

**FY 2023-2024  
SCOPE OF SERVICE**

**NUTRITION - FOOD CONTRACTOR**

I. PURPOSE

The Nutrition Food CONTRACTOR Scope describes services that provide a safe and high-quality meal to eligible older adults either in a congregate setting or in the home.

II. DEFINITIONS

**ACDHS/AAA:** Allegheny County Department of Human Services, Area Agency on Aging.

**Consumer:** Any adult, age 60 or older, or their advocate, who is in contact with ACDHS/AAA or an ACDHS/AAA CONTRACTOR and is eligible to receive meals.

**CONTRACTOR:** An agency, government entity or organization under AGREEMENT with the COUNTY which provides services to older adults in the community.

**CONTRACTOR Commissary Review Process:** An ACDHS/AAA monitoring activity undertaken by the CONTRACTOR and reviewed for compliance by ACDHS/AAA to determine the extent to which the program follows applicable aging program policies.

**Dietitian Nutrition Monitoring Process:** An ACDHS/AAA monitoring activity conducted by and reviewed for compliance by ACDHS/AAA Dietitian to determine the extent to which the program follows applicable aging program policies.

**Elderly Nutrition Program (ENP):** Program providing meals and related nutrition services to aging individuals in congregate settings or by home delivery.

**IMT:** Integrated Monitoring Tool

**Integrated Monitoring Tool (IMT) Application:** Supporting improved quality, efficiency and collaboration of DHS monitoring efforts, the Integrated Monitoring Tool (IMT) captures key details and summary results from every monitoring visit and shares them across DHS offices. The application is built around administration, policy and procedure, staffing and personnel, environment, service delivery and outcomes.

**Master Provider Enterprise Repository (MPER):** A repository of key CONTRACTORS' demographic data for all CONTRACTORS who provide services for DHS. DHS applications use MPER to validate AGREEMENT, services, facilities, rate information and document program funded budgets and invoices to facilitate documentation of services rendered and claims information by CONTRACTORS. CONTRACTORS are required to keep all agency information including but not limited to contacts, facilities and service offering information up to date.

III. AGING PROGRAM DIRECTIVES (APD) / FEDERAL / STATE REGULATORY REFERENCE AND COMPLIANCE

Organizations providing services outlined in this Scope of Service shall comply with all federal and state directives listed below:

- [Pennsylvania Department of Aging Program Directives - Program Area 03 -- Congregate Meals](#)

15-03-01 Policies and Standards for the Department of Aging Food Safety and Menu Compliance Monitoring

15-03-02 Policies and Standards for the Department of Aging Nutrition Services Revised October 24, 2016

Organizations providing services outlined in this Scope of Service shall also comply with [Allegheny County Health Department, Article III Food Safety.](#)

This Scope of Service is subject to change based on changes to the above directives.

#### IV. PERFORMANCE EVALUATION

Each contract year the ACDHS/AAA will outline clear standards of acceptable performance to which the CONTRACTOR will be held. These standards relate to compliance with applicable policies, regulatory guidelines, Scopes of Service, Contract Workstatements, and Performance Based Contracting (PBC), where applicable. Standards are set to support quality service that meets or exceeds the needs of the consumer, and to optimize the impact of the service provided.

The CONTRACTOR is responsible for adhering to the timelines in reporting its compliance to the Scopes of Service and using findings to build on its strengths and develop strategies on opportunities, through a continuous quality improvement process.

Monitoring tools outlining acceptable evidence are used in evaluating compliance with regulatory requirements, service standards, documentation, and reporting requirements. The monitoring tool applicable to this Scope of Service is:

- Pennsylvania Department of Aging ENP Meal Monitoring Tool

Monitoring tool evaluating CONTRACTOR compliance to menu standards is used. Monitoring tool applicable to this Scope of Service is:

- Pennsylvania Department of Aging Nutrition Monitoring and Evaluation Tool for Dietitians

DHS Monitoring utilizes the Integrated Monitoring Tool (IMT). As such, for all monitoring visits, all service providers are required to access and upload documentation via the online application. For each monitoring visit, the county will utilize IMT to share important monitoring documents. Service providers are required to complete the monitoring process through IMT.

