



Centralina Area Agency on Aging

NUTRITION SERVICES

REGION F

POLICIES AND PROCEDURES

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CENTRALINA AREA AGENCY ON AGING **Region F Policies and Procedures**

These guidelines set forth operating procedures that the Centralina Area Agency on Aging follows in the planning and administering of nutrition services to which service providers receiving Home and Community Care Block Grant (HCCBG) funding must adhere. While some of these policies and procedures are in addition to requirements listed in the NC Department of Health and Human Services Division of Aging Nutrition Service Standards and Home and Community Care Block Grant Procedures Manual for Community Service Providers that will also apply, most of the following statements clarify the NC Division of Aging Nutrition Service Standards.

UNIT OF SERVICE:

Congregate:

- In order to assure that a complete unit of service is provided, participant attendance must not be taken as persons enter the congregate site for the day but rather the unit is marked when the participant receives the complete meal.

Home Delivered:

- The unit of service must be documented when the complete meal is delivered to the client and not when it is ordered or packed.

Supplemental:

- A complete liquid supplement unit of service is 2 cans of liquid supplement provided to a client. This can be in addition to the client receiving a meal at a dining site or delivered to the home. It should be counted as 2 meals and must provide 66% of the RDA. The number of supplemental meals delivered to a client should correspond to and not exceed the physician's authorization for the number of cans per day. The 2 units of service is recorded when the client receives the supplement.

ELIGIBILITY:

All Nutrition Services:

1. Volunteers under the age of 60 may be served a meal in accordance with the local county policy.
2. No Title III-C meals (congregate, home delivered, and supplemental) are to be provided to residents of the following in Region F: Retirement/Continuing Care Communities, Assisted Living Facilities or Adult Care Homes including Family Care Homes, Group Homes, and Nursing Homes.
3. Disabled adults under the age of 60 may not be served unless the client has been deemed disabled by the Social Security Administration. They must also meet other nutrition program eligibility requirements. Verification of disability status must be kept in the client file and status can include:
 - A copy of the SSI form (Proof of Disability Statement)
 - Documentation from Social Security Administration or the Veteran's

CENTRALINA AREA AGENCY ON AGING POLICIES AND PROCEDURES
CONGREGATE, HOME DELIVERED AND SUPPLEMENTAL MEALS
UPDATED - JULY 1, 2009

- Administration such as verification of benefits or approval letter
- Any document proving disability status approved by Centralina

Congregate:

- A spouse under age 60 is eligible for the service only when the other spouse is age 60 and over and receives the congregate nutrition service.

Home Delivered:

- The spouse, regardless of age or condition, of an eligible home delivered meal client may receive a home delivered meal when receipt of the meal is in the best interest of the homebound older person.

Supplemental:

DAAS Administrative Letter No. 4-10 (June 28, 2004)
Revised Liquid Nutritional Supplements Policy, DAAS Nutrition Service Standards

This administrative letter is to serve as notification of the revision of participant eligibility for serving liquid nutritional supplements under the Older Americans Act. As stated in the letter, nutrition program service providers may receive HCCBG reimbursement for a liquid nutritional supplement when:

1. Served in addition to a complete congregate nutrition or home delivered meal and may be counted as 2 meals but together they must provide at least 66% of the RDA.
2. Replacing a meal based on assessed need as determined by the authorizing professional. Such products cannot replace conventional meals unless a disability or medical condition warrants their sole use. Liquid supplements may be served to participants who cannot tolerate solid foods or cannot chew food.

The intent of the Older Americans Act is to provide food, not supplements. It is inappropriate to substitute supplements for a meal if the client can tolerate solid foods even if the older adult is underweight, has a poor appetite, or is at high risk of malnutrition.

Providers who do serve liquid nutrition supplements must continue to comply with the current program standards.

- Prior to distribution, written authorization must be obtained and must be kept on file from one of the following professionals: physician, physician assistant, nurse practitioner, registered nurse, or licensed dietician/nutritionist.
- The nutrition services provider must disclose to the professional who has authorized distribution the name of the product that will be disbursed, nutritional content for one serving, and the amount that will be needed to constitute the required 1/3 of the RDA in order to be approved for reimbursement.
- The authorization must include name of recipient, reason why product is needed, amount and frequency of product to be provided, date of authorization, signature of authorizing professional, and all pertinent information of authorizing professional (name, contact information, phone, etc.).
- Form used to authorize use of supplements must be updated every 6 months with updated

CENTRALINA AREA AGENCY ON AGING POLICIES AND PROCEDURES
CONGREGATE, HOME DELIVERED AND SUPPLEMENTAL MEALS
UPDATED - JULY 1, 2009

signature and date. Any other changes must be noted as well.

- The use of Nutrition Services Incentive Program (NSIP) money follows the same guidelines for reimbursement eligibility.
- Liquid nutritional supplements must still be submitted for reimbursement under service code 182 (congregate liquid supplements) and 022 (home delivered liquid supplements).

LOCATION OF SERVICE/SITE REQUIREMENTS:

Congregate:

1. All congregate nutrition sites to be opened or relocated must be approved in advance in writing by the Area Agency on Aging (AAA). A "Request to Open or Relocate Title III Congregate Meal Site" form must be submitted to the AAA prior to opening for conditional approval. When all items are completed, final approval will be given. All items must be completed within two (2) months of the site opening.
2. Written agreements must be developed with each agency or organization where a congregate nutrition site is located. These signed agreements must be on file at the service provider agency by July 1 each year and must cover the entire contract period. Contract/agreements with open-ended dates may also be used. These signed agreements must at a minimum address
 - dates of the agreement period
 - days and hours the facility is available for use by the nutrition program
 - costs to be incurred by the nutrition program (such as utilities, rent, garbage service or cleaning services, etc.)
 - responsibilities of each party
 - signatures of each party must be affixed to the agreement
3. Each site must be assessed *once* during the contract period (July-June) by the Nutrition Program Director/Supervisor utilizing the Performance Review Tool for the Congregate Nutrition Program - Attachment A: Site Review. All written documentation must be maintained in the service provider agency files.
4. All sites must be inspected at least once during the contract period by a local fire department. All congregate nutrition sites with written reports/letters of findings must be on file at the service provider agency, and documentation must reflect that the service provider either corrected the findings or notified the proper officials for corrections to be made. *Note: In the event that the local fire department has been contacted of an expiring or expired inspection or of a contract period ending, the Agency will not be cited if documentation of all contacts with the local fire department exists in agency files. Documentation can include copies of letters, emails, or documentation of phone calls.*
5. ALL sites must be inspected quarterly by the local health department, this includes sites both with and without on-site food preparation. All sites must maintain a Grade "A" sanitation rating. Any written reports/letters of findings must be on file at the service provider agency, and documentation must reflect that the service provider either corrected the findings or notified the proper officials for corrections to be made. *In the event that the local health department has been contacted of an expiring or expired inspection or of a contract period ending, the Agency will not be cited if documentation of all contacts with the local health department exists in agency files. Documentation can include copies of letters, emails, or documentation of phone calls.*

CENTRALINA AREA AGENCY ON AGING POLICIES AND PROCEDURES
CONGREGATE, HOME DELIVERED AND SUPPLEMENTAL MEALS
UPDATED - JULY 1, 2009

6. When a site receives a "B" sanitation rating, the following steps must be completed:
 - The program director/supervisor must be notified the same day the "B" grade occurs.
 - The program director/supervisor must immediately notify the Area Agency on Aging.
 - The agency may continue service provision if the health department approves continued operation with a "B" grade.
 - The program director/supervisor must immediately make corrections if it is within the Agency's jurisdiction to do so and/or the program director/supervisor must notify proper officials to make corrections as soon as possible.
 - As soon as corrections are made (no more than thirty days), the program director/supervisor must notify the Health Department to conduct another inspection (the Health Department must complete this requested inspection within fifteen days).
 - The Agency must do everything possible to assure that food is handled safely during this period which can include additional staff and volunteer training, procedural changes, etc.
 - The program director/supervisor must notify the Area Agency on Aging when this inspection is completed and provide a copy of the inspection report to the Area Agency on Aging.
 - These same procedures also apply if the Agency's caterer receives a "B" grade at the production site.
7. Since the service standards state that sites are to be open five (5) days per week except for designated holidays or emergencies, all congregate nutrition sites to be closed or relocated temporarily must be approved in writing by the AAA. A "Request to Temporarily Close or Relocate Title III Congregate Meal Site" form must be submitted to the AAA for signature, approved and kept on file by the service provider agency. This form must be completed for all emergency closings (weather, site not available due to owner use such as funerals, voting precinct, barbecues, etc.). Non-emergency closings (staff closures due to staff retreats, site trips, etc.) are limited to two (2) per year per site. Picnic or shelf stable meals should be provided to congregate participants for non-emergency closings and regular or shelf stable meals are strongly encouraged to be provided to home delivered clients on these occasions. Forms can be submitted to the AAA prior to the closing if possible. However, due to inclement weather and other circumstances, the AAA realizes that this is not generally possible. Please submit forms with 48 hours (excludes weekends) after the closing.
8. For counties (or sites) providing congregate meals only, each site must average 25 meals per day on a monthly basis. If in any given month a site drops below an average of 25 congregate meals per day, the Agency must take **some** action to increase participants at the site such as increase outreach efforts, marketing, etc. Documentation of these efforts should be maintained by the Agency. At a minimum, the Agency should notify participants and Centralina of the need to increase participation and steps they have taken to avoid closure. If participation continues to drop and the site has below 25 averages for three consecutive months, the Agency must notify Centralina to initiate discussions to either begin closure of the site or extenuating circumstances as to why the site should be kept open. At the time of the discussion, the Agency must show that during the three month period, the Agency has addressed the following steps:
 - Advertise the program available at the site (mailings, distributing flyers, open house and other media attempts).

