



Program Requirements

Meal Services

Introduction

MARC provides funding for several programs that provide meals for older adults and qualifying people with disabilities listed here:

	Funded Activities		
	Meal Preparation	Meal Delivery	Meal Service
Programs funded by Title III C.1			
Congregate Meals: Hot meals prepared on site in bulk and served to clients in Community Centers the same day	X	X	X
Catered Meals (bulk): Hot meals prepared by an outside provider in bulk and delivered to Community Centers to be served the same day	X	X	X
Programs funded by Title III C.2			
Home-Delivered Meals (HDM) - Hot/Daily: Hot meals prepared on site in bulk at a Community Center and pre-plated for immediate delivery to homebound clients	X	X	
Catered Meals - Hot/Daily: Hot meals individually pre-plated by an outside provider and delivered to the Community Center for immediate delivery to homebound clients	X	X	
Frozen Meals: Pre-prepared, flash frozen meals (or meal components that go into completing a regulation meal) delivered from a storage facility or a caterer's business location directly to homebound clients by a variety of providers, including some distributed directly by MARC	X	X	

TABLE OF CONTENTS

Meal Preparation

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

Meal Service

SECTION 1: OPERATIONAL SERVICE DEFINITION	6
SECTION 2: PROGRAM PERFORMANCE STANDARDS	6
SECTION 3: REPORTING REQUIREMENTS	11

Meal Delivery

SECTION 1: OPERATIONAL SERVICE DEFINITION.....	11
SECTION 2: PROGRAM PERFORMANCE STANDARDS	11
SECTION 3: REPORTING REQUIREMENTS	16

APPENDIX: SUMMARY OF NUTRITION GUIDELINES AND PROVISION OF CONTAINERS, EQUIPMENT & SUPPLIES.....	17
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Meal Preparation

SECTION 1: OPERATIONAL SERVICE DEFINITION

The unit of service is one meal.

SECTION 2: PROGRAM PERFORMANCE STANDARDS

- 2.1 Provider shall furnish complete, freshly prepared meals in accordance with all Missouri Division of Senior and Disability Services performance standards, as well as any additional standards outlined in this document. Meals are to be prepared for delivery, in amounts ordered, to one or more Community Centers according to a prearranged schedule approved by MARC.
- 2.2 Prepared hot meals shall be provided Monday through Friday and delivered to the Community Center between 9:45 a.m. and 11:00 a.m.
- 2.3 Meals must conform to the [2020-2025 Dietary Guidelines for Americans](#), published jointly by the U.S. Department of Agriculture and the U.S. Department of Health and Human Services. Each meal should also provide one-third (1/3) of the current [Dietary Reference Intakes \(DRI\)](#) as published by the Food and Nutrition Board of the Institute of Medicine. These guidelines shall be given appropriate and meaningful consideration in menu planning as well as in the selection of recipes and food items. A summary of these nutritional guidelines can be found in the Appendix.
- 2.4 All menus must be reviewed and approved by a nutrition professional at least once a year.
- 2.5 The provider shall conduct the DETERMINE your Nutrition Health checklist at least annually for all participants receiving home-delivered meals. The provider shall offer to conduct the DETERMINE your Nutrition Health checklist annually for all congregate meal participants.

For home-delivered meal participants, the DETERMINE your Nutrition Health checklist shall be conducted during intake before the participant begins receiving meals and at least once every twelve months after intake as long as the participant is receiving home-delivered meals.

For congregate meal participants, the DETERMINE your Nutrition Health checklist shall be offered within one week of the participant's first meal and at least once every twelve months after their first meal as long as the participant is participating in the congregate nutrition program. Congregate meal participants may refuse the DETERMINE your Nutrition Health checklist and still participate in the congregate meal program.

For all home-delivered and congregate meal participants who complete the DETERMINE your Nutrition Health checklist, the score and date of assessment shall be recorded in AgingIS. For all congregate meal participants who refuse to

complete the DETERMINE your Nutrition Health checklist, the date of refusal shall be recorded in AgingIS.

