

## Attachment B

### Application To Provide Catering Services

Title III-C1 Congregate Meals and Title III-C2 Home Delivered Meals

<b>1. Company Information</b>		<b>2. Primary Food Preparation Site (If Different)</b>	
Organization Legal Name	Hanul Family Alliance	Organization Legal Name:	Hanul Family Alliance
Address:	300 Knightsbridge Pkwy, Lincolnshire, IL 60069	Address:	5008 N. Kedzie Ave. Chicago, IL 60625
Main phone number:	847-393-7488	Main phone number:	773-478-8851
County:	Lake	County:	Cook
Primary Contact:	Jong Cheol Kim	Primary Contact:	
Title:	Lake office Coordinator	Title:	
E-mail:	jckim@hanulusa.org	E-mail:	

### 3. Days/Hours/Type of Service


Please indicate your capabilities in each of these categories. See application instructions- **Attachment A** for more details about meal types and delivery options.

<b>Days of the week you are able to deliver meals to sites</b>	<b>Types of meals (check all that apply)</b>	<b>Delivery Options</b>	
<input type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input checked="" type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday  <b>Delivery Hours Between:</b>	<input type="checkbox"/> Regular/General <input type="checkbox"/> Hispanic cuisine <input type="checkbox"/> Chinese cuisine <input type="checkbox"/> Southeast Asian/Indian <input checked="" type="checkbox"/> Korean cuisine <input type="checkbox"/> Ethnic <hr/> <input type="checkbox"/> Ethnic <hr/> <input type="checkbox"/> Kosher	<b>Congregate Meals delivered to sites:</b> <input checked="" type="checkbox"/> Hot <input type="checkbox"/> Cold <input type="checkbox"/> Pre-Portioned "Deli-Bar" Items  <b>Individually packaged HDMs delivered to sites:</b> <input checked="" type="checkbox"/> Hot <input type="checkbox"/> Cold <input type="checkbox"/> Frozen	

<p>10:30 A.M. &amp; 12 P.M.</p> <p><b>Are you willing to provide equipment to meal sites?</b></p> <p><input type="checkbox"/> Yes      <input checked="" type="checkbox"/> No</p>	<p><input type="checkbox"/> Deli or Salad Bar</p> <p><input type="checkbox"/> Fresh Grocery Box</p> <p><input type="checkbox"/> Shelf stable meals</p> <p><input type="checkbox"/> Holiday or special event meals</p> <p><input type="checkbox"/> Other _____</p> <p><b>Special Therapeutic Diets (check all that apply)</b></p> <p><input type="checkbox"/> Diabetic Friendly</p> <p><input type="checkbox"/> Renal Friendly for those receiving dialysis</p> <p><input type="checkbox"/> Heart Healthy</p> <p><input type="checkbox"/> Vegetarian</p> <p><input type="checkbox"/> Gluten Free</p> <p><input type="checkbox"/> Pureed</p>	<p><b>Individually packaged HDMs delivered to homes:</b></p> <p><input checked="" type="checkbox"/> Hot    <input type="checkbox"/> Cold    <input type="checkbox"/> Frozen</p>	
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**4. Application Agreement**

By signing this application, I certify that I am an authorized representative to sign for this Agency. I certify that I will adhere to all AgeGuide requirements and policies for provision of services, including Definitions and Standards and Request for Application. I certify that the specifications outlined in this application represent the Applicant Agency's commitments from **October 1, 2025 – September 30, 2028**. All costs for the preparation of this application shall be the responsibility of the Applicant Agency and not the responsibility of AgeGuide. I hereby certify that all the information and answers provided in this application are true and accurate to the best of my knowledge.

<p>Typed Name:</p>	<p>Kyungjin Pyo</p>	<p>Signature:</p>	
<p>Title:</p>	<p>Director of Finance</p>	<p>Date:</p>	<p>12/13/2024</p>

## 5. Application Instructions

- Please answer all questions as thoroughly as possible.
- Submit both the narrative and pricing matrix.
- AgeGuide accepts applications to provide catering services throughout the year.
- Submit the application to [Lchew@AgeGuide.org](mailto:Lchew@AgeGuide.org).
- Questions should be e-mailed to [Lchew@AgeGuide.org](mailto:Lchew@AgeGuide.org).

Notes:

- (1) This application does not request financial information about your organization, however, AgeGuide does reserve the right to request financial data as necessary to assess the financial viability of the organization.
- (2) This application is not a contract. If a contract is offered by a Nutrition Provider, this application becomes part of the contract.
- (3) Contracts will not vary from the information included in the Caterer Request for Application unless specifically approved by the Nutrition Provider.
- (4) See **Attachment D** for FY24 Estimated Meal Volumes by Delivery Location (reference only).

## 6. Application

A. General

**Are you applying for**

- Caterer
- On-Site Caterer**
- Shelf-stable meal vendor
- Fresh grocery box provider

B. Performance History

1. When was your company established? Who are the owners of the company?

Hanul Family Alliance was established in 1987 as Korean American Senior Center in Chicago. The agency rebranded as Hanul Family Alliance in 2007, and started its Lake County branch office in 2013, in response to the growing Korean American community in Lake County. Irene Sohn, MSW, LSW is Executive Director of Hanul Family Alliance.

2. How many meals did your company prepare and deliver for service in 2024? Please report which category of meals: **home delivered meals, Congregate meals, shelf-stable meals and or fresh grocery boxes.**

The central kitchen at Hanul Family Alliance has produced and served 60,821 meals in 2023 for both Home Delivered Meals and Congregate Meals Programs in Chicago, Mount Prospect, and Lincolnshire.

