



Calhoun County Senior Services

Minimum Service Standard

SERVICE NAME: MEALS – CONGREGATE

DEFINITION: The provision of nutritious meals to seniors in congregate settings. The service includes provision of nutrition education services and other appropriate nutrition services for older persons.

UNIT OF SERVICE: One unit of service equals one meal served to an eligible recipient.

INCOME REQUIREMENT: No income requirement applies.

DESIRED OUTCOME: Seniors maintain or improve physical and mental health through proper nutrition and opportunities for socialization.

MINIMUM SERVICE STANDARD:

A. Recipient Eligibility Criteria – The recipient eligibility criteria contained in the “ALL SERVICES” standard shall apply.

B. Intake and Assessment

1. Each service provider must use a uniform intake process at each site and maintain a recipient card for each program recipient. The intake process must be initiated within one week after an individual becomes active in the program.
 - a. Completion of a recipient card is not a prerequisite to eligibility, and may not be presented to potential recipients as a requirement. Each recipient card should contain as much of the following information as it is possible to determine:
 - (i) Name, address, and telephone number
 - (ii) Date of birth
 - (iii) Gender (optional)
 - (iv) Name, address, and telephone number of person to contact in case of an emergency
 - (v) Physician’s name, address, and telephone number
 - (vi) Handicap, as defined by Section 504 of the Rehabilitation Act of 1973, or other diagnosed medical problems
 - (vi) Special dietary needs
2. Each congregate nutrition service provider must be able to provide information relative to eligibility for home delivered meals and be prepared to make referrals for recipients unable to participate in the congregate program and who appear eligible for a home delivered meals program.
3. Each service provider must inform recipients about the food stamp program and be able to assist recipients as necessary to make application for benefits.

C. Meal Sites



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1. Each congregate meal site must be able to document the following:
 - a. Certification as an accessibility facility. Accessibility is defined as a handicapped recipient being able to enter the facility, use the restroom, and receive service that is at least equal in quality to that received by able-bodied recipient
 - b. Compliance with fire safety standards
 - c. Compliance with applicable Michigan and local public health codes regulating food service establishments.
2. Each service provider, through a combination of its meal sites, must provide meals at least once a day, five or more days per week.
3. Each site must serve meals at least three days per week with a minimum annual average of 25 eligible recipients per serving day. If the service provider also operates a home delivered meals program, home delivered meals sent from a site may be counted towards the 25 meal per day service level. Waivers to this requirement may be granted by the Allocation Committee only in the following instances:
 - a. When it can be demonstrated that two facilities must be utilized to effectively serve a defined geographic area for three days per week;
 - b. When it can be demonstrated that due to a rural or isolated location it is not possible to operate a meal site three days per week; and,
 - c. When it can be demonstrated that 75% or more of recipients at a meal site with less than 25 recipients per day are in great economic and/or social need. Such meal sites must operate at least three days per week.
4. Each meal site and/or kitchen operated by a congregate meal service provider must be appropriately licensed by the Department of Public Health as a food service establishment. The local Public Health Department is responsible for periodic inspections and for determining when a facility is to be closed for failure to meet Health Code Standards (P.A. 368 of 1978). Each service provider must submit copies of inspection reports on all facilities to the County within 10 days of receipt of such reports. It is the responsibility of each service provider to address any violation noted in the inspection report as soon as possible. Failure to correct violations may be cause for relocation of the service provider's operations to another facility.
5. When a Millage-funded meal site permanently closes, the following procedure must be followed:
 - a. The service provider must notify the Senior Services Office in writing of the intent to close the meal site.
 - b. The service provider must present a rationale for closing the meal site which is based on lack of attendance, inability to meet minimum standards and/or other requirements, loss of resources, or other justifiable reason.
 - c. The Senior Services Office is to review the rationale and determine that all option for keeping the site open or being relocated have been exhausted. If there remains a need for service in the area that was served by the meal site, efforts should be made to develop a new meal site and/or assist recipients to attend another existing meal site.
 - d. The service provider must notify recipients at a meal site to be closed of the intent to close the site at least 30 days prior to the last day of meal service.



