

STANISLAUS COUNTY AREA AGENCY ON AGING (PSA 30) 2018 SENIOR MEALS/ MENU REQUIREMENTS/STANDARDS

I. SERVICE DESCRIPTION

The Congregate Meal Service is a nutrition program that provides nutritionally balanced meals in a congregate or group setting conducive for socialization and open to the general public. Historically, a fresh made hot meal has been served as part of a senior lunch program at various sites throughout Stanislaus County. Home Delivered meals are reserved for those eligible participants that are home bound (refer to Prioritization policy). Each congregate and home delivered meal shall provide a minimum of 1/3 of the Dietary Reference Intakes (DRIs) and follows the principals of the Dietary Guidelines for Americans (Published by the Secretaries of the Department of Health and Human Services and USDA). Refer to California Code of Regulations (CCR) Division 1.8 Chapter 4 Title III C Elderly Nutrition Program regulations for specific program requirements. Note: The local AAA “Senior Meals/ Menu Requirements” may have higher standards for certain nutrients but shall, at minimum, also meet the State and Federal requirements as stated above and outlined in the 2012 California Department of Aging (CDA) Title III-C Menu Planning Guidance (Program Memo (PM) 12-17 and any subsequent Federal or State requirements.

II. SERVICE GOAL

The goal of the Congregate Meal Service is to provide a nutritious meal to improve or maintain nutritional status, promote socialization, and maintain the independence of the individual. The Goal of the Home Delivered Meals program is to provide a nutritious meal to improve or maintain nutritional status, to frail homebound elderly in order to help them maintain their independence and provide a safety check via personal contact of the home delivered meals driver.

III. SERVICE UNIT

The unit of service for Congregate or Home Delivered Meal Service is one complete meal provided to one eligible participant. A complete meal is one that meets or exceeds one-third of the Dietary Reference Intakes (DRIs) and meets all federal, state and local program requirements for the senior meals. See Service Description above.

IV. SERVICE AREA

Services shall be available countywide to eligible persons or as otherwise contracted by the Area Agency on Aging. Service area may vary depending on provider contract. Congregate Sites: Providers must obtain the approval of Area Agency on Aging (AAA) prior to opening a new site or closing any existing congregate site location.

Prior approval must also be obtained if there is a deviation of the traditional Monday through Friday lunchtime meal service schedule, days or times.

V. LOCATION OF SERVICE DELIVERY

The congregate meals are served in nutrition sites, which may be located in senior centers, churches, community centers, and other public and private facilities under the supervision of the congregate meals provider, as approved by the Area Agency on Aging.

VI. SERVICE ELIGIBILITY

Congregate nutrition services shall be available to persons 60 years of age or older and their spouses (regardless of the age of spouse); the age-eligible participant must be a registered participant of the program. Registration includes completing the "Intake Form" and entering the required data into the web based Harmony/ Mediware "SAMS" database. The services may also be made available to handicapped or disabled persons under 60 years of age who reside in housing facilities where congregate meals are served and which are primarily occupied by elderly persons or reside at home with and accompany older individuals who are eligible. Refer to "Eligible individuals" as defined in CCR Title 22. Note: Staff and guests under age 60 are allowed to participate in meal program, but are required to pay the full cost of the meal as established by the contractor/provider.

VII. DESCRIPTION OF SERVICES

1. Listing of Components

The Congregate Meal Program is designed to provide low-cost, nutritious meals, and other nutrition services, including outreach, and quarterly nutrition education, to congregate meal site participants. Meals may be hot or cold.

2. Prohibited Service Components

Congregate Meal Service may not:

- * Include supportive services other than outreach, referrals, and nutrition education.
- * Be denied to eligible persons because of his/her inability or failure to contribute to the cost of meals.

VIII. SERVICE STANDARDS

Congregate Meal Sites must meet or exceed the following standards:

- * Have adequate office/desk space and telephone for the use of the site manager.
- * Have appropriate utilities and custodial service.
- * Have adequate volunteers to assist with the meal service.
- * Provide a clear, convenient entrance to the building and have a visible sign designating it as a congregate site.
- * Have adequate staff meetings and training to meet the CCR Title 22 training and In-services requirements.
- * Have "Non-Smoking" Policy during meal service in compliance with State laws.
- * Post a monthly menu and notify the participants in advance whenever possible of any menu-changes.
- * Participants must be provided with information on how needed services (e.g. Medicare, Medi-Cal, SSI, transportation, housing, etc.) may be obtained and must be provided assistance in gaining access to those services. Note: Having the AAA "Senior & Caregiver" Information directory available at the site meets this requirement.