- 2.6 The intent of the [Older Americans Act](#) is to include recipients of services in the planning and evaluation of those services. Therefore, the provider's menu process will maximize participants' input in the selection of menus served and provide opportunities for clients to give the provider constructive feedback on the quality, quantity and appearance of the meals.
- 2.7 Providers will work with a qualified dietitian to develop menus that conform with the [2020-2025 Dietary Guidelines for Americans](#), the recommended meal pattern, and the minimal nutritional standards for the client population, and submit these menus to MARC for approval. Each meal should also provide one-third (1/3) of the current [Dietary Reference Intakes \(DRI\)](#) as published by the Food and Nutrition Board of the Institute of Medicine. The nutritional value of menus shall be confirmed by nutrient analysis based on the best available data for menu items being planned. The nutrient analysis values supersede the meal pattern. If the acceptable nutrient range values are met, then the nutrient value of the menu will be sufficient as long as no more than one item from the meal pattern is excluded from the menu. All menus approved by MARC will be considered part of the provider's "menu bank."
- 2.8 From this bank of approved menus, the provider will select a minimum of 22 menus for each calendar quarter. These menus will cover a 21-day regular menu rotation plus birthday and holiday menus. After MARC approves menus for each quarter, the provider shall make no changes or substitutions unless MARC gives approval at least 24 hours in advance.
- 2.9 Newly created and approved menus are encouraged to be added to the selection during the course of the year.
- 2.10 Providers must comply with all federal, state, and local laws and regulations governing the preparation of food. By the date of contract, the provider and all staff (paid and volunteer) must 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. The provider's food preparation facility must conform to all federal, state and city health department requirements.
- 2.11 Providers will use appropriate equipment and procedures to ensure that foods being prepared and packaged are protected from contamination.
- 2.12 All foods shall be of the highest standard (Grade A quality) and shall conform to USDA requirements. All meat, poultry, and meat by-products shall come from plants inspected under a federal-approved inspection plan. Procedures used in food preparation shall include techniques for retaining the maximum amount of nutrients.
- 2.13 MARC will not approve payment for meals delivered by the provider that are found to be at improper temperatures (thawed) or damaged, spoiled, incomplete, or otherwise not fit to be served. Frozen meals must be solidly frozen with no

evidence of thawing or refreezing. All such meals shall be promptly exchanged by the provider upon phone notification by the client or by MARC.

- 2.14 MARC reserves the right to order items in bulk, as well as complete meal units. Consequently, the provider shall indicate individual prices for raw fruit, desserts, and beverages, in addition to total per meal costs.
- 2.15 Meal orders for weekday service, Monday through Friday, shall be given to the provider on Thursday of the preceding week unless another time has been agreed upon between the provider and the Community Center. On the rare occasions a Community Center orders sack lunches, those orders will be made at least ten days in advance.
- 2.16 Changes in meal counts must be sent by email or phone to provider by 12:30 p.m. on the day before service unless another time has been agreed upon between the provider and the Community Center.
- 2.17 Food and supplies shall be counted and signed for by the Community Center Administrator (CCA) or their designee at the time of delivery. Any discrepancies should be noted on all copies of delivery ticket.
- 2.18 A wide variety of funding streams need to come together to pay for all meals prepared under this program. One of them, the [Nutrition Services Incentive Program \(NSIP\)](#) allocates funding to MARC for each meal served to eligible clients through our providers based on an amount determined by the U.S. Department of Health and Human Services. The amount per meal is subject to change; currently, MARC receives approximately \$.75 per meal served to eligible clients, which must be spent on foods produced in the United States. It is up to the provider to ensure this target is met.

Bread and dairy products, which typically account for at least \$.45 per full meal, are automatically deemed to be US-produced. An additional \$.30 of domestically produced foods must be included in the balance of the meal.

The provider shall maintain on its premises for a period of not less than five years documentation verifying that the amount of reimbursement received by the provider from NSIP funds was used to purchase food produced in the United States.

- 2.19 Providers must make proper provisions to ensure:
 - Hot food (as defined by appropriate city or county Health Department) must be delivered and/or served at 140 degrees F or above
 - Cold food (as defined by appropriate city or county Health Department) must be delivered and/or served at a temperature not above 40 degrees F.
 - Frozen food must be delivered frozen solid with no evidence of thawing.