## V. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

### A. Personnel Standards

The food CONTRACTOR will maintain properly trained, supervised staff to adequately provide the meal service. At least one person per shift must have a current Food Protection Certificate from the Allegheny County Health Department (ACHD) or from another nationally recognized organization accepted by ACHD. A copy of the certificate or other verification will be provided to the ACDHS/AAA during an annual Commissary Review Process. Meals will only be served from sites operating with certified personnel.

### B. Commissary Standards

1. Food CONTRACTOR must ensure that the commissary has a current valid Food Safety Inspection to be conducted following the policies of the Allegheny County Health Department (ACHD) or other appropriate authority. A copy of the inspection report and permit shall be submitted to the ACDHS/AAA within 10 days of the inspection date. The valid inspection must also be retained on site. If violations are noted on the Inspection Form they must be corrected in the time frame given by the inspecting agency.
2. Food CONTRACTOR must submit verification of an effective insect/rodent control program to ACDHS/AAA during the annual Commissary Review Process.
3. Food CONTRACTOR must have an established commissary that meets the minimum standards set by APD 15-03-01 and 15-03-02 and the local Health Department / authority located within fifty (50) driving miles from each senior center in the contracted area. (For the purpose of this provision miles shall be defined as the distance determined on public highways or roads and not a distance by a radius of miles from the commissary.)

4. Food CONTRACTOR must submit current cleaning schedule to ACDHS/AAA during the annual Commissary Review Process.

### C. Contingency/Emergency Preparedness Plan Standards

1. The food CONTRACTOR must develop a written contingency plan which details how they will replace and / or supplement any menu item / meal that fails to meet the quality and / or quantity of food / supplies when delivered to a center. The replacement must be made within thirty (30) minutes of the regular delivery time. If meal service time is an issue, the food CONTRACTOR has a process to purchase and replace food without returning to their food commissary.
2. Each food CONTRACTOR must develop and submit an Emergency Preparedness plan for an alternative means to provide meals in the event of an emergency situation that includes the delivery of multiple meals on any given day. A copy of the plan must be submitted to ACDHS/AAA in the annual Commissary Review Process, and should include but not be limited to:
  - Using an alternate facility
  - Developing relationships with community organizations to deliver meals
  - Developing alternate delivery options, i.e., multiple meals delivered before a weather emergency
  - Procedures for notifying ACDHS/AAA and other personnel when meals cannot be delivered as scheduled.
3. At all times, the emergency plans of food providers must be current, actionable, routinely updated, practiced, followed and, at a minimum, comply with the ACDHS/AAA Emergency Response Plan

### D. Cancellation Policy

The food CONTRACTOR shall accept cancellation of meals from any ACDHS/AAA contracted meal CONTRACTOR until 3:00 a.m. of any

day's order or when the cause is beyond the control of the ACDHS/AAA, such as acts of nature, cancellation of transportation and unforeseen conditions which affect the ACDHS/AAA. Food CONTRACTOR will have an **answering service available at all times during this AGREEMENT.**

#### E. Holiday Schedule

The food CONTRACTOR will supply meals to ACDHS/AAA contracted sites **except** for the following holidays unless otherwise requested and approved by ACDHS/AAA in advance of the contract year:

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

Kosher CONTRACTOR will supply meals on December 25.

#### F. Menus

1. Foods specified on the ACDHS/AAA approved menu must be served unless unusual circumstances prevent it. All substitutions must be approved prior to the change by the ACDHS/AAA.

CONTRACTORS will prepare non-pork protein or meat alternatives as dictated by religious requirements from approved menus.

2. The food CONTRACTOR will attend menu reviews as scheduled by ACDHS/AAA staff and develop menus that meet state and federal nutrition guidelines with an additional attention to consumer interests and preferences.
3. Food CONTRACTOR will meet with ACDHS/AAA to evaluate and plan innovative, creative and new or different meal services as needed.

## G. Modified Diets

1. The food CONTRACTOR shall prepare and deliver the following modified diets according to the menus developed by ACDHS/AAA:
  - Calorie Control / Diabetic Diets - 1,000 – 1,100 and 1,500
2. Requests for modified diets will be processed and approved by the ACDHS/AAA and e-mailed to the food CONTRACTOR by ACDHS/AAA.
3. Modified diet meals will be packed individually and sealed with clear film and labeled with the consumer's name and type of diet.