NUTRITION EDUCATION

Nutrition education must be provided to participants once every quarter. Topics should be determined with participant input. All nutrition education materials/presentations must be pre-approved by a Registered Dietitian. An annual schedule for Nutrition Education, site monitoring, and staff In-services must be submitted to the AAA Dietitian within the first quarter of each fiscal year. Nutrition education shall be provided as brief presentations to the various congregate site participants and through nutrition education handouts being distributed to the home delivered meal recipients.

POLICIES AND PROCEDURES

The provider or sub- contractor policy & procedure manual should address all AAA/CDA policies and procedures, CCR Title 22 regulations, and terms of the contract agreement. Policies and procedures should be updated every two-years at minimum.

- * Provider(s) must establish a procedure for their meal service; which includes at minimum: Registration, age verification of the participant, reports of suspected food borne illness, food temperature monitoring, storage, dishwashing, and first aid procedures.
- * Providers must also develop clear written policies for use by its sites regarding contributions. These policies should address, at a minimum, the use of suggested contribution schedules, contribution policies for staff/guest, and provisions for protecting

the confidentiality of individual client contribution amounts.

* Specific written guidelines and procedures must be developed for the collection of donations, the handling of donations, the counting of donations and the depositing of donations.

DATA COLLECTION

* Provider must complete a registration or NAPIS/AAA intake form for every meal participant.

* Information on the NAPIS/AAA intake form must be updated annually.

* Provider must collect and report the required NAPIS data and enter the information into the Harmony/SAMS database as directed by the AAA.

* All eligible meal participants must complete the “Determine” Nutrition Screen, as part of the NAPIS/AAA Intake form. Clients identified as "high-risk" may be referred to the AAA nutritionist/ Registered Dietitian (especially those that report unplanned weight change or follow a special diet). The Senior Meals Program does not offer any special or modified diets. Note: Home Delivered Meals participants must also complete the Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL) part of the NAPIS “AAA Intake”.

MENUS

* A Registered Dietitian must approve the monthly and master cycle menu to ensure each meal meets one third (1/3) of the Dietary Reference Intakes (DRI), CCR Title 22, and the AAA Senior Meals Program Requirements. The monthly must be approved/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. The AAA currently provides the services meeting the Registered Dietitian requirement.

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

* The daily menu component pattern 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)

* 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.

SITE GUIDELINES

* Participants, family members, and/or caregivers must be given the opportunity to make voluntary contributions to help defray the cost of the meal service.

* Excess food may not be saved and re-combined into meals served to clients. The packaging and taking home of leftovers is to be discouraged. Participants must be notified that to do so may be unsafe and is “at their own risk”.

* Congregate meal sites must meet the criteria established by the Division of Services for Aging and Adults with Physical Disabilities:

* The site must meet the minimum standard of the State and local government Building, Fire and Environmental Services Regulations.

* The site must have a pleasant environment, adequate lighting, and pleasing décor.

* The site must be available for a minimum of Three (3) hours daily five (5) days per week. Exceptions may be made for days of operation when the site has limitation re: availability but this must be open a minimum of three (3) days per week pre-approved by the AAA. Exceptions must be requested in writing before altering meal site schedule.

* All Congregate sites must have a Site Manager, paid, volunteer, or in-kind. This person is responsible for site operations relating to the nutrition program. Sites serving < 12 meals are encouraged to have a volunteer Site Manager vs. a paid position, as for so few meals it may not be cost effective otherwise.

* All site staff (paid and volunteer) must be fully trained and meet all of the State, Federal, and local standards for food service personnel.

* Personnel and volunteers associated with the Congregate Meal Service should be trained in the most recent practices for safe food handling as well as fire safety, and basic first aid, particularly in dealing with choking and CPR.

IX. SERVICE AND CLIENT PRIORITIES

In determining the need for Congregate Meal Services, priority must be given and targeted toward low-income, rural & minority populations.

The Home Delivered Meals client services will be prioritized based on policies and procedures established by the Area Agency on Aging. Only Priority I and II participants will be provided Home Delivered Meals. Priority III level seniors may be served (only with pre-approval by the AAA) if/when the provider agency can demonstrate adequate

program income to ensure doing so won't compromise their ability to meet the number AAA contracted meals for the year.