A food temperatures log shall be maintained by the provider. Log entries shall include the date, name of menu items, end of meal preparation time and temperature for each menu item, as well as the identity of the individual making the check. Upon request by MARC, the provider will send a fax or email scan of a temperature log page.

Community Center staff have been instructed by the local health department **NOT** to accept meals from the provider that are not at the proper temperatures. The rejected items are to be replaced by the provider in a timely fashion (to comply with congregate service and hot pre-plated home-delivered meals delivery schedules).

- 2.20 MARC will not approve payment for meals delivered by the provider that are found to be spoiled, incomplete, or otherwise not fit to be served. All such meals shall be promptly replaced by the provider when notified of the problem. The provider can then work with MARC to receive reimbursement.

SECTION 3: REPORTING REQUIREMENTS

All providers are responsible for complying with the following reporting requirements. If applicable, all information should be entered 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 by the 5th business day after the close of each month:

3.1(a) Catered Prepared Meals – if provided

1. Catering invoice showing total number of meals delivered to each location.

3.1(b) On-Site Meal Preparation Centers – if provided

1. On-site Meals Preparation invoice showing total number of meals prepared.
2. Meal summary report showing the number of meals prepared and delivered for each day.
3. Units entered every 24 hours into MARC designated reporting system

- 3.2 Quarterly Menus (On-Site Prep centers only)

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

Meal Service

SECTION 1: OPERATIONAL SERVICE DEFINITION

The unit of service is one meal.

SECTION 2: PROGRAM PERFORMANCE STANDARDS

- 2.1 The provider's employees will be responsible for accepting meal deliveries from outside providers and placing hot foods in pre-heated electric steam tables at the Community Center and cold foods in the refrigerators at the Community Center prior to serving. Service or dish-up of the meals at the Community Center shall be the responsibility of the provider.
- 2.2 Meal service shall be made available to clients for a period of no less than one hour. The provider is responsible for creating an inviting, warm environment for all clients.
- 2.3 Providers must comply with all federal, state, and local laws and regulations governing the handling and service of food. By the date of contract, the provider and all staff (paid and volunteer) must 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. The provider's meal service facility must conform to all federal, state and city health department requirements.
- 2.4 Providers will use appropriate equipment and procedures to assure that foods being served are protected from contamination.
- 2.5 The provider is not to prepare foods whether cooked or raw (such as salads) to supplement a MARC-approved menu without prior authorization from MARC. As special occasions dictate, commercially prepared items such as a birthday cake may be served with the approval of MARC.
- 2.6 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.

- 2.7 MARC will not approve payment for meals delivered by the provider that are found to be spoiled, incomplete, or otherwise not fit to be served. All such meals shall be promptly replaced by the provider when notified of the problem. The provider can then work with MARC to receive reimbursement.

Community Center staff have been instructed by the local health department **NOT** to accept meals from the provider that are not at the proper temperatures. The rejected items are to be replaced by the provider in a timely fashion (to comply with congregate service and hot pre-plated home-delivered meals delivery schedules).

If the provider does not respond to the notification in a timely fashion, unfit meals will be disposed of without responsibility to the Community Center or MARC and the cost of alternate meals provided will be charged to the provider.

- 2.8 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 ensure 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.

- 2.9 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.

2.10 Community Centers should follow these procedures for voluntary confidential contributions for congregate meals, as required under the Older Americans Act. Community Centers must post the full cost of a meal, the average voluntary contribution, and a suggested contribution. MARC will provide posters with this information upon request.

2.10(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.

2.10(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.

2.10(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.

2.10(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.

- 2.11 Nutrition providers are encouraged to provide opportunities for choice in their menus. If more than one menu item is offered, then the item with the lower nutrient value will be counted toward the monthly nutrient average in computer analysis. If using a meal pattern, then both meals must meet the guidelines.

Ways that choice may be offered include providing more than one meal during meal service, providing more than one component that participants can choose from (e.g. chicken and pork or lima beans and broccoli), or allowing participants to pre-select meals from a list.

- 2.12 The nutrition program shall offer participants all menu items; however, participants may decline to accept any element of the planned meal.

