

**PSA 30 AREA AGENCY ON AGING
ELDERLY NUTRITION PROGRAM REQUIREMENTS
(CONGREGATE & HOME DELIVERED MEALS)**

SERVICE AND CLIENT PRIORITIES

In determining the need for Meal Services, priority must be given and outreach targeted to low-income, minority persons.

STAFFING REQUIREMENTS

The provider is directly responsible for the production of the meals and must meet the following staffing requirements: “ The nutrition services provider shall have a manager on staff who shall conduct the day-to-day management and administrative functions of the Elderly Nutrition Program, and either have (1), (2), or (3):

(1) Possess an associate degree in institutional food service management, or a closely related field, such as, but not limited to, restaurant management, plus two (2) years experience as a food service supervisor, or,

(2) Demonstrate experience in food service, such as, but not limited to, cooking at a restaurant, and within twelve (12) months of hire successfully complete a minimum of twenty (20) hours specifically related to food service management, business administration, or personnel management at a college level. Prior to completion of meeting the hours, this individual's performance shall be evaluated through quarterly monitoring by a registered dietitian, or,

(3) Two years experience managing food services. Such experience shall be verified and approved by a registered dietitian prior to hire.

(b) Personnel. There shall be, at a minimum, a manager as required in (a) above, and a paid staff or volunteer as required in subsection 7638.1(b)(1)” (for Congregate and or Home Delivered meals).

Each provider must have services of a Registered Dietitian available to the program. The Registered Dietitian must have a written job description or “Scope of work” as part of their contract/employment agreement that ensures compliance with Title 22 requirements. Currently the Dietitian is provided by the AAA. The AAA Nutritionist, or other R.D. will review and approve the monthly menus and conduct the annual monitoring of the program.

Food Service Staff must be trained in and adhere to the most recent specifications for food safety, including safe temperatures for storing, cooking, holding, and serving food. Site Managers must maintain a current “Serv-Safe” certification or equivalent.

TYPE OF CONTRACT AND REPORTING REQUIREMENTS

Unit cost reimbursement on a per meal basis as reported monthly through the Harmony for Aging database.

All approved budget revenue and actual expenditures including In-Kind, Project Income, and Local Cash must be documented for reporting purposes to AAA as outlined in the budget/fiscal reporting forms.

Monthly meal count and required fiscal reports are due within fifteen (15) days of the following month.

A written response to the annual monitoring report is due within 60 days of receipt of the monitoring report. Frequent late reports will be a consideration during contract renewals and during the Request for Proposal (RFP) process.

Refer to formal AAA/Stanslaus County contract for specific terms.

BILLING PROCEDURES

The provider will submit monthly invoices/ meal counts to the AAA. The provider will be paid on a per meal reimbursement basis to the maximum amount as agreed upon in the contract.

MENUS

* A Registered Dietitian must approve the cycle menu to ensure each meal meets, the California Department of Aging Menu Planning Guidance, Title 22 and the AAA Senior Meals Program Requirements developed by PSA 30. Menus and analysis must be signed by a Registered Dietitian, and submitted to the AAA for approval at least two weeks prior to the start of the first meal service.

* A minimum of a 4-week cycle menu is required.

* The daily menu component form from the California Elderly Nutrition Program (ENP) must be utilized for menu analysis.

* Changes to the cycle menu must be recorded, and kept on file for review. (Menu change form available)

* All meals must be analyzed prior to consumption. All ready to serve (pre-made) item ingredient /nutrient labels and recipe modifications must be kept on file and checked for accuracy by the provider Dietitian or AAA Nutritionist at least annually.

* As evidence of good cost control, the meal service provider(s) are expected to have food cost calculated per menu items and per meal.

MENU REQUIREMENTS (May meet or exceed CDA menu standards)

1. Meat and meat substitutes: ≥ 3 ounces (≥ 18 grams of protein) of edible meat or meat substitute must be included in the meal. Note: 2.5 ounces minimum allowable for casserole dishes.

* Whole or sliced meat must be offered at least twice per week versus ground or chopped form.

* Meat substitutes may include cheese, eggs, cottage cheese, peanut butter, cooked beans/lentils and soy products.

* Protein sources (Meat and meat substitutes listed above) may be combined to meet the three (3) ounce requirement.

* The use of low-fat and fat-free products is encouraged, in order to control the total fat content of the meal.

* The use of low-sodium products is also encouraged, in order to control the total sodium content of the meal.

* The use of whole grain foods is encouraged, in order to increase the fiber content of the meal.

2. Milk: a minimum of one (1) serving must be included in the meal. One (1) serving is 8 fluid ounces of milk (1% or 2% milk)

* The use of non-fat or low-fat products is encouraged, in order to control the total fat content of the meal.

3. Fruit and /or vegetables: a minimum of two (2) servings must be included in the meal. A serving is defined as $\geq 1/2$ cup of fruit or vegetable or $\geq 1/2$ cup of 100% fruit or vegetable juice. Leafy greens (salads) = 1 cup.