## H. Food Standards

1. Grade minimum for food acceptable to the ACDHS/AAA:
  - Meat - Meats for dry heat or moist heat cooking shall be choice grade. No meat extenders are to be used (i.e., soy or textured protein).
  - Ground Beef - USDA, not to exceed 15% fat of the net weight of beef used.
  - Poultry and Seafood - When served as whole pieces, poultry and seafood shall be U.S. Grade A.
  - Fish – All fish will be boneless, skinless or filleted.
  - Salmon – Salmon will be medium red to light pink, Grade A for casseroles.
  - Tuna – Light, water packed tuna will be used for salads, casseroles, and modified diets.
  - Eggs – U.S. Grade A, all eggs will be pasteurized.
  - Fresh Fruits and Vegetables – will be of good quality (USDA #1) relatively free of bruises, defects and chemical additives.
  - Canned and Frozen Fruits and Vegetables – When used in combination dishes; i.e., gelatins or soufflés, Grade C can be used. Grade B or better will be used for other purposes. Canned fruits will be juice pack or in natural juices.
  - Dairy Products: - Cheeses - USDA Grade A.

- A variety of homogenized whole milk, buttermilk, chocolate, or low-fat milk all fortified with Vitamin D will be offered.
- Margarine - in individual packets. (80 calories per tablespoon with less than 25% saturated plus trans-fat.)
- Gravies will be made from fresh stock or low-sodium bases.
- Potatoes - all potato dishes will be made with fresh potatoes (USDA #1) unless otherwise stated. Instant Potatoes with whole milk and fortified with Vitamin C will be used exclusively.
- Fresh fruit is to be USDA Grade A, Medium Size:

Apples	125 Delicious 100 Gala, Fuji
Bananas	Medium size – 6" minimum
Cantaloupes	Size 18, 5-6/box - Medium 6 cuts
Honeydews	5-6/box - Medium 6 cuts
Nectarines	3/pound – 1 per serving
Oranges	113
Peaches	38# box, 2 size (2-3 per pound)
Pears	36# box, 2 size (2-3 per pound)
Plums Prune Red	30# box (6-8/pound) 3/serving 28# box (4-6/pound) 2/serving
Tangelos	100
Tangerines	120
Watermelon	Large long (50 cuts)

2. Minimum portions required by the ACDHS/AAA (cooked weights or edible portions).

Roast meats, boneless chops, steaks, boneless turkey and cutlets	3 ounces
Bone-in chops, breaded meats or seafood	5 ounces
Chicken with bone	6-6 1/2 ounces
Chopped steaks	4 ounces
Meat loaf use binders such as bread crumbs, crackers, oatmeal (no extenders)	4 ounces
Ground beef for sandwiches	3 ounces



All beef, turkey meatballs, 2 ounces each	4 ounces
Cold cuts for sandwiches per serving	1 ounce
Frankfurters, all beef or turkey	3 ounces
Salmon	3 ounces
Tuna	3 ounces
Egg	Large
Cheese, 1 slice	1 ounce
Vegetables, salad, fruit, desserts drained	½ cup
Tossed salad, spinach salad, mixed greens salad	1 cup
Gelatin salad used as a fruit and/or vegetable must contain a minimum of 4 ounces of fruit/vegetable	¾ cup
Bread, rolls, muffins, cornbread	servings per day as indicated
Brownies	2" x 2"
Cake	2" x 3"
Cookies	2" or 4"
Margarine (80 calories per tablespoon with less than 25% saturated plus trans-fat.)	1 teaspoon
Condiments in individual packets, when appropriate; i.e., catsup, mustard, mayonnaise, salad dressing	1 Tablespoon

Home Delivered meals include:

Dressings for salads, tartar sauce, ketchup .5 ounce per serving  
 Parmesan cheese shall be delivered in bulk. (1 Tablespoon)

3. The food CONTRACTOR will adhere to the following additional food standards required by ACDHS/AAA:

- Fresh or frozen vegetables will be used, except for canned beets, sweet potatoes and tomato products. Reduced sodium canned products shall be used if available.
- All salad dressing and mayonnaise will be reduced in calories and fat.

