

2019 PROGRAM SPECIFICATION  
Smigo Management Group, Inc.

PROGRAM #: 307

STANDARD PROGRAM: Senior Nutrition Program Meal Provider

TARGET POP: Elderly

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YEAR: 2019

UNITS: Actuals

CLIENTS: N/A

ALLOCATION: TBD

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UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Racine County

DAYS/HRS OF SERVICE AVAILABILITY: Monday-Friday, 8:00 a.m. to 5:00 p.m.

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- Maintain adequate liability coverage
- Recognize that authorization for services is approved by Racine County Human Services Department.
- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.

The Senior Nutrition Program is divided into two areas: Senior Dining Sites and Home Delivered Meals.

### **SENIOR DINING SITES:**

#### **Nutrition congregate meal provider requirements**

A hot meal prepared using, in part, locally grown ingredients that meets all the nutritional requirements of the Older Americans Act. The meals are served 5 days a week in a setting that provides educational and recreational activities. The provider's staff/volunteers have at least 5 years of food preparation experience and training related to food safety practices.

The Racine County Senior Dining Locations are selected based on community need and can change from year to year. The current Racine County Senior Dining Locations and serving times include:

#### **Atonement Lutheran Church**

2915 Wright Avenue  
Racine, WI. 53405  
Monday - Friday at Noon

#### **Burlington Senior Center**

201 N. Main Street  
Burlington, WI 53105  
Monday - Friday at Noon

#### **Lake Oaks Apartments**

1916 S. Wisconsin Avenue  
Racine, WI. 53403  
Monday - Friday at Noon

#### **Lincoln Villas North Apartments**

3919 Ruby Avenue  
Racine, WI. 53406  
Monday - Friday at 11:30am

#### **Lincoln Villas South Apartments**

5820 Lincoln Village Drive  
Racine, WI 53406  
Monday - Friday at Noon

#### **Salvation Army**

1901 Washington Avenue  
Racine, WI 53403  
Monday– Friday at Noon

#### **Union Grove Hometown Village**

1415 13th Avenue  
Union Grove, WI 53182  
Monday - Friday at 11:30am

### **HOME DELIVERED MEALS:**

#### **Nutrition home delivered meal provider**

A hot meal prepared 5 days a week using, in part, locally grown ingredients that meets all the nutritional requirements of the Older Americans Act. That meal delivery would be the responsibility of the Racine County Senior Nutrition Program

Friendly drivers bring delicious, home-style, freshly prepared meals delivered to the participant's door Monday through Friday. Every delivery comes with the well-being check that Meals on Wheels has become famous for.

The Nutrition Program offers more than just a meal. It provides socialization, nutrition education, counselling, and is often the gateway to many other services. This program is available throughout Racine County and can be modified for special diets. Anyone 60 years or older and spouse of any age are welcome in Racine County. There are a

variety of nutrition dining sites as well as the Meal-on-Wheels program (meals delivered to the home for those who are homebound).

## **PROVIDER REQUIREMENTS:**

### ***DELIVERY***

- Monday through Friday delivery of hot meals with the purpose of being served the same day for lunch in both the Senior dining locations and for home delivery for the Meals on Wheels Program. The Senior dining location meals will be delivered by the meal provider directly to each Senior dining location as listed above. The home delivered meals drop-off sites include: One (1) location in Central Racine, Wisconsin located at the Kranz Building, 2200 Dekoven Avenue, Racine, Wisconsin; one (1) location in Union Grove, Wisconsin; one (1) location in Waterford, Wisconsin; one (1) location in Burlington, Wisconsin. It is the responsibility of the Senior Nutrition Program liaison and staff to pick up and deliver from these drop-off locations.
- The meal provider must have a background check in place for every driver dropping off meals at the dining sites.
- Food will be delivered at a safe temperature to prevent food-borne illness. Hot food will be maintained and delivered at 140 degrees Fahrenheit. Cold food will be maintained and delivered at 41 degrees Fahrenheit or below or neither will be accepted by the Racine County Senior Nutrition Program.
- Vehicles used in the transportation of bulk food or home delivered meals will be equipped with clean containers or cabinets to store the food while in transit. The container or cabinet will be constructed in a way which prevents food contamination by dust, insects, animals, vermin or infection. The containers or cabinets will be capable of maintaining a temperature at or above 140 degrees Fahrenheit or a temperature at or below 41 degrees Fahrenheit until the food is delivered to the dining center or to the home delivered meal recipient.
- The meals for the home delivery program will be dropped off at the Central location by 9:00 a.m. Monday through Friday. The meals will be provided in pre-packaged hot and cold (ready-to-eat) packs five days a week that are separated by delivery route in coolers and warming containers.
- The meals for the Senior dining locations in Union Grove, Waterford and Burlington will be dropped off by 10:45 a.m. Monday through Friday or as specified by above.
- Racine County currently serves seven dining sites in Racine County and reserves the right to eliminate, add or change a dining location at any time during the year and must give 30 days' notice to the meal provider.
- The food vendor and the Racine County Senior Nutrition Program will mutually work together to decide on a time of day that works best for last minute additions and cancellations of meals for both the Home Delivered program and the Senior Dining Sites.