Priority System – Home-Delivered Meals (C2) Program 2017

Priority 1:

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

Priority 2:

- **60 – 79** *Homebound
- Live alone or with spouse who is also homebound
- Frail (1 or more deficiencies in Activities of Daily Living (ADL) due to cognitive or physical limitations).

Note: A Spouse and/or dependent adult (who is/are also homebound) residing with a Priority I or 2 senior will be denoted the same priority as the eligible senior. **The eligible spouse/dependent adult must be home to receive the meal.**

Priority 3:

- **60+** *Homebound
- Lives with others who are not homebound or has a paid caregiver or In-Home Supportive Services available 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. i.e Rarely leaves the home other than for medical appointments.

X. STAFFING REQUIREMENTS

Each provider must have on-staff a full time Project Director who will be responsible for the overall daily operation of the Nutrition Program. The Project Director must have a minimum of an Associate's Degree in Foodservice and/or Nutrition and two (2) years of experience managing a food/nutrition related program. (See CCR Title 22 Standards).

Responsibilities include supervision of staff, ensuring compliance to CCR Title 22 , State and Local regulations, and AAA contract requirements.

If the provider is directly responsible for the production of the meals, a full-time person should be in charge of directing, monitoring and supervising the food service production and staff. This person should be qualified by education and experience. Educational

requirements include a degree in Foods and Nutrition, Food Service or Hotel and Restaurant Management, or a minimum of two (2) years' experience in managing food service production.

Each provider must have services of a Registered Dietitian available to the program. The provider Registered Dietitian must have a written job description or "Scope of work" as part of their contract/employment agreement that ensures compliance with CCR Title 22 requirements. The Provider Dietitian may be contracted directly with the AAA. However, the AAA Dietitian/Nutritionist, will conduct the annual monitoring of the program.

Food Service Staff should 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 serving bulk food (unpackaged /unsealed meals) must maintain a current "serv-safe" certification or equivalent.

Each Nutrition site shall be inspected quarterly to ensure compliance with CCR title 22 regulations. The Provider Dietitian or AAA Dietitian will conduct site inspections for each congregate site. All site inspections are to be reviewed by the provider RD and copies provided to the AAA Dietitian.

XI. TYPE OF CONTRACT AND REPORTING REQUIREMENTS

Unit cost reimbursement on a per meal basis as reported through the WellSky (Formerly Mediware) "SAMS" database. All provider 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/Stanislaus County contract for specific terms.

XII. 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.

XIII. OTHER MENU REQUIREMENTS

(May meet or exceed CDA menu standards)

1. Meat and meat substitutes: ≥ 3 ounces (≥ 18 grams of protein/protein sub) of edible meat or meat substitute must be included in the meal when whole meat item served. 2.0 ounces minimum (≥ 15 grams protein) 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 /protein 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 and fresh fruits and vegetables 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.

Note: Generally we encourage 2 serving of vegetables and 1 serving of fruit as dessert.

* Potato is counted as a vegetable.

* **A Vitamin A-rich food sources must be served at least three (3) times per week, 250 IU Vitamin A approximately 233 micrograms RE**

* **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. To limit sweets, we usually offer fruit for dessert. 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 1/3 of the Dietary Reference Intakes (DRIs) and comply with: the Federal (Title 22), State California Department of Aging (CDA) Menu Planning Guidance and these AAA Senior Meals Program Requirements Food Standards.

FOOD STANDARDS

A. All foods used shall be in conformance with the federal, state and local program requirements for the senior meals program 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 four hours, from the end of temperature control holding at production site, to the start of the meal service at congregate site. Frozen meals shall be delivered within five hours of departure.

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 - 4 oz.
4. Chopped steaks, meatloaf - 3 oz.
5. Casserole –minimum 2oz meat/meat sub per serving (6-8oz serving depending on recipe)
6. Eggs - 1 large egg is equivalent to 1 oz. of protein requirement.
7. 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).
8. Soup used as a vegetable must contain a minimum of 4 oz. of vegetables (drained weight) – Usually 1 cup or 8oz serving size.
9. Gelatin salad used as a fruit and/or vegetable requirements must be enriched with Vitamin C.
10. Instant mashed potatoes utilized for the vegetable requirements must be enriched with Vitamin C or served with another Vitamin C food source which combined meets DRI.
10. All grain products used must be enriched.

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