- All grain products (pasta, noodles) used will be enriched.
- All bread products will be enriched, fresh, dated and delivered as available from supplier; day-old products are not allowed.
- Whole grain bread items must show the whole grain stamp on the wrapper.
- Hams will be low salt, little or no water added.
- Baked goods (cakes, cookies, muffins) are to be made from standard mixes as close to delivery as possible to ensure freshness. Other dessert items (premade packaged products, fruit bars, etc.) should be stamped with a use by date and be served before the expiration date.

*Note, the County retains the authority to discontinue the use of a product when determined to be necessary due to consumer dissatisfaction.*

#### I. Meal Preparation Standards

1. Food will be prepared for bulk delivery, or as individual hot / cold / frozen meals and modified diets.
2. Recipes may include fats, such as butter, shortening, bacon and margarine only if they meet PDA nutritional analysis guidelines.
3. Upon request, the food CONTRACTOR will prepare and test recipes for sampling by the ACDHS/AAA.
4. All foods, including salads are to be prepared within 24 hours prior to delivery time unless otherwise indicated and approved by ACDHS/AAA.
5. All vegetables are to be prepared immediately prior to delivery time or as approved and panned with the minimum amount of liquid in order to preserve the quality and nutrient content of the product.

#### J. Delivery Standards

Only applies to food CONTRACTORS delivering to Senior Centers.

1. Food shall be packed in separate leakproof containers that have sufficient insulation to prevent temperature fluctuations. Food containers must be constructed in a manner which provides for the separation of hot, refrigerated and frozen food items during delivery.
2. Food and supplies as ordered are delivered to Senior Community Centers between 7:30 a.m. and 11:30 a.m. unless otherwise previously agreed upon by the ACDHS/AAA. Deliveries shall be within one-half (1/2) hour of the time indicated on the delivery schedule. Food which has deteriorated beyond consumption will be refused at the time of delivery.
3. Delivery schedules are provided to the ACDHS/AAA, one (1) month prior to effective contract date for approval. All communications concerning delivery, changes, etc. shall be routed to and, if applicable, approved by ACDHS/AAA.
4. Food temperature upon arrival at the site will meet minimum/maximum requirements (135° or greater for hot food – at or below 41° for cold food) per APD 15-03-01 and 15-03-02 and [Allegheny County Health Department Article III Food Safety](#) or the site will refuse the meals.
5. The plates, cutlery and supplies will be delivered to centers as needed or in accordance with the centers' capacity to store safely.
6. The driver shall deliver, unload and place all deliveries in areas designated by Senior Community Center agency staff.
7. The driver will not leave the food at any center unless a designated staff person / volunteer is on site to properly receive and sign for the delivery.
8. The driver will remain at the center until all food temperatures (135° or greater for hot foods and at or below 41° for cold items)

have been taken and all items are reviewed and counted by the designated center staff / volunteer.

9. If any part of the delivery is unacceptable or incorrect the driver will contact his / her supervisor to report the problem. The commissary manager will contact ACDHS/AAA and institute the contingency plan.
10. ACDHS/AAA shall not consider a delivery complete unless the daily Meal Delivery Receipt sheet has been signed by a designee of the center.
11. ACDHS/AAA will not pay for all or any part of a meal which is ordered but not delivered and will not pay for meals cancelled by 3:00 a.m.
12. If the meals and/or food at a center have been rejected, the food CONTRACTOR must utilize their contingency plan to replace and / or supplement the meals within a half-hour (30 minutes) of delivery time and per V. C. of this Scope of Service.
13. All motor vehicles used in the delivery of service shall meet the regulations established by the [Pennsylvania Department of Transportation, Vehicle Safety inspections](#).

#### K. Supplies / Paper Goods Standards

Only applies to food CONTRACTORS delivering to Senior Centers

The food CONTRACTOR will supply disposable dinnerware, which is nonporous, sturdy, sanitary and attractive. Environmentally safe disposables will be given consideration. Disposable cutlery will be of a quality to prevent melting, bending or splintering under normal usage.