* Potato is counted as a vegetable.

* A Vitamin A-rich food sources must be served at least three (3) times per week, to maintain a weekly average of 233 μg RAE.

* A Vitamin C-rich food must be served daily meeting $1/3$ of the DRI or 25 mg.

4. Fortified margarine or butter: one (1) teaspoon may be included in the meal.

* The margarine or butter can be use in preparation of the meal.

* One (1) teaspoon mayonnaise, cream cheese, or salad dressing may be substituted. The use of low-fat products is recommended.

5. Dessert: one dessert food must be included with the meal. Limit sweets serving fruit for dessert frequently. Fruit must be served as the dessert a minimum of three (3) times per week. The use of fresh fruit or canned fruit “in its own juice” is encouraged. A minimum serving size of $\geq 1/2$ cup of pudding, gelatin, fruit or fruit dessert is required. Other dessert items can be portioned by the agency, considering client preferences and commonly acceptable serving sizes.

NUTRIENT GUIDELINES

All meals qualifying for reimbursement must provide one third of the RDA, the California (ENP) Menu Standards Dietary Reference Intakes (DRI), and the Senior Meals Program Requirements Food Standards developed by the AAA.

FOOD STANDARDS

A. All foods used shall be in conformance with the CDA Title III-C Menu Planning Guidance and the following specifications:

The grade minimums recommended for food items are as follows:

1. Meat - Only those meats or meat products which are slaughtered, processed and manufactured in plants participating in the U.S. Department of Agriculture inspection program can be used. Meats and meat products must bear the appropriate inspection seals and be sound, sanitary and free of objectionable odors or signs of deterioration upon delivery. Meats shall be of Choice Grade or better.

2. Poultry and Seafood - When served as whole pieces, poultry and seafood shall be U.S. Grade A.

3. Eggs - U.S. Grade A, all eggs must be free from cracks. Dried, liquid or frozen eggs shall be pasteurized.
4. Meat extenders - Soy protein added to extend meat products shall not extend 15% of net weight of the meat used and shall be used only when acceptable product results.
5. Fresh Fruits and Vegetables - Shall be of good quality (USDA #1) relatively free of bruises and defects.
6. Canned and Frozen Fruits and Vegetables - Grade A used in all menu items, including combination dishes, i.e., gelatins, and soufflés. Fruit in its “own juice” versus in syrup is preferred.
7. Dairy Products - USDA Grade A Homogenized milk (1%, or 2%), all fortified with Vitamin A and D shall be offered.

B. Only commercially preserved foods may be used (No home canned foods).

C. Food, at all times, shall be prepared in a means that would maximize its palatability and appearance and maintain its nutritional value.

Holding time for hot foods shall not exceed fours hours, from the end of production to the start of the meal service.

D. Minimum portions (cooked weights or edible portions)

1. Roast meats, boneless chops, steaks, boneless turkey and cutlets - 3 oz.
2. Bone in chops, breaded meats or seafood - 4 oz.
3. Chicken with bone - 5 oz.
4. Chopped steaks, meatloaf - 3 oz.
5. Eggs - 1 large egg is equivalent to 1 oz. of protein requirement.
6. Dried beans, peas, lentils - 1/2 cup equal to 1 oz. of protein requirements (must be used in combination with whole grain products, egg, cheese, or meat product).
7. Soup used as a vegetable must contain a minimum of 4 oz. of vegetables (drained weight).
8. Gelatin salad used as a fruit and/or vegetable requirements must be enriched with Vitamin C.
9. Instant mashed potatoes utilized for the vegetable requirements must be enriched with Vitamin C.
10. All grain products used must be enriched.

Updated January 2013

**PSA 30 Area Agency on Aging (AAA)
HOME DELIVERED MEALS POLICY & PROCEDURES**

Service Description

The Elderly Nutrition Program (ENP) Home Delivered Program Meal Program is a nutrition program that provides nutritionally balanced meals and must comply with the most recent Dietary Guidelines for Americans (DGAs) and the Dietary Reference Intakes (DRIs) for the elderly population. The intent is to ensure that the ENP sustain and improve participant health through the provision of safe and nutritious meals. Each meal must provide a minimum of 33 1/3 percent of the DRIs per meal and meet the requirements of: Title 22 Division 1.8 Elderly Nutrition Program, the California Department Menu Planning Guidance, and PSA 30 Senior Meals Program Policy & Procedures and Menu Requirements.

Frequency of delivery

Must provide a minimum of 5 meals/week delivered minimum of 2 times/week. Daily weekday delivery is encouraged if/when fiscally prudent and or volunteer drivers available.

Eligibility

- I. In order to receive home delivered meals, the following criteria must be met:
The person must:
 1. Be 60 years of age or older. Note: The spouse at any age, or an adult with disabilities, that resides at home with an eligible individual is also considered eligible.
 2. Be primarily homebound (unable to leave his/her home under normal circumstances) i.e. other than for medical appointments, and or requires assistance or has great difficulty with transportation.
 3. Be able to feed him/herself without assistance from the provider staff other than opening a carton.
 4. Agree to be home when meals are delivered, or contact the program when absence is unavoidable. (Meals must be delivered to the participant and not left unattended/unrefrigerated if the participant is not home).