2.12(a) When serving cafeteria-style: Participants shall be offered each component of the meal. Participants may refuse any component of the meal; however, additional servings of a different component shall not be offered. For example, a vegetable may be replaced with another vegetable but could not be replaced with a protein or dairy.

2.12(b) When serving restaurant-style: Participants shall be offered the complete meal. Participants may request certain items be left off their meal.

2.12(c) When serving family-style: Participants shall have access to the complete meal. Serving utensils that encourage portion control shall be used. Participants do not have to select each component of the meal.

2.12(d) When offering a self-serve salad bar as a side option: Nutrition providers shall use a meal pattern to demonstrate compliance with the meal. Participants shall be provided with a smaller dish. Serving utensils that encourage portion control shall be used. Self-serve salad bars offered as a side option shall include enough offerings for the participant to choose at least two servings of fruit and/or vegetables. Additional options should be considered in combination with the

entrée. For example, if only one serving of grain was offered with the entrée, then a grain option may be included on the salad bar.

2.12(e) When offering a self-serve salad bar as a meal option: Nutrition providers shall use a meal pattern to demonstrate compliance with the meal. Participants shall be provided with a full-size dish. Serving utensils that encourage portion control shall be used. Self-serve salad bars offered as a meal option shall include enough offerings for the participant to choose a meal that meets the requirements of the meal pattern (one serving of dairy, two to three ounces of protein, two to three servings of fruits and vegetables, and one to two servings of grains). Participants shall be provided examples of options that meet the nutritional requirements. This can be posted on the buffet or provided as a handout to the participants.

2.12 (f) When offering a self-serve buffet as a meal: Nutrition providers shall use a meal pattern to demonstrate compliance with the meal. Dishes and serving utensils that encourage portion control shall be used. Self-serve buffets shall include enough offerings for the participant to choose a meal that meets the requirements of the meal pattern (one serving of dairy, two three ounces of protein, two to three servings of fruits and vegetables, and one to two servings of grains). Participants shall be provided examples of options that meet the nutritional requirements. This can be posted on the buffet or provided as a handout to the participants.

SECTION 3: REPORTING REQUIREMENTS

All providers are responsible for complying with the following reporting requirements. If applicable, all information should be entered 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

3.2 Quarterly Menus (On-Site Prep centers only)

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

Meal Delivery

SECTION 1: OPERATIONAL SERVICE DEFINITION

- 1.1 The unit of service is one meal.

SECTION 2: PROGRAM PERFORMANCE STANDARDS

- 2.1 Provider or transportation entities shall deliver meals in accordance with all Missouri Division of Senior and Disability Services performance standards, as well as all additional standards outlined in this document.

Provider refers to the agency with which MARC has entered into an Agreement to provide Community Center Services of which the provision of meal delivery services is a supplemental service.

Transportation entity refers to an entity that has entered into an agreement with the provider to provide this meal delivery service under a subcontract.

Whether this service is provided through a sub contractual arrangement with a transportation entity or provided directly by the Community Center, the responsibility of ensuring that all compliance issues are met rest with the provider.

There are three types of meal delivery programs covered by these requirements:

- **Bulk meals** – Hot meals delivered in amounts ordered to one or more Community Centers Monday through Friday between 9:45 a.m. and 11:00 a.m. according to a schedule negotiated by the Community Center and approved by MARC.
 - **Individually-plated hot Home-delivered Meals (HDM)** – Hot meals delivered to clients' homes Monday through Friday according to a prearranged schedule determined by the Community Center. These meals may be delivered by Community Center employees (paid or volunteer) or by an outside provider.
 - **Frozen meals** -- Pre-prepared, flash frozen meals, delivered from a storage facility and/or a caterer's business location directly to the homes of clients (designated by MARC) according to a prearranged schedule determined by the Community Center or direct HDM provider.
- 2.2 Clients call the MARC Information & Referral Line (816-421-4980) to request Home-Delivered Meals. The referral is then made to MARC, which makes an assessment, and, if appropriate authorizes the client for HDM services. MARC then refers the client to the Community Center or direct HDM provider for meal services.

Community Centers should direct interested clients to the referral line for intake and processing. They can also reach out when necessary to the MARC Program Coordinator for direct assistance with any unusual cases.

