restaurant partnership and impact. This program uses swipe cards to better track meal counts.
- [Senior Lunch Bunch: A New Model for Group Dining](#) – Restaurant partnership in South Carolina provides information on the group dining model, menu ideas, and sustainability considerations. (slides only)

### Replication Materials

- [Bistro60 Program brochure](#) – An example of a pamphlet advertising a restaurant program.
- [Customer Satisfaction Survey](#) – Go & Dine Survey on the impact of the program on participants.
- [Diners Guide](#) – Go & Dine guidelines, participating restaurants, and menus.
- [Focus Group Questions](#) – Go & Dine survey of participant experiences.
- [Iowa Cafe Guide for Partners](#) – Resource for prospective restaurant partners to understand their role in a restaurant program.
- [Isolation Survey](#) – Go & Dine screening tool to identify participant feelings of isolation. The survey uses the UCLA Loneliness Scale. For further information: [UCLA Loneliness Scale \(Version 3\): Reliability, Validity, and Factor Structure](#) links to a published article on the UCLA Loneliness Scale.
- [Kansas CHAMPSS Menu](#) – Example menu used with a restaurant partner.
- [Montgomery County MD Restaurant Solicitation](#) – Montgomery County’s Restaurant Program solicitation for restaurant partners.
- [New Opportunities, Inc. Restaurant Agreement](#) – Example agreement between an SNP and a restaurant partner.
- [Vendor Contract Sample](#) – Go & Dine sample agreement between grantee and partner restaurant.
- [Vendor Contract Terms and Conditions Sample](#) – Go & Dine sample statement of services for partner restaurant.
- [Waupaca Restaurant Program Pitch Summary](#) – Example of a restaurant program advertisement.