



# CICOA and QRyde:

Delivering healthy and affordable meals to homebound seniors

**MEALS &  
MORE**  
A SERVICE OF CICOA

## Who?

CICOA Aging & In-Home Solutions - Meals & More

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## Where?

Indianapolis, Indiana

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## When?

Since June 2017

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## What?

Replaced paper accounting with electronic system for tracking meal vouchers & daily congregate meals

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## Challenges

- Provide seniors with a reusable, contactless meal voucher card
- Replace paper accounting with electronic system
- Ease the intake process so the congregate sites can register clients or CICOA can do it
- Easily create reports for State and Federal agencies



## Overview

Meals & More, a service of CICOA Aging & In-Home Solutions, offers appetizing, nutritionally balanced meals that are vital to sustaining health and quality of life.

One service that CICOA offers is a voucher program that enables individuals age 60 and over to have more options and increased flexibility in their dining choices. Seniors can receive a re-usable meal card that may be redeemed at the participating cafeteria and restaurants for breakfast, lunch or dinner.



## The QRyde Solution

The Meals & More program is a collaboration between CICOA, multiple hospitals and congregate sites. QRyde technology is used to:

- Provide seniors with a reusable, contactless meal voucher card
- Replace paper accounting with electronic system
- Ease the intake process so the congregate sites can register clients or CICOA can do it
- Easily create reports for State and Federal agencies

Voucher Program:

**103,893**

vouchers redeemed  
at **9 sites**

Voucher Program:

**325,715**

meals served at  
**24 sites**

**in 3.5 years**

serving an average of **1,050** combined  
voucher / congregate clients **per month**

*“Since adapting the QRyde system, our data management process has been simplified. The staff hours saved make it worth it. Participants seem to enjoy the simple scan card as opposed to keeping up with multiple paper vouchers. The yearly subscription fee provides affordable peace of mind knowing our data is safe and accessible.”*



—Lisa Schneekloth,  
Director, Meals & More,  
CICOA