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6. Each service provider must be able to document that appropriate preparation has taken place at each meal site for procedures to be followed in case of an emergency including:
 - a. An annual fire drill
 - b. Posting and training of staff and regular volunteers on procedures to be followed in the event of severe weather or natural disasters
 - c. Posting and training of staff and regular volunteers on procedures to be followed in the event of a medical emergency
7. Each service provider must have written agreements with the owners of all facilities used as meal site except those donated for use at no cost. The agreements must address at a minimum:
 - a. Responsibility for care and maintenance of facility, specifically including restrooms, kitchen, and areas of common use
 - b. Responsibility for snow removal
 - c. Agreement on utility costs
 - d. Responsibility for safety inspections
 - e. Responsibility for appropriate licensing by the Public Health Department
 - f. Responsibility for insurance coverage
 - g. Security procedures
 - h. Other issues desired or required

D. Meals Served

1. Each congregate meal service provider must have the capacity to provide at least one hot meal per day, which contains at least one third of the daily recommended dietary allowances as established by the Food and Nutrition Board of the National Academy of Science-National Research Council.
2. Each meal must conform to the following meal pattern:
 - a. Meat or Meat Alternate Group: No less than three ounces of cooked edible portion of meat, fish, fowl, eggs, or cheese. Meat alternates may be used occasionally to supplement protein for variety and may include cooked dried beans or peas, seeds, nuts, or peanut butter.
 - b. A protein source can contain a combination of meat, fish, fowl, eggs, or cheese.
 - c. Vegetables and Fruit Group: Two, one-half cup servings. All vegetables and fruits may be used. Fruit packed in light syrup may be used. Water packed or juice packed fruit may be made available to recipients upon request, if feasible. Full strength vegetable and fruit juices may be used occasionally, particularly when needed to meet Vitamin C requirements. NOTE: Rice, spaghetti, macaroni, and noodles are not vegetables. Fruit used as dessert should not be counted toward the two servings of vegetables and fruits.
 - d. Bread or Bread Alternate Group: One serving. Enriched or whole-grain bread, biscuits, muffins, rolls, sandwich buns, cornbread, and other hot breads may be used. Bread alternates may include enriched or whole-grain cereals or cereal products such as spaghetti, macaroni, dumplings, pancakes, and waffles
 - e. Fat Exchange Group: One serving



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- f. Other Grains: May include enriched or whole-grain cereal products such as spaghetti, rice, dumplings, pancakes, and waffles
 - g. Dessert Group: One, one-half cup serving. The dessert is in addition to other menu requirements. All fruit and simple desserts such as puddings, gelatin desserts, ice cream, ice milk, and sherbet are included. Fruit can be fresh or packed in light syrup. Water packed or juice packed fruit may be made available to recipients upon request. Fruit shall be used as a dessert two out of five meals a week
 - h. Milk Group: One-half pint. Vitamin A and D fortified skim, or low-fat milk must be available. Low-fat buttermilk may also be used.
 - i. Optional Beverages: Coffee, tea, decaffeinated beverages, and fruit flavored drinks may be used.
3. In addition to the above meal patterns, menus must meet the following specifications:
- a. Protein can come from more than one source, though not from the bread and milk groups.
 - b. A variety of foods must be included in a menu, in a 20-day menu cycle. Recipes within the meat, vegetable and fruit and dessert groups must be different for the same days of each week.
 - c. Each week's menus must include, at a minimum, three foods which are rich sources of Vitamin A and a daily source rich in Vitamin C. A rich source is defined as one which provides at least 33 percent of the current Adult Male Recommended Dietary Allowance as published by the National Research Council of the National Academy of Science.
 - d. Each day's menu must include a variety of colors, textures, and flavors.
 - e. Foods must be under salted in cooking. Each meal should contain less than 1,500 mg. sodium total. A meal containing more than 1,500 mg. of sodium may be served only once in a 20-day menu cycle.
 - f. The main entree must be hot. Soup and sandwich meals may be served once in a 20-day menu cycle. Between June 1 and September 30, one cold meal per week can be served as long as it meets the meal pattern.
 - g. Relish trays and raw vegetables may be counted toward the required fruit/vegetable serving once a week. While coleslaw, lettuce, spinach, or tomatoes may be used at any time, they do not constitute a relish tray.
4. Each service provider must have a menu development process which includes, at a minimum:
- a. Use of written, standardized recipes
 - b. Cycle menus of at least four weeks duration
 - c. Provision for review and approval of menus by a registered dietitian, or an individual who is dietitian registration eligible
 - d. Posting of menu to be served in a conspicuous place at each meal site and at each place food is prepared
 - e. The development of special menus, where feasible and appropriate, which take into consideration religious and/or ethnic diet preferences when at least 25% of recipients at a meal site request a special menu.
 - f. The development of modified diet menus, where feasible and appropriate, when at least