Prioritization

Priority 1:

- 80 + *Homebound
- Lives alone or with spouse who is also homebound
- Both unable to drive

Priority 2:

- 60 – 79 *Homebound

- Live alone or with spouse who is also homebound
- Frail (1 Activity of Daily Living (ADL) or more due to cognitive or physical deficiency)

Note: A Spouse and/or dependent adult residing with a Priority I or 2 senior (that are also homebound) will be denoted the same priority as the eligible senior and served before the remaining Priority 3 seniors.

Priority 3:

- 60+ *Homebound
- Lives with others who are not homebound or has caregiver during the day
- OR 60-79, lives alone, but with no ADL deficiencies

***Homebound:** Unable to leave his/her home under normal circumstances and does not drive.

**** Recently released** = within five days of the request for meals.

Priority 1 and 2 seniors must be served first. All seniors that fall under priority 3 will be placed on a wait list in the order received. Wait list for Priority 3 will be re-evaluated quarterly where total meals served vs. number contracted. Priority 3 participants must be served when, directed by the AAA, the provider is projected to be significantly underserving contracted number of meals.

Wait list prioritization

The wait list must be chronological except when a designated service area has a pre-determined capacity limit and maintains separate wait list.

Emergency need: Those with an emergency need i.e. with sudden loss of spouse/caregiver, recent release from acute or rehab care facility or other emergency circumstance, may circumvent the wait list and be offered short term assistance (≤ 30 days) at the discretion of the provider. After which time, they would return to the wait list following the usual policy & procedures.

Wait Lists Continued:

- I. If a need for a wait list occurs, the nutrition provider shall notify the AAA in writing immediately. A written notice of intent to begin a wait list must be received prior to implementing a wait list. The notice must include the course of action that will be taken to help reduce or eliminate the need for the wait list.
- II. Any changes to the prioritization policy and procedure must be pre-approved by the AAA.
- III. The prioritization system must distribute services equitably but also ensure priority to those determined to be at greatest need.
- IV. When a wait list exists the nutrition provider shall submit a monthly status report to the AAA. The report shall include the number of participants currently on the wait list, the number added to the wait list, and those from the wait list that had service

initiated during the month in question. The report should also include any actions taken during that time to help eliminate the wait list.

Contributions

- I. There is no fee for the Home Delivered Meals for eligible participants however donations should be encouraged. Non eligible “guests” must pay the cost of the meals as determined by the service provider.
- II. No eligible person shall be denied a meal because of failure to contribute.
- III. A suggested contribution toward the cost of the meal service shall be requested of the participants on a regular basis, usually weekly. The AAA must approve the determined contribution amount.
- IV. Contributions shall be voluntary and confidential. Participants shall determine for themselves what they are able to contribute toward the cost of the meal service.
- V. Each HDM participant shall be provided the HDM policies and procedures including information about how to contact the provider, cancellations, temporary suspensions, safe food handling, and special request i.e. allergies or religious requests.
- VI. The provider must have adequate policies and procedures to safeguard & track donations/deposits.

Nutrition Education

- I. Nutrition Education shall be provided quarterly at minimum.
- II. Educational handouts must be pre-approved by the AAA Registered Dietitian and follow a yearly schedule created with feedback from participants regarding topics they would like more information about (determined by annual survey).
- III. Verification of the distribution date and topic of the education must be kept on file available for review upon request of the AAA.

Assessment and Reassessment Procedures

Initial Contact & Assessments

- I. Each potential HDM recipient shall be assessed initially by phone in order to determine eligibility. The program must have a dedicated phone number staffed a minimum of four hours daily, on weekdays, during normal working hours.
- II. A participant shall be notified of their eligibility and expected start day (if eligible) within 3 working days of their request for service.
- III. Meal service shall begin no later than seven days after the request for service has been received. (*>7 day wait is considered a wait list).
- IV. Meal delivery for those eligible participants determined to have an immediate emergency need must begin within 2 working days of the request for service. Examples shall include at minimum: clients referred by discharge planners, or other social worker, status post hospitalization and/or that have had a sudden unexpected loss of a caregiver.

- V. An in-home assessment shall be completed within two-weeks of the start of the meal service and must include an evaluation of the type of meal appropriate for the participant in their living environment.
- VI. Reassessments must be conducted quarterly. The reassessments must be conducted in the participants' home at least every other quarter.

Policies and Procedures

- I. The provider must develop a detailed policy and procedure manual. The manual should address all AAA/CDA policies and procedures, Title 22 regulations, and terms of the contract agreement.
- II. Providers must establish written procedures for their meal service/program; which includes at minimum: Registration, Eligibility of the participant, data collection and reporting, assessment and reassessments, food safety, delivery procedures, staff and volunteer training and handling of donations.