Eligibility for Meals and Funding Options
Meals are delivered to those unable to prepare their own meals and, for health reasons, are unable to attend a Senior Nutrition Center. In the event your health improves, please plan to dine with us at a Senior Nutrition Center.

→ Medicaid: meals must be preapproved by a Managed Care Organization.

→ Caregiver (not a spouse): meals must be preapproved by Milestones Program Director. Funding is limited.
  • 60+ years and homebound by reason of illness and/or have an incapacitating disability.

→ Contribution based meals, you must be:
  • 60+ years and caregiver of a 60+ HDM eligible senior.
  • A spouse of any age and reside at home with a qualifying Home-Delivered Meal individual.

Suggested Contribution: $5.00
Contributions may be made daily, weekly, or monthly at your preference. Payment options include: check payments or pay online at www.milestonesaaa.org Please make checks payable to: Milestones AAA, 623 Pennsylvania Ave., Ottumwa, IA 52501.
Do not send cash through the mail.

If you are eligible to receive meals on a contribution basis, you or someone you designate will receive a Monthly Contribution Letter. It summarizes the number of meals you received the prior month, along with a suggested voluntary donation. Service will not be denied to anyone based on their level of contribution.

Private pay meals may be offered to those on a waiting list when limited grant funds are available and if a delivery route is open.

Meal Cancellations:
Burlington: 319-758-5084
Davenport: 563-484-3108
Ottumwa: 641-682-2270
Muscatine: 563-260-9921


www.milestonesaaa.org
1-855-410-6222 (General Inquiry Only)
Background Information

Meals are provided by Milestones Area Agency on Aging. Funding for meals may be made available in part by the Federal Older Americans Act and participant contributions. Other meal funding may include Medicaid, private pay, or other third parties.

Menus are approved by a Registered Dietitian and provide 1/3 of the current Dietary reference Intakes for individuals ages 60+. Monthly menus are subject to change and vary among nutrition centers. Some limited special diets may be available and require a doctor’s order. Participants must monitor their own special dietary needs.

Individual Nutrition Counseling is available. If interested in learning more about managing special dietary needs, call us for more information about this helpful service.

Check your local nutrition center for meal types available in your community: breakfast, dinner, evening, hot, frozen, shelf-stable, weekend, holiday, and emergency. Funding restrictions may apply.

Delivery, Reservations, and Cancellations

Menu deliveries are based on your needs, location, area service days, and funding source. Meals are delivered only if there is someone at home to receive the meal for you.

If there is no one to receive a reserved meal, the meal is returned to the kitchen and Milestones does not receive reimbursement. Repeat “no-shows” may result in service cancellation and/or charges for reserved, undeliverable meals.

Timely cancellations reduce food waste, save volunteer or staff drivers’ time, and help control program costs.

How to cancel meals: Please call the local number you are given at least a day ahead or as soon as possible. Meals are withheld until you notify us to resume. Share this information with your family so they know how to cancel and resume meals or return reusable trays.

Tray Types and Safe Food Handling

Two forms of trays are used in our meal program. Nutrition staff will inform you of the type used.

If you are not able to eat the meal shortly after delivery, promptly refrigerate it. To reheat or warm your meal follow the instructions below, based on the tray type. NEVER USE TOASTER OVENS TO REHEAT!

Foil or recyclable plastic tray:
- Peel back lid to vent or slit film in each compartment.
- Microwave: microwave 2-3 minutes on high to 165° F.
- Conventional oven: preheat oven to 350° F. Place on cookie sheet.
- Heat for approximately 10 minutes to 165° F.

Reusable tray (PLEASE RETURN DAILY!):
- Loosen the lid on the tray.
- Place the tray in the microwave. Heat on high for 1-2 minutes or less. Stir. Heat to 165° F.
- Rinse reusable tray bottom and top and have it ready for the next day pickup. Do not leave food in trays for sanitary reasons.

Inclement Weather and Emergency Meals

Listen to local radio or television stations for cancellation of meal delivery due to bad weather. Frozen or shelf-stable meals may be made available in advance based on funding.

Giving the Gift of Nutrition:

For information about how memorial gifts can impact seniors through the Home-Delivered Meal Program call 855-410-6222, or visit www.milestonesaaa.org to learn more or set up monthly contributions via PayPal.