



MICHIGAN OFFICE OF SERVICES TO THE AGING

Operating Standards For Service Programs

B. GENERAL REQUIREMENTS FOR NUTRITION SERVICE PROGRAMS

Updated 7-19-13

1. Meals may be presented hot, cold, frozen or shelf-stable and shall conform to the Michigan Office of Services to the Aging (OSA) Meal Planning Guidelines.
2. Each program shall utilize a menu development process, which places priority on healthy choices and creativity and includes, at a minimum:
 - a. Use of written or electronic, standardized recipes.
 - b. Cycle menus are encouraged for costs containment and/or convenience, but are not required. Programs are encouraged to consult with the regional dietitian during the menu development process.
 - c. Provision for review and approval of all menus by the regional dietitian who must be a registered dietitian, an individual who is dietitian-registration eligible or a Registered Dietetic Tech.
 - d. Posting of menu to be served in a conspicuous place at each meal site and at each place food is prepared. The program must be able to provide information on the nutrition content of menus upon request.
 - e. Modified diet menus may be provided, where feasible and appropriate, which take into consideration client choice, health, religious and ethnic diet preferences.
 - f. A record of the menu actually served each day shall be maintained for each fiscal year's operation.
 - g. Nutrition providers are strongly encouraged to use computerized nutrient analysis to assure meals are in compliance with nutritional requirements.
3. The nutrition program must operate according to current provisions of the Michigan Food Code. Minimum food safety standards are established by the respective local Health Department. Each program must have a copy of the Michigan Food Code available for reference. Programs are encouraged to monitor food safety alerts pertaining to older adults.

Each program, which operates a kitchen for food production, shall have at least one key staff person (manager, cook or lead food handler) complete a Food Service Manager Certification Training Program that has been approved by the Michigan Department of Agriculture. A trained and certified staff member is preferred, but not required, at satellite serving and packing sites. Please refer to your local Health Department for local regulations on this requirement.

The time period between preparation of food and the beginning of serving shall be as minimal as feasible. Food shall be prepared, held and served at safe temperatures. Documentation requirements for food safety procedures shall be developed in conjunction with, and be acceptable to, the respective local Health Department.

The safety of food after it has been served to a participant and when it has been removed from the meal site, or left in the control of a homebound participant, is the responsibility of that participant.



MICHIGAN OFFICE OF SERVICES TO THