



Program Requirements

Community Center Services

TABLE OF CONTENTS

SECTION 1: OPERATIONAL SERVICE DEFINITION.....	2
SECTION 2: PROGRAM PERFORMANCE STANDARDS	6
SECTION 3: REPORTING REQUIREMENTS	12

SECTION 1: OPERATIONAL SERVICE DEFINITION

MARC will provide supplemental financial and technical assistance to contract Community Centers based upon demonstration of performance for designated tiers. MARC funding is intended to comprise only a portion of a center's overall budget. Significant funding from grants, program income, municipal funding, or other sources must be in documented for contract Community Centers to receive MARC funding.

All funded by MARC must have appropriate, adequate, and timely reporting tied to those activities. MARC reports these activities to State and Federal authorities for regular program accountability and occasional analysis of program or service effectiveness.

It is the Community Center's responsibility to gather and report all necessary data for all activities, programs, and services using the software, processes, and formats required by MARC. Usually, data elements are required at the individual client or individual participant level. Detail is provided in Section 4 of this document.

MARC will determine, at its discretion, any necessary exceptions to service models or reimbursement.

Community Centers will be categorized as follows:

A. Center Type

1. Home Delivered Meals Administration (Volunteer System)

- a. **Definition:** A contractor within the MARC system that provides a facility to receive and deliver pre-plated hot and frozen home delivered meals. The contractor will transport these servings to a predetermined list of home-delivered meal clients, referred by MARC, within a designated geographic area utilizing a volunteer system.
- b. **Core Requirements:** The successful respondent has an existing program and facility within the service area, the facility meets the minimum standards for food service to receive, store and deliver package meals.

The successful respondent has a volunteer component to recruit, train, schedule, and supervise volunteers who, on a daily basis, are available to deliver the meals. In addition, the respondent will demonstrate the ability and established procedures to facilitate access to a broad range of diverse activities and services provided to support healthy aging, independence, and engagement for older adults in the community.

2. Senior Activity Center

- a. **Definition:** A contractor providing a facility and program that meets the minimum criteria or standards in Missouri regulations for the nutrition program but has limited capacity for the provision of congregate meals.
- b. **Core Requirements:** The facility meets the minimum standards for a senior center (space, equipment, accessibility, kitchen, etc.) and provides congregate;

coordinates services from other MARC contractors for clients at the center; provides basic Information and Assistance services regarding community resources; recruits, trains and supervises volunteers to assist with food service and senior center activities; provides minimal social/recreational activities and other Code of State Regulations (CSR) mandated services.

3. Community Focal Point

- a. Definition:** A highly visible community facility serving the varied needs of the elder population within its designated service area. This level of service expands upon the basic nutrition services to address the diverse needs and experiences of the older population in the immediate community. It is an integral part of the programming and activities of the sponsoring agency where older adults come together for services and activities that reflect their experience and skills, respond to their diverse needs and interests, enhance their dignity, support their independence, and encourage their involvement in and with the center and community.
- b. Core Requirements:** The community focal point will meet ALL of the program requirements and standards noted for the senior center services levels of Home Delivered Meals Administration and Senior Activity Center. The contractor will provide staff (paid or volunteer) to manage their home-delivered meals clients and provide a range of activities to include, but not limited to:
 - congregate meals
 - basic and enriched information and assistance
 - legal assistance
 - volunteer opportunities
 - support groups
 - health screening/health promotion/referral
 - nutrition and consumer education
 - general educational programs (lectures, book reviews, political/community issues, governmental services, travelogues, etc.)
 - range of recreational and socialization activities for the active and sedentary
 - advocacy
 - senior transportation services: strongly encourage the center to provide, manage, coordinate and deliver transportation services to the senior center.

4. Comprehensive Senior Center

- a. Definition:** The comprehensive senior center goes beyond the expanded services and programming of the community focal point to include community ownership and management of resources. It also has the capacity to manage multiple MARC service contracts through centralized program management and administration.
- b. Core Requirements:** In addition to the services and requirements of the community focal point, the comprehensive senior center must:

- i. Have a facility with adequate space for the operations of a fully functional senior center meeting all federal, state and local requirements for accessibility and safety.
- ii. Have a proven record in the provision of core community services, a proven management structure for the administration and management of multiple contracts, including accounting for funds and maintaining adequate client files to verify activities for multiple funding agencies.
- iii. In addition to senior center administration, have the capacity and experience to provide three or more of the core community-based contracted programs and/or services in accord with MARC and the Missouri Division of Senior Services standards through a unified administrative structure. These services include:
 - on-site meal preparation (see attachment regarding scope of services for on-site meal preparation and comprehensive senior centers)
 - senior center transportation of persons
 - delivery of home-delivered meals (transportation, minimum 50 meals/day)
 - regional home-delivered meals center (capacity to deliver at least 300 meals per day)

5. ON-SITE MEAL PREPARATION

To maintain high food quality and reduce overall expenses, all centers preparing meals are expected to utilize cooperative purchasing for food products and other supplies where available.

Under certain circumstances a respondent may propose to prepare congregate and home delivered meals on-site. The contractor shall comply with all federal, state and local laws and regulations governing the preparation and handling of food and shall procure and have in effect by the beginning of the program year all necessary licenses, permits, and food handler's cards as are required by law. Lack of necessary licenses, etc., at any time during the program year shall be cause for immediate termination of the senior center services agreement between the respondent and MARC, at the option of MARC. See the attachment regarding the scope of services for on-site meal preparation and the comprehensive senior center catering component.

- a. **On-Site Preparation Center** — Contractor has a kitchen in which they prepare their own meals and serve at least 50 clients on a daily average basis (M-F). A volunteer network capable of delivering home-delivered meals in the respondent's area is highly desired. Diverse programs and activities are offered to older people in the community.

With specific regard to on-site meal preparation: The contractor shall have adequate space and equipment required for a commercial food preparation operation. By the date of contract, the contractor and all staff (paid and/or volunteer) shall be trained, certified and/or recertified by the appropriate local health department in order to have all necessary licenses, permits, and food handler's cards as are required by law. Lack of necessary licenses, etc., at any

time during the program year shall be cause for immediate termination of the senior center services agreement between the respondent and MARC, at the option of MARC.

b. Core Requirements:

- The successful respondent has a facility within the service area.
- The facility conforms to the standards/regulations of the relevant public health agency.
- The facility meets the minimum standards for food service (refrigeration, steam table or comparable holding equipment, 3-compartment sink, etc.) to receive and package meals.
- The contractor has a volunteer component to recruit, train, schedule, and, where appropriate, supervise volunteers who on a daily basis are available to receive, package, and deliver meals.
- The contractor will recruit, train and supervise volunteers to assist with food service and recreational activities.
- The facility conforms to the standards/regulations of the relevant public health agency.
- The facility has adequate space for the operations of a fully functioning community center, meeting all federal, state and local requirements for accessibility, and safety.
- The contractor must have a proven record in the provision of core community services.
- The contractor must have a proven management structure for the administration and management of multiple contracts, including accounting for funds and maintaining adequate client files to verify activities for multiple funding agencies.
- The cost to MARC for an on-site meal preparation component shall not exceed the per meal cost for a comparable catered service.

SECTION 2: PROGRAM PERFORMANCE STANDARDS

- 2.1 Provider shall operate a facility that meets the minimum standards for a multi-purpose Community Center as defined by the state of Missouri. The facility must be accessible to people with disabilities and meet the minimum standards of the Americans with Disabilities Act of 1990 for public accommodations. The provider is responsible for creating an inviting, warm environment for all clients.
- 2.2 The provider shall provide services a minimum of six (6) hours per day, five (5) days per week (Monday through Friday). The Community Center shall be visible within the community.
- 2.3 The provider must provide congregate and/or Home-Delivered Meals (HDM). They may also choose to offer MARC's Evidence-Based Health Programs.
- 2.4 Providers must also provide basic information and assistance or refer clients to the MARC Aging and Adult Services Line; recruit, train, and supervise volunteers to assist with food service and Community Center activities (when applicable); provide minimal social/recreational activities; coordinate MARC-contracted transportation services; and provide other services as contracted through MARC.
- 2.5 Volunteer networks for all Community Center activities are critical to the ongoing sustainability of the Community Center. Volunteer driver networks for Home-Delivered Meals are particularly vital. The provider shall develop and implement a plan for recruiting, orienting, training, supervising, and evaluating volunteers. Volunteer responsibilities shall be clearly stated. Volunteers shall not be permitted to assume responsibilities or duties unless the volunteer meets qualifications for the position. Appropriate staff shall be assigned to supervise volunteers. Volunteers can be from any age group.
- 2.6 Where appropriate, as per contract award, the provider shall provide door-to-door transportation to and from participants' homes to the Community Center. The CCA will be responsible for authorizing clients for such rides, managing the daily units to conform with the amounts authorized by MARC. See the Program Requirements for **Meals Site Transportation for Persons** for more details.
- 2.7 The provider shall provide a full-time Community Center Administrator (CCA) who shall normally be present during the hours that the Community Center is open and who shall be responsible for the Community Center's operations.
- 2.8 The provider shall provide training to staff and volunteers in conjunction with MARC staff when appropriate.
- 2.9 The provider shall prepare an annual written performance evaluation of each salaried staff and volunteer. Such evaluation shall be filed in the salaried staff and volunteer's personnel file.
- 2.10 The provider shall maintain a training log documenting on-the-job training delivered and attendance of salaried staff and volunteers at orientation and in-service training sessions. At a minimum orientation and training shall include:

- provider's human resource policies
- information about needs of older adults served by Community Center
- information regarding aging process
- elder abuse
- drug free workplace
- sanitation
- portion control
- record keeping

2.11 The provider shall tell the client about agency procedures for service, confidentiality, waiting lists, service priorities, and other matters relevant to the client's decision to accept services.

2.12 Community Centers should follow these procedures for voluntary confidential contributions for congregate meals, as required under the Older Americans Act.

2.13(a) A suggested contribution amount per meal will be determined by the Community Center. This amount will be based on the local economy where Community Center is located.

2.13(b) The Community Center will maintain a locked box for clients to deposit their voluntary contributions. This box is not to be monitored, thus allowing confidentiality.

2.13(c) If the person receiving a meal is not an eligible client (for example, if they are a client's guest or a staff member), they will be charged the full cost of the meal. This money shall be collected at the time the meal is served and kept separately from voluntary client contributions.

2.13(d) All contributions are to be counted daily by two volunteers, or one staff person and one volunteer if there are not enough volunteers. The following amounts should be entered into a logbook each day: Contributions from congregate meal clients (Cong) and payments from those who are not eligible clients (Ineligible), as well as the daily receipt total. (Note that HDM clients are instructed to mail any voluntary contributions directly to MARC.)

Volunteers must sign their name next to these entries verifying the amounts are correct. A deposit slip should be completed, and the volunteers should put their initials on the deposit slip. A breakdown of the type of contribution (Cong, HDM, Ineligible) should be included on the deposit slip. These amounts should also be entered each day on the monthly report for MARC. The deposit slip, logbook, and monthly

report must match. A copy of every deposit slip must be submitted to MARC at the end of each month for reconciliation to the bank statements.

Deposits should be made on any day the aggregate receipts-to-date reach or exceed \$50. If the aggregate receipts-to-date on a Friday have not reached \$50, a deposit should be made regardless, as no monies are to be held by the Community Center over the weekend.

Providers should make all deposits into depository bank accounts that MARC maintains on their behalf for this purpose. MARC will initiate periodic wire transfers from each account to ensure that reimbursement is received on a timely basis.

- 2.13 Community Centers are encouraged to solicit participant feedback. They are required to have a written complaint procedure through which clients can communicate aspects of the service which impact negatively upon them.
- 2.14 The provider will give priority for congregate meal services to the following persons:
 - Those who do not have sufficient financial resources to afford adequately nutritious meals.
 - Those whose independent living arrangements lack proper facilities for meal preparation.
 - Those who are ambulatory but lack sufficient health or motivation to prepare meals regularly.
 - Those who are totally isolated and need an opportunity for the socialization of group dining.

In addition, priority for services will be determined as outlined in the MARC Policies & Procedures Manual.

- 2.15 The provider shall follow all requirements in the Program Requirements for **Meals** for both home-delivered meals and meals served in the Community Center.
- 2.16 The provider shall refer clients to other agencies for additional services as needed.
- 2.17 If the demand for services exceeds the provider's capacity, the provider shall refer clients to alternative congregate settings within the same service area, if applicable, without delay.
- 2.18 When it has capacity to accept new clients, the provider will consider in addition to self, family, and friends as referral sources, locating eligible clients through coordination and referral agreements with other MARC providers.

- 2.19 A representative from the provider agency shall attend all required meetings and training programs stipulated by MARC.
- 2.20 The facility shall be inspected annually by appropriate health inspectors. State and local health, sanitation, and safety regulations applicable to the particular types of food storage and handling at the Community Center shall be adhered to. The facility must also meet local health department inspection and/or licensure requirements for food service.
- 2.21 The facility shall be inspected annually by appropriate fire and safety inspectors. A plan shall be developed in consultation with state or local fire authorities and shall include:
 - 2.21(a) A written assessment of potential fire or safety hazards present on the premises (such as appliances, combustible materials, use and storage, waste disposal, etc.) and actions and procedures that are followed to minimize potential danger (such as equipment check, repair, and cleaning scheduled periodically).
 - 2.21(b) A written schedule for periodic check of smoke detectors and fire extinguisher to assure that adequate pressure or battery strength is maintained for efficient operation when needed.
 - 2.21(c) A written training plan and schedule for staff and volunteers on safety responsibilities and actions to be taken if an emergency situation occurs and documentation of training sessions provided.
 - 2.21(d) A charted evacuation plan will be posted and evacuation drills shall be conducted periodically.
- 2.22 The provider shall provide a mechanism for participant input regarding programs and activities at the Community Center, including menus, per the MARC Program Requirements for Meals.
- 2.23 The provider shall provide pest control, solid waste disposal, and maintenance services for the total program area.
- 2.24 The provider shall provide congregate meal services based on the Program Requirements for Meals.
- 2.25 The provider will also provide:

Volunteer Program

- Prepare job descriptions for all volunteer positions
- Record and report all volunteer hours
- Maintain records of volunteer training

Other Programs

- Nutrition education, approved by MARC.
- Advocacy activities, as defined in the MARC Aging and Adult Services OAA Provider Manual.
- Consumer education programs at the Community Center, to include quarterly information sessions about potentially fraudulent activities to enhance participants' knowledge as it relates to purchasing, home repair services, etc.
- Recreation, approved by MARC.
- Other services and activities, as appropriate.