The provider shall notify MARC of any corrections to client information that they may be aware of, such as the address of the client or the correct spelling of the client's name. MARC will determine if the client is to receive individually plated hot meals (based on need) or frozen meals and inform the Community Center.

- 2.3 The HDM program will be available only to those homebound persons authorized by MARC upon referral by a Community Center. Clients must be older adults, sixty (60) or older, or people with disabilities aged 18 to 59 (inclusive). In times of high enrollments or other budget constraints, MARC may utilize the following priorities for home-delivered meals:
- 2.3(a) Protective service referrals made by authorized personnel of the Division of Senior and Disability Services
 - 2.3(b) Persons who cannot provide meals for themselves and who have no support system (family, friends, or adequate financial resources)
 - 2.3(c) Persons who have intermittent support systems, i.e., assistance only on or evenings and weekends
 - 2.3(d) Persons who are intermittently able to provide services for self, but are unable to attend a Community Center; or can only attend a Community Center on an irregular basis
 - 2.3(e) Spouse or primary caregiver who resides in the residence of the homebound client when it is to the advantage of the client (as requested)

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

- 2.4 Hot home-delivered meals should be picked up at the Community Center five days a week (Monday through Friday) between 11:00 a.m. and 12:00 noon and delivered to clients' homes within one hour.

In addition, hot home-delivered meals must be received by the client no later than 3 1/2 hours following the completion of food preparation at the caterer's location or preparation on-site. For example, if meal preparation is finished by 9:30 a.m., no meal may be delivered to a client after 1:00 p.m. In this example, if the driver does not arrive until 12:30 p.m. to deliver meals, only those meals that can be delivered by 1:00 may be delivered. The rest must be returned to the community center.

Providers will be held liable for the cost of all meals lost or destroyed including due to the transportation entity's failure to comply with these delivery specifications.

- 2.5 The Community Center Administrator (CCA) will inform drivers of specific meal recipients and addresses each day before deliveries begin.
- 2.6 At the client's request, the provider may assist the client by delivering both hot and frozen meals "over the threshold" and, if necessary, assist in the unpacking and proper storage of the meals.
- 2.7 Drivers are required to deliver each meal directly to the recipient or another adult present in the home. It is the duty of the driver to inform the provider if there is no

appropriate adult present in the home to receive the meal. The driver should also notify the provider of any concerns regarding the client that might be noticed while delivering the meal. The provider will inform MARC of these concerns.

At least once per month the driver should ensure they observe the client in person (more frequently is preferred) when delivering meals. The driver should observe specific characteristics regarding the clients' health and safety. Any concerns for the well-being of the client should be reported by the driver to the provider who will immediately notify MARC.

- 2.8 Persons delivering meals shall wear and/or exhibit identification recognizable from a minimum distance of three feet.
- 2.9 Meals are to be transported from the provider's facility to the homes of clients in thermal insulated containers designed and constructed in a manner to maximize the maintenance of the temperatures of the food. These containers must be approved or provided by MARC.
- 2.10 Providers must make proper provisions to ensure:
 - Hot food (as defined by appropriate city or county Health Department) must be delivered and/or served at 140 degrees F or above
 - Cold food (as defined by appropriate city or county Health Department) must be delivered and/or served at a temperature not above 40 degrees F.
 - Frozen food must be delivered frozen solid with no evidence of thawing.
- 2.11 Providers must comply with all federal, state, and local laws and regulations governing the transportation of food.
- 2.12 Providers will use appropriate equipment and procedures to ensure that foods being transported are protected from contamination.
- 2.13 The provider shall begin delivery of meals to a client within two working days of notification by MARC (contingent upon availability of meals).
- 2.14 Drivers will provide each client with a packet from the provider detailing the policies and procedures for this service, including confidentiality, service priorities, grievance procedures, and the opportunity to send voluntary contributions directly to MARC. No financial contributions may be handled by the driver. The driver may also be asked to deliver other information to the client, including information on closings and other instances when meals will not be delivered and other materials being distributed by MARC to all clients and participants.
- 2.15 When it has capacity to accept new HDM clients, the provider shall notify MARC. It will also publicize its services to ensure that potential clients and other service providers are aware of their services and referral procedures.