CENTRALINA AREA AGENCY ON AGING POLICIES AND PROCEDURES
CONGREGATE, HOME DELIVERED AND SUPPLEMENTAL MEALS
UPDATED - JULY 1, 2009

- Determine if it is cost-effective for Agency to continue operating the site.
- Explore all possibilities of transporting clients to another site close by.
- Examine the effects of closing the site and reopening in another area.
- Determine if the benefits of the service can be delivered by an alternate method.

If the Agency can show documentation and/or a plan that the steps have been addressed and all efforts have been made to increase participation, and the Agency still believes there is just cause for keeping the site open, a waiver may be requested from the Area Agency on Aging. In evaluating the request for a waiver the Area Agency on Aging will consider:

1. If the Agency documented and implemented its efforts as outlined above to increase participation at the site
2. If the site located in an area/township that can be documented as being primarily rural (minimum of 50% of older adults considered rural)
3. If the Agency can document that 75% of the participants at the site are low-income or minority or live alone
4. If the Agency has information to reflect that transporting the participants to another site would not be as cost-effective as keeping the site open

Documentation of consideration #1 and at least two of the other three would be legitimate grounds for a waiver for the site to remain open.

9. If a congregate site does not average 25 meals per day for those counties (or sites) providing both congregate and home delivered meals, then the site should average a combined total of 40 congregate and home delivered meals per day on a monthly basis with an average of at least 18 congregate meals per day. If a daily combined average of 40 meals is not met, then procedures must be followed as outlined above in #8.
10. All effort should be made for participants of congregate programs, including those at more traditional dining sites or non-traditional sites such as restaurants, to utilize a minimum of 12 meals per 30 day period. This does not include special situations such as hospitalization, illness, etc. in which the participant requests to be placed in a hold status until they are able to return to the congregate program. Each nutrition services program should have a written attendance policy which should be distributed to each participant upon entry into the program.

MENUS:

Congregate and Home Delivered Meals:

1. Centralina Area Agency on Aging will accept a variety of menu options. Programs can utilize
 - The regional menu developed by the consultant dietician for Region F.
 - The state menu developed by the dietician at DAAS.
 - The menu developed for their program by a licensed dietician either through the subcontracting caterer or directly through the licensed dietician.

Thirty days prior to the start of each contract year (by June 1), the nutrition services provider must notify Centralina of which menu they will be using for the upcoming year and provide a signed copy of at least 6 months of the menus to Centralina for their files and approval. Signatures of both the licensed dietician and designated Centralina staff must be on the menus. Providers requesting menu changes to their menus will be

CENTRALINA AREA AGENCY ON AGING POLICIES AND PROCEDURES
CONGREGATE, HOME DELIVERED AND SUPPLEMENTAL MEALS
UPDATED - JULY 1, 2009

responsible for contracting with a Registered Dietician to approve the changes. The Agency must provide an approved menu with a Registered Dietician's signature and a nutrient analysis for each day in which changes were made to Centralina Area Agency on Aging two weeks before implementation of that menu.

2. Each provider of a restaurant voucher nutrition program is responsible for contracting with a registered dietician to develop and approve menus that will be used at each restaurant dining site. The Agency must provide an approved menu with a Registered Dietician's signature and a nutrient analysis for each day in which changes were made to Centralina Area Agency on Aging two weeks before implementation of that menu.

EMERGENCY MEALS:

All Nutrition Services:

Emergency/shelf stable meals may be provided for any holiday. A registered dietitian must approve emergency meal menus. Meals must be reported for reimbursement on the day they are distributed. Meals may be provided for inclement weather days if distributed in advance of the inclement weather. If advance meals are not distributed and the site is closed, meals may be provided for weekend days for the same number of days as sites were actually closed, if the Agency chooses.

FOOD PROCUREMENT REQUIREMENTS:

All Nutrition Services:

1. Written contracts/agreement for procurement of food must be developed with each food service contractor. All contracts/agreements must be signed prior to July 1 of each year and a copy with original signatures of both parties provided to Centralina by July 15. All food service contractors must be assessed *once* during the contract period utilizing the Region F Assessment of the Food Service Contractor form or similar prior approved form. Written reports must be maintained by the service provider agency for review by the AAA.
2. ***The intent of the federal regulations of the Title III-C program is that nutrition services are to be awarded on a competitive bid process. If a county or agency is using multi-year contracts with a caterer, this process must be competitively bid at least once every three (3) years.***

ADMINISTRATIVE REQUIREMENTS:

All Nutrition Services:

The Agency must maintain a Policies and Procedures Manual for all nutrition services which includes all necessary program information including but not limited to appropriate agency personnel policies and procedures, job descriptions, grievance procedures, termination procedures, service policies and procedures as outlined in the NC Division of Aging Service Standards and Centralina Policies and Procedures document.

Supplemental:

1. Agencies providing supplemental meals must submit a written request and plan to

CENTRALINA AREA AGENCY ON AGING POLICIES AND PROCEDURES
CONGREGATE, HOME DELIVERED AND SUPPLEMENTAL MEALS
UPDATED - JULY 1, 2009

Centralina Area Agency on Aging before the service is started. Within three to six months after the start of the service, as specified by the Area Agency on Aging, the Agency must submit a copy of all forms being used in the service as well as a written evaluation of the service to that date.

NSIP ONLY REIMBURSEMENT:

All Nutrition Services:

1. NSIP only reimbursement is available for meals not funded under Title III of the Older Americans Act. The following criteria **MUST** be met:
 - a. Each meal **MUST** meet 1/3 of the Recommended Dietary Allowance (RDA).
 - b. Meals **MUST** be served to persons age 60 or older and their spouses regardless of age. Meals may be served to individuals providing volunteer services during the meal hours and individuals with handicaps or disabilities who have not attained 60 years of age but reside with an eligible older adult or reside in housing facilities occupied primarily by the elderly at which congregate nutrition services are provided.
 - c. Meals **MUST** be served by a nutrition service provider who is under the jurisdiction, control, management, and audit authority of Centralina Area Agency on Aging. Centralina must oversee the nutrition service operations of the provider to ensure that criteria (a) and (b) above are followed, as well as any other applicable regulations and policies prescribed by the Department of Health and Human Services and NSIP (previously USDA).
 - d. The Agency **MUST** work with Centralina Area Agency on Aging to establish site route worker code(s) for NSIP only reimbursements.
 - e. The Agency **MUST** at a minimum provide Centralina with a summary of their project including target population, participant eligibility, project budget, and an overview of how the project will function.

REASSESSMENT PROCEDURES FOR HOME DELIVERED NUTRITION SERVICES:

Effective 11/29/05 and in accordance with NC DAAS Administrative letter 05-13 addressing the policy revision for home delivered meal client reassessment requirement, agencies may choose to reassess home-delivered meal clients only in one of two ways:

1. Agencies may continue to reassess home delivered meal clients as outlined in the NC DAAS Nutrition Service Standards which states: "A written in-home reassessment must be conducted every 6 months, except for people on temporary home delivered meal status. This reassessment must include the updating of client registration information." (page 34-35 Section IX)
2. The agency may reassess home delivered meal clients who meet the following criteria by conducting a telephone reassessment every other 6 month review so long as an in-home, face to face assessment is conducted every 12 months. Criteria for phone reassessment is as follows:
 - a. **Client must be medically stable.** "Medically stable" means that physical or mental adaptation to previously recognized health problems with effective maintenance by diet, medication, routine physical exercise,

CENTRALINA AREA AGENCY ON AGING POLICIES AND PROCEDURES
CONGREGATE, HOME DELIVERED AND SUPPLEMENTAL MEALS
UPDATED - JULY 1, 2009

other therapies or a combination of these remedies. "Medically unstable" means an acute illness or complication of a chronic condition not under control by the above therapies.

- b. **Client has a caregiver or a stable source of social support** involved with their nutritional health when the nutrition program is not in operation.
- c. If the Agency representative discovers during the course of a telephone reassess that the client is no longer medically stable, and then the Agency representative must conclude phone assessment and schedule and conduct an in-home assessment with the client.
- d. Agency should always documents client status (medically stable or unstable) at each assessment, and type of assessment (either telephone or in-home). This should be documented on CRF DOA 101 every 6 months.

WAIVERS:

All Nutrition Services:

- Service Providers in Region F may request waivers of any Centralina Policies and Procedures relating to nutrition services as specified in this document. Any waiver must be submitted and approved before the standard is not met. Centralina cannot waive Division of Aging and Adult Services Standards.