### ***PREPARATION OF THE FOOD***

- Regardless of the type of food preparation, the time between the completion of cooking the food and either the beginning of serving at the senior dining center or the delivery of the home delivered meal recipient will not exceed four hours.
- Ready-to eat (RTE) food held for more than 24 hours in an establishment must be clearly marked at the time of preparation to indicate that the food will be consumed, sold or discarded within seven calendar days or less from the day that the food is prepared. The day of preparation is considered day one.
- Refrigerated (RTE) food items prepared in advance must be discarded in seven days if held at 41 degrees Fahrenheit or less. RTE potentially hazardous food items which are prepared, frozen and thawed must be controlled by date marking to ensure that the items are consumed in seven days held at refrigeration temperatures.
- Each meal will meet the requirements of a complete meal as defined in the elder nutrition program policy and meet 1/3 the Dietary Reference Intakes (DRIs).

### ***SPECIAL ACCOMODATIONS***

- Foods that are received past their expiration dates will be rejected and the Racine County Senior Nutrition Program will not be responsible for payment on such items.

- There will be no meals provided by the Racine County Senior Nutrition Program on Holidays such as: New Year's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, Christmas Day, and New Year 's Eve.
- There will be no meals provided by the Racine County Senior Nutrition Program when Racine Unified School District cancels school due to a snow emergency. The Racine County Senior Nutrition Program will alert the meal provider no later than 6:00am the day of delivery.
- The Racine County Senior Nutrition Program reserves the right to request an enhanced menu option from the meal provider at the Senior Dining Sites such as a salad and self-service bar with 45 days' notice.
- The Racine County Senior Nutrition Program reserves the right to request modifications to the menu with 30 days' notice pending feedback from participants receiving meals in the program. An example of this would be several complaints about a protein chosen and a request to remove this item from the menu.
- The Racine County Senior Nutrition Program may choose to supplement home delivered meals or congregate meal sites with food items that the meal provider did not deliver. The meal provider is not responsible for those foods served and an example of this type of food would be a specialty item such as a holiday cookie or slice of pie.
- The meal provider must offer therapeutic diets such as low sodium, diabetic, low fat and ground.
- The meal provider must offer a different menu cycle at least twice annually and provide a change in the menu options every six weeks at a minimum.

#### **FROZEN MEALS**

- Some participants of the program require a frozen weekend meal. The meal vendor must have the ability to offer frozen meals for purchase at the same cost as a warm meal during the week.
- The meal provider will provide written instructions on proper handling and reheating of frozen meals to participants upon initiation of this service and at least annually thereafter.
- The food vendor must also have the ability to provide a daily frozen meal upon request to the Senior Nutrition Program for some or up to all of the participants with 14 days' notice. The food vendor must also have the ability to provide a weeks' worth of frozen meals to some or all of the participants upon request with 14 days' notice.
- Frozen food will be maintained and delivered in a solid frozen state or it cannot be left with the participant.

#### **COST PER MEAL AND BILLING**

- The cost per meal will include food, labor, delivery to each Senior Dining Site
- The cost per meal will include food, labor, packaging, and delivery to all locations listed above for the home delivered option.
- Provisions for the adjustments of per meal cost will only be made when the contract is renewed and will be supported by documentation.
- Payment will be made to the meal provider within 30 days of receipt of invoice. The meal provider will provide the Senior Nutrition Program a detailed invoice on a month by month basis and include the following information:
  - Number of meals served daily each month to the home delivered program and cost
  - Number of meals served daily each month to the Senior Dining Program and cost
- If meal(s) are late, missing a required component, spoiled, or unwholesome, the Racine County Senior Nutrition Program will be credited by the full cost of either the home delivered meal or the senior dining site meal.

#### **CONTRACT REQUIREMENTS**

- Support the program by committing resources to fulfill program match requirements. This match requirement can be met in a variety of ways including other organizational funding sources and/or in-kind services and supports.
- Comply with all pertinent and prevailing laws and to work in a cooperative spirit to fulfill the guidelines as set in the Racine County contract and the Older Americans Act

## **EVALUATION OUTCOMES:**

1. To provide nutrition congregate and home delivered meals that meet the Wisconsin Aging Network's Chapter Eight Nutrition Program Operations guidelines. This shall include and is not limited to a registered dietician or nutritionist on staff to complete program requirements. All meals must meet the Dietary Guidelines for American's and MyPlate Food Guidance System along with the dietary reference intakes established by the Food and Nutrition Board of the National Academy of Sciences' Institute of Medicine.
2. To provide a range of meal prices beginning at \$3.50 and not to exceed \$4.25 for congregate, \$4.35 for home delivered and \$4.75 for the meal enhancement option at a congregate site. The vendor will provide a variety of meal plans. Samples will be provided to the Racine County Senior Nutrition Program upon request.
3. To ensure delivery of meals to the congregate sites, the central location, and other drop points in a timely fashion. All home delivered meals will be packaged for individual consumption and sorted by the participants route and congregate meals will be family style.
4. To provide emergency meals within 72 hours upon request with a price range comparable to those stated above.

An Evaluation Outcome Report must be submitted to Racine County HSD Contract Compliance Monitor by 2/1/20.