- 2.16 The provider will have a plan to respond to last minute situations or service interruptions that would otherwise interfere or prevent delivery to the Community Centers or to clients' homes.
- 2.17 Persons delivering meals shall treat recipients and household members courteously.
- 2.18 Vehicles and personnel for all meal delivery programs are required to be in compliance with [the Missouri Code of State Regulations, Department of Health and Senior Services, Division of Senior Services – Transportation Standards](#).
- 2.19 MARC will not approve payment for meals delivered by the provider that are found to be spoiled, incomplete, or otherwise not fit to be served. All such meals shall be promptly replaced by the provider when notified of the problem. The provider can then work with MARC to receive reimbursement.

Community Center personnel have been instructed by the local health department **NOT** to accept meals from the provider that are not at the proper temperatures. The rejected items are to be replaced by the provider in a timely fashion (to comply with congregate service and hot pre-plated home-delivered meals delivery schedules).

If the provider does not respond to the notification in a timely fashion, unfit meals will be disposed of without responsibility to the center or MARC and the cost of alternate meals provided will be charged to the provider.

- 2.20 The provider shall provide a mechanism for participant input regarding menu preferences. This may include feedback provided to drivers and occasional surveys conducted by the provider or by MARC. The approved menu shall be posted in advance through posters mounted on the Community Center bulletin board, newsletters, or community newspapers.
- 2.21 Frozen meals shall be packaged in sturdy, sealed trays, that are accessible to individuals with reduced function and suitable for placing directly in the oven or microwave. Such trays shall be designed to function in temperatures from -40 to 350 degrees and shall be sealed with tamper evident film that is easily removed. Additional meal components shall be delivered in factory sealed, single-serve packages, single serve cans, bowls, cups or tubs.
- 2.22 The provider and their driver should, on a daily basis, confirm with each other the number of meals provided, and agree on the number of meals delivered.
- 2.23 The driver is required to report any changes or irregularities to the provider, who is required to notify MARC. These include, but are not limited to the following:
 - inability to deliver the meal for any reason, including no response
 - notification by the client of a change in status such as planned medical appointment (canceling of meal)

- incorrect information on client data (address, apartment number, etc.)
- 2.24 Drivers must report all instances of possible abuse, neglect, and/or exploitation of a client to the Missouri Department of Health and Senior Services [Adult Abuse and Neglect Hotline](#) or the Missouri Department of Social Services [Child Abuse & Neglect Hotline](#), as applicable, including all instances which may involve an employee of the provider agency.

SECTION 3: REPORTING REQUIREMENTS

All providers are responsible for complying with the following reporting requirements. If applicable, all information should be entered 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.

Due by the 5th business day after the close of each month:

Home-Delivered Hot Meals – if provided

1. Meals delivered report showing individual client names, identifying client ID number and daily meals delivered report uploaded to designated MARC system.
2. Delivery of Home Delivered (HDM) Meals Invoice

Frozen Meals – if provided

1. If meals delivered to client's homes: Meals delivered report showing individual client names, identifying client ID number and daily meals delivered report uploaded to designated MARC system.
2. If meals prepared only and delivered to MARC designed location: Delivery documentation showing number of meals delivered and dates of delivery.
3. If meals prepared only and picked up by MARC designed provider: Pick up documentation showing number of meals picked up, by which provider and dates of pick ups.
4. Pre-Plated Frozen Meals Invoice

APPENDIX for all meal programs:**SUMMARY OF NUTRITION GUIDELINES AND PROVISION OF CONTAINERS, EQUIPMENT AND SUPPLIES**

Dietary and quality standards and necessary approvals are the same for all meals served through a MARC program funded by the Older Americans Act (OAA). All menus must be approved by a nutrition professional to ensure dietary standards are met. The provider can hire their own nutrition professional, providing documentation to MARC with their credentials and their approval of all menus. Alternatively, providers can send their menus to MARC for approval by a MARC-contracted nutrition professional.

The dietary guidelines for all menus follows. Providers should utilize the **MARC Older Adult Nutrition Program Menu Form** and **MARC Nutrition Program Menu Analysis** to document that all menus are in compliance.

1.1 Contents of Menu:

The menu planning process should design meals that reflect and respect participant preferences, conform to the recommendations of the [2020-2025 Dietary Guidelines for Americans](#) and meet the nutritional needs of the participants.