2.26 The provider shall provide the following services either directly within the Community Center or through access to other outside opportunities:

- Outreach - Provide publicity and outreach to identify and attract participants. Special effort shall be made to encourage participation by those identified for priority in the MARC Policies & Procedures Manual.
- Information and Assistance - Maintain current and updated printed resources, i.e., brochures, pamphlets, etc., with information about services for older adults in a reasonably accessible area visible to visitors and clients

Connect participants with the MARC Aging and Adult Services Line at (816) 421-4980 when needed and schedule routine presentations about MARC services

- Legal Assistance - Refer clients to the MARC Aging and Adult Services Line for legal referrals or questions
- Evidence-Based Disease Prevention and Health Promotion – Offer programs as identified in the Program Requirements for this MARC service
- Transportation services as specified in the Program Requirements for **Site Transportation for Persons**

2.27 Upon occasion, disasters, emergencies, or inclement weather may necessitate a Community Center closing, including suspension of meal service. Providers will develop disaster preparedness plans regarding these situations prior to the beginning of each program year. These situations might include, but are not limited to:

- Disaster: Any occurrence or conditions involving serious and widespread threat to life, health, or property. Disasters may result either from natural

or human causes, and include, among other occurrences, conflagrations, explosions, flood, windstorm/tornado, or natural disaster, riot or civil disorder.

- Emergency: A situation actual or imminent, including life-threatening incidents and accidents or conditions which, if left uncorrected, may result in injury, loss of life, damage to buildings or contents, or situations which present an immediate safety hazard or security risk.
- Inclement Weather: Extreme cold, significant accumulations of ice and/or snow, extreme heat, and other weather-related conditions designed as emergencies by local public safety agencies.

2.28 MARC has the obligation to protect the rights of all participants in the nutrition program by denying access to a Community Center to any individual whose behavior at the Community Center is offensive, seriously disrupts the activities at the center and threatens bodily harm to other participants or the staff. In prohibiting access to a center, MARC shall follow procedures that will assure that the rights and privileges of the individual are not arbitrarily infringed upon without good cause, and that the needs of one individual will, if required, be met by an alternative service.

2.29 An individual may be asked to leave the Community Center who engages in threatening or offensive behavior including, but not limited to:

1. Assault and battery on another participant or staff, or presents a clear and present danger that such an assault will occur.
2. Offensive or insulting language to another individual.
3. Use of profanity and/or obscenities.
4. Willful interference with the activities of the Community Center.
5. Willful violation of the rules and procedures established, and similar activities.
6. Interference in the proceedings of a meeting of the site/advisory council.
7. Willful damage of center equipment.
8. Theft from other participants, or from the center.

The Community Center Administrator shall request that any individual engaging in such unacceptable behavior shall cease the behavior. If the behavior continues, the Community Center Administrator shall request the individual to leave the Center and shall report the incident to MARC immediately and ask for instructions.

If there is a clear and present danger of bodily harm or serious property damage, the Community Center Administrator shall immediately call the police and then shall inform MARC of the incident before the close of business on the day the incident occurred.

Issues of suspension and expulsion of participating in programs and activities at the Community Center shall be determined by the service provider. Such policies shall be submitted to MARC for review to ensure compliance with federal and state laws and regulations governing federally funded programs.

If the participant disagrees with the decision made by the Community Center Administrator, they should follow the grievance procedure for all MARC-funded programs.

SECTION 3: REPORTING REQUIREMENTS

All providers are responsible for complying with the following reporting requirements. Information should also be input into all appropriate electronic monitoring systems on a timely basis. Providers should work closely with their MARC Program Coordinator to ensure all reporting is being submitted as required.

3.1 Due 5th Business Day after the end of the month

1. Monthly Meal Summary Report (Cover Page)
 - a. Reporting of Meals served
 - b. Volunteer Hours
 - c. Voluntary Contributions
2. MARC Center Services Invoice
3. Bank Receipts and Deposit Slips

3.2 Due 30 days from the close of each quarter

1. Quarterly Cost Reports: required for each line of service provided, if applicable.
 - a. Center Administration
 - b. Transportation of Persons
 - c. Delivery of Home Delivered Meals

3.3 Quarterly Menus (On-Site Prep centers only)

1. Monday of the last full week prior to the start of the quarter