Disposable products required:

- For the Congregate Meal Program, laminated, at a minimum 8 7/8" plates.
- For the Home Delivered Meal Program, the food CONTRACTOR will provide one or two inch high, two (2) or three (3) compartment, laminated trays with film/lid.
- Medium weight, individually sanitarily wrapped sets of cutlery, including fork, teaspoon and knife
- Nonporous bowls (with snap-on or hinged lids for the Home-Delivered Meal Program) for salads, pudding, gelatin, chili, beef stew, cakes, etc.
- Flat unglazed plates for cakes used in the Congregate Meal Program
- Individually, wrapped straws (Minimum seven-inch length) (for Congregate Meal Program)
- Napkins measuring a minimum of 11" x 12 3/4" and quarter-folded for each meal served
- Disposable plastic gloves – medium, large, or extra-large
- Four (4) terry-cloth potholders for each senior center (one-time delivery) to be delivered before the last day of July of the current contract year. Food CONTRACTOR will submit signed delivery sheets to ACDHS/AAA by the last day of August.

#### L. Meal Coordination

Only applies to food CONTRACTORS delivering to Senior Centers

Meals will be ordered electronically by a designated senior center person from each senior center/provider agency at least two (2) work / business days in advance of the meal service. The food

CONTRACTOR will not deliver meals that are not ordered per this Scope of Service.

#### M. Meal Packaging

Only applies to food CONTRACTORS delivering hot meals to Senior Centers

1. The food CONTRACTOR will package and deliver food in bulk to designated centers. The pans used to deliver food will be rigid aluminum foil with 50, 70 or 80-gauge aluminum or stainless steel. Appropriate aluminum or stainless-steel lids shall be used. For additional protection, an unglazed liner, aluminum foil or other appropriate lining may be used as needed.
2. Each container of food and all supplies will be marked as follows:
  - Center Name
  - Content
  - Number of Servings
3. High density serving / transport liner bags will be used to contain spillage.
4. Temperatures of all foods (135° or greater for hot and at or below 41° for cold) must be taken and documented prior to leaving the commissary.
5. Departure time of each delivery route must be documented daily.

#### N. Reporting Standards

1. The food CONTRACTOR will have the capacity to retrieve and submit data, information, reports and other communication through electronic internet capabilities within a timeframe specified by the ACDHS/AAA. Failure to receive or read ACDHS/AAA communications sent to the food CONTRACTOR MPER e-mail address in a timely manner does not absolve food CONTRACTOR from knowing, responding to or complying with the content of that communication.

2. Food CONTRACTORS must submit the following reports electronically no later than the 7<sup>th</sup> business day of the month:
  - Load out food temperature chart and other reports as requested
3. Food CONTRACTORS must submit electronically the monthly invoice no later than the 5<sup>th</sup> business day of the month following the month of service.
4. Unit/s of Service/s

For the purpose of this Scope of Service the following unit of service applies:

- 1 Unit = One meal prepared and delivered to a designated meal site.
- 1 Unit = One meal prepared and delivered to a home.

## VI. RESPONSIBILITIES AND EXPECTATIONS OF THE PROGRAM OFFICE

- A. Developing specifications and monitoring the food quality, preparation, packaging and delivery of food and supplies for this service.
- B. Reviewing and auditing purchase records for conformance to specifications.
- C. On-site monitoring visits to the food CONTRACTOR will be conducted a minimum of once per contract year for previous food CONTRACTORS and four (4) times a year for new food CONTRACTORS.
- D. Monitoring menu compliance through visits to Senior Community Centers two (2) times a year.

- E. Meeting with the food CONTRACTOR to evaluate and plan innovative, creative and new or different meal services.
- F. Quarterly / or as scheduled menu review.
- G. Serving as a liaison between the food CONTRACTORS and senior community centers (for meal related issues only).
- H. Processing and updating a modified diet database.
- I. Review and approve invoices following receipt and confirmation of financial and service reports and submit them to fiscal for payment.
- J. ACDHS/AAA will determine and implement the wait list protocol and priorities in the event of demand exceeding resources.
- K. The ACDHS/AAA reserves the right to open, close, or combine Senior Community Centers and Home Delivered Meals sites and adjust the number of meals in accordance with community needs and resources.
- L. ACDHS/AAA will offer technical assistance as appropriate in the food CONTRACTOR annual Commissary Review Process.