3. What volume of daily meals can your operation produce on the **first day of contract service on October 1, 2025?** Please explain (e.g., expansion plans or other changes to production).

The central kitchen located in Albany Park, Chicago produces up to 500 meals per day, depending on the menu. The meals are all cooked on the day of the distribution, which will be then allocated to five programs (3 C1 programs, 2 C2 programs) in Chicago, Mount Prospect, and Lake Office.

4. Have you done work similar in scope and size to the Senior Nutrition program? Give examples of the number of meals served.

Yes, the agency served 60,821 meals for congregate meal program in Chicago, Mount Prospect, and Lake County (Buffalo Grove), as well as HDM program in Mount Prospect, funded by AgeOptions. Mount Prospect HDM program alone currently serves 169 clients every weekday, delivering average of 1960 meals per month.

### C. Quality

1. What is the maximum number of hours between preparation of the entrées, and arrival at the designated nutrition site?

2 hours

2. How will you document food temperatures at the time of leaving your facility and the time of delivery?

The food temperature is taken at the time of leaving the central kitchen and at the time of delivery, to be recorded on the temperature log.

#### D. Capacity

1. Please describe how you will respond to special meal requests (holiday-related meals, occasional themed meals, etc.) and accommodate menu changes (e.g. when meals do not meet client satisfaction?)

On holidays celebrated by the community, the central kitchen will produce culturally relevant and traditional meal such as rice cake soup for Lunar New Year or chicken for one of three Sambok (“hottest summer days”) days. The menu items will also consider the duration of transport and delivery to ensure the food is delivered fresh.

The clients are encouraged to submit feedback to HDM delivery drivers or Lake County Office Coordinator (Jongcheol Kim), who will escalate the feedback to the Chicago Nutrition Program Manager (Nayeon Yang), who is in charge of menu development and kitchen operation, within 1 business day. Hanul Family Alliance will acknowledge the receipt of the feedback and return the feedback within a reasonable timeframe. Any issues that need immediate response will be escalated immediately upon receipt and responded to as soon as possible.

Each year, Hanul Family Alliance also distributes client satisfaction survey to nutrition program participants to collect feedback and suggestion for menu and service improvement.

2. Please describe how you will provide meals on days that service is required but your kitchen is closed due to your organization’s or the Nutrition providers’ holiday policy.

HDM program participants are notified of kitchen closure or any changes that may impact meal delivery at least two weeks in advance, via e-mail, phone, and orally by the delivery drivers. HDM delivery drivers and Lake County Office Coordinator will also ask if the participants need meals during the kitchen closure. If requested by the participants, Hanul Family Alliance will provide extra meals to be frozen and stored or direct the participants to other meal programs and food pantry services that are open during the Hanul kitchen closure.

3. Please describe your company's ability to provide a Fresh-served deli or salad bars at a congregate site.

- a. Do you have the additional capacity to do the Fresh-served deli portioning work? If yes, what is the effect on the per meal price?

N/A – we do not serve deli food.

- b. Are you able to provide the salad bar equipment? If yes, what is the effect on the per meal price?

N/A

4. Do you have the capacity to pack Home Delivered Meals in delivery carriers according to the routes set by the Nutrition providers? If yes, what is the effect on the per meal price?

Yes. As Hanul Family Alliance is a self-caterer, there is no effect on the per meal price as of December 2024.

5. What packaging system do you use for individually packing home delivered meals? (List brand.)

Each meal consists of grain (rice or rice mixed with other grains), soup with protein and vegetable, kimchi, side dish with protein or vegetable, fruit, and dairy item. Rice, soup, kimchi, and side dish are packed individually in Styrofoam containers with the semi-transparent lid that seals to keep the food fresh, comply with the food temperature policy, and keep the items from mixing. We have not committed to using one particular brand, but currently our containers come from Hubert (<https://www.hubert.com/product/46910/Dart-Container-8SJ20-8-oz-White-Styrofoam-Soup-Takeout-Container---4-14Dia-x-2-14D/>). Fruit and dairy items are packed in a transparent plastic bags. Each meal is packed in a paper lunch bag for delivery.

E. Pricing

**1. Please complete Attachment C - "Caterer Pricing Matrix" Remember to enter information for each County you are able to cater.**

F. Attachments

If your organization is invited by AgeGuide to provide a taste test, you will be asked to submit one set of the attachments listed below. Please label any attachments with your company name.

1. Current health department inspection(s)
2. Current fire department inspection(s)
3. Current sanitation certificate (CFPM) for the supervisor of meal preparation
4. Three client references, including client's name, primary contact's phone number and e-mail address
5. Current caterers must submit a sample menu for any home delivered meals, congregate dining meals, shelf-stable meals and/or fresh grocery boxes that will be approved by a licensed Registered dietitian for AgeGuide's review.  
  
**NEW CATERERS** must submit a cycle menu for any home-delivered meals, congregate dining meals, shelf-stable meals and or fresh grocery boxes that will be approved by a licensed Registered dietitian indicating the menus meet 1/3 of the daily nutritional requirements for older adults.
  - A one-month sample menu and nutritional analysis or meal pattern using the IDOA approval sheet. AgeGuide will provide approval sheets.
6. Written confirmation that the caterer has read the menu standards and can provide menus that meet these standards **(Attachment D.)**