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25% of recipients at a meal site request a modified diet. A modified diet is defined as diabetic, low-sodium, low-fat, texture modified and dietary supplements. The service provider must assure that a current physician's written diet order is on file for recipients consuming the modified diets; and, written procedures for revising menus after they have been approved.

- g. A record of the menu actually served each day must be maintained for each fiscal year's operation.
5. Each service provider must make available, upon request, food containers, and utensils for blind and handicapped recipients.
6. Each service provider must use standardized portion control procedures to ensure that each meal served is uniform and satisfies meal pattern requirements. Standard portions may be altered only at the request of a recipient for less than the standard serving of an item or if a recipient refuses an item. Less than standard portions are not to be served in order to stretch available food to serve additional persons.
7. Each service provider must implement procedures designed to minimize waste of food (leftovers/uneaten meals) which, at a minimum:
 - a. Maintains the variance between the number of meals prepared and the number of meals served at not more than one meal per day or 3% (whichever is greater) at each meal site
 - b. Incorporates, when feasible and appropriate, leftover food occurring at on-site preparation facilities into subsequent congregate or home delivered meals
 - c. Offers second helpings to recipients at meal sites without food preparation facilities. Food remaining at such sites after second helpings have been served must be thrown away.
 - d. Prohibits service provider staff from taking home leftover food from any meal site or preparation facility
 - e. The safety of food after it has been served to a recipient and when it has been removed from the meal site is the responsibility of the recipient
8. The service provider may use contributed foodstuffs only if they meet the same standards of quality, sanitation, and safety as apply to foodstuffs purchased from commercial sources. Acceptable items include:
 - a. Fresh fruits and vegetables
 - b. Game from a licensed farm processed within two hours of killing by a licensed game processor
9. The service provider may not use the following types of contributed foodstuffs:
 - a. Home canned or preserved foods
 - b. Foods cooked or prepared in an individual's home
 - c. Road kill deer or game
 - d. Wild game donated by hunter
 - e. Fresh or frozen fish donated by sportsmen
10. Self-stable meals for emergencies can be provided with approval. Additional daily meals can be provided with the approval of the Office of Senior Services. Efforts should be made to provide high fiber foods and to provide recipients choices. Meal patterns are to reflect the USDA food pyramid.



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11. The time period between the end of preparation of hot food and the beginning of serving must not exceed four hours. Products which do not need to be held above 140 degrees are exempt.
12. Food must be served at safe temperatures. The service provider must utilize equipment which maintains safe temperatures for all menu items through the end of the serving period. Hot foods not maintained at 140 degrees or above shall not be served. Cold foods not maintained at 45 degrees or below shall not be served. Each service provider must monitor food temperatures at the time of arrival, if not prepared on site, and at the time of serving, and maintain a record of these temperatures for each fiscal years operation.
13. Congregate meal service providers receiving Senior Millage funds may not contribute to, provide staff time, or otherwise support potluck dining activities.

E. Staffing/Supervision/Training

1. Staff of congregate meal service providers must receive in-service training at least twice each fiscal year which is specifically designed to increase their knowledge and understanding of the program and to improve their skills at tasks performed in the provision of service. Comprehensive records identifying dates of training and topics covered are to be maintained in each employee's personnel file. An individualized in-service training plan should be developed for a staff person when performance evaluations indicate a need. Required in-service training topics for food service personnel include sanitation and kitchen operations.
2. Each service provider should have available a staff person in a food service management position who has successfully completed the Management Certification Training program offered by the Michigan Department of Public Health. Each service provider must utilize the services of a registered dietitian, or an individual who is dietitian registration eligible, to assure that nutrition and sanitation standards are met.
3. Each service provider must provide or arrange for monthly nutrition education sessions at each meal site. Topics should include food, nutrition, behavior patterns, consumerism, and health.