Meals should contain foods that are generally low in saturated fat and cholesterol and moderate in total fat and sodium. The meals should have a variety of protein foods, vegetables, fruits, and grain/whole grain products. The meals should have foods and beverages moderate in sugars. Liquid milk is no longer a state requirement and is not required in federal guidance. Dairy requirements may be met with one-cup equivalent of any of the following:

- 1 cup milk
- 1 cup yogurt
- 1 cup fortified soy milk
- 1.5 oz natural cheese such as cheddar
- 2 oz of processed cheese

Individual daily menus should include a variety of nutrient dense foods distributed among the five food groups (protein foods, grains, vegetables, fruit, and dairy) as recommended by <https://www.myplate.gov>, and include discretionary calories as needed. Each meal should provide one-third (1/3) of the current [Dietary Reference Intakes \(DRI\)](#) as published by the Food and Nutrition Board of the Institute of Medicine. The Dietary Reference Intakes (DRI) include the RDA (Recommended Dietary Allowances), the AI (Adequate Intake), the EAR (Estimated Average Requirements), the UL (Tolerable Upper Intake Level), the EER (Estimated Energy Requirement), and the AMDR (Acceptable Macronutrient Distribution Range).

1.1(a) Quality:

All foods shall be of the highest standard and shall conform to USDA requirements, in that they are all Grade A quality. All meat, poultry, and

meat by-products shall come from plants inspected under a federally-approved inspection plan.

- 1.1(b) Nutrition Requirements for Meals (per Program Policy & Procedure Manual for Area Agencies on Aging, prepared by the Missouri Department of Health & Senior Services, updated 10/2023).

POLICY

Each Title III C meal provided by an AAA or nutrition service contractor shall meet the requirements in OAA Sec. 339(2)(A) and 19 CSR 15-4.245(6). This applies to both home-delivered meals and congregate meals.

PROCEDURE

Nutrition providers shall demonstrate compliance with OAA requirements by using computer nutrient analysis software or a meal pattern.

Per 19 CSR 15-4.245(6)(D), the nutrition professional retained by the AAA shall review and certify that all menus meet the requirements in 19 CSR 15-4.245(6). A sample of this documentation will be reviewed during annual monitoring conducted by the SUA.

Meals created using nutrient analysis shall meet the following requirements. Targets may be met as a monthly average, with the flexibility to be within the acceptable range specified. Acceptable ranges are based on a +/- 10% deviation from the DRI target amount.

Nutrient	Target Value (1/3 DRI)	Acceptable Range
Calories	600 calories	540-660 calories
Protein	17 g	≥ 15.3 g
Carbohydrate	82.5 g	67.5-97.5 g*
Fiber	8 g	≥ 7.2 g
Fat	20-35% of total calories	18-38.5% of total calories
Saturated Fat	< 10% of total calories	< 11% of total calories
Calcium	400 mg	≥ 360 mg
Sodium	766 mg	≤ 1100 mg
Potassium	1000 mg	≥ 900 mg
Vitamin B-12	0.8 mcg	≥ 0.72 mcg
Vitamin D	200 iu	≥ 180 iu

*Acceptable range based on AMDR 45-65%

Meals created with a meal pattern shall meet the following requirements.

Component	Dairy	Protein	Fruits/Vegetables	Grains
Required amount per meal	One one-cup equivalent	Two to three one-ounce equivalents	One to two one-cup equivalents	One to two one-ounce equivalents
Examples	Examples of a one-cup equivalent: 1 cup milk 1 cup yogurt 1 cup fortified soymilk 1.5 ounces of natural cheese such as cheddar 2 ounces of processed cheese.	Examples of a one-ounce equivalent: 1-ounce lean meats 1-ounce poultry 1-ounce seafood 1 egg ½ cup cooked beans ½ cup cooked tofu 1 tablespoon nut or seed butter ½ ounce nuts ½ ounce seeds	Examples of a one-cup equivalent: 1 cup raw vegetable 1 cup raw fruit 1 cup cooked vegetable 1 cup cooked fruit 1 cup vegetable juice 1 cup fruit juice 2 cups leafy salad greens ½ cup dried fruit ½ cup dried vegetable	Examples of a one-ounce equivalent: ½ cup cooked rice ½ cup cooked pasta ½ cup cooked cereal 1-ounce dry pasta 1-ounce dry rice 1 medium (1-ounce) slice of bread 1 medium (1 ounce) tortilla 1 medium (1 ounce) flatbread 1 ounce of ready-to-eat cereal (about 1 cup of flaked cereal)
Additional requirements and explanation	A. The use of nonfat or low-fat products is recommended to control the total fat content of the meal. B. Dairy may include lactose-free dairy options C. Other products sold as “milk” but made from plants (e.g., almond, rice, coconut, oat, and hemp “milk”) may contain calcium and be consumed as a source of calcium, but they are not included as part of the dairy group because their overall nutritional content is not similar to dairy milk and fortified soy beverages.	D. Legumes (beans and peas) may be considered part of this group OR the vegetable group, but not both groups simultaneously. E. The use of low-sodium protein products is encouraged.	F. Legumes (beans and peas) may be considered part of this group OR the protein group, but not both groups simultaneously. G. A variety of vegetables from all sub-groups is strongly recommended (dark green, red & orange, legumes, starchy, other). H. The use of no to low-sodium frozen, fresh, and canned vegetables is encouraged.	I. Whole-grains must be offered at least 5 times per week. For meal programs serving less than 5 days per week, half of grains offered shall be whole grains.

1.1(l) Sack Lunches:

MARC may provide an alternative sack lunch when activities are planned away from a Community Center facility at the time that the meal would normally be served. The sack lunch menu must meet the general requirements of the meal plan as follows:

Meat 3 oz. (roast beef or sliced turkey) or 2 oz. meat and one slice (1 oz.) cheese

1/4 cup shredded lettuce (for garnish)

1/2 cup coleslaw or potato salad

1/2 cup fruit serving or fresh fruit

2 slices bread or bread items, such as bun, etc.

8 oz. low-fat fresh or shelf stable milk (or dairy equivalent: cheese or yogurt)

4 vanilla wafers or an equivalent dessert, such as graham crackers, oatmeal cookies, etc.

Individually packaged condiments, such as mustard and mayonnaise

1.2 Containers and Equipment:

1.2(a) To complete the meal service, the provider shall provide individually packaged salt and pepper, luncheon napkins, disposable knives, forks and spoons for each meal ordered. Condiments listed on the approved menu shall also be provided in individual serving packets, i.e., salad dressing, mustard, ketchup, etc.

1.2(b) The provider shall provide three-compartment plastic coated plates no less than 9 inches in diameter; 5-inch dessert plates; 6 oz. foam squat cups with lids; 8 oz. styrofoam cups and other special containers (such as soup bowls) as needed to facilitate the serving of the meal.

1.2(c) All cold food containers shall be designed to prevent seeping, spilling, dripping and leaking.

1.2(d) The quality of disposable items shall be subject to the approval of MARC and shall be no less than a medium grade.

1.2(e) Hot Pre-Plated Meals shall be packaged in sturdy, dual ovenable 3-compartment, older adult friendly sealed trays. Such trays shall be designed to function in temperatures from -40 to 350 degrees and shall be sealed with tamper evident film that is easily removed.

- 1.2(f) It is expected that the providers shall use appropriate equipment and procedures to assure that foods being transported are protected from contamination and held at safe temperatures.
 - 1.2(g) Steam table pans shall be suitable for placing in a 12 x 20 inch portable steam table opening. Each steam table pan shall be covered with stainless steel or aluminum covers.
 - 1.2(h) Steam table pans and other utensils shall be washed by center personnel and returned to the provider the day following delivery. The provider shall be responsible for rewashing and sanitizing such pans and utensils before using again.
- 1.3 Additional Supplies:
- 1.3(a) The provider will provide daily to each center a minimum of two plastic trash bags (one trash bag for each 50 meals ordered). The trash bag shall be 40 to 45 gal. capacity (20 x 10 x 40), no less than medium weight, with ties.
 - 1.3(b) The provider will provide disposable food grade gloves in adequate supply so as to ensure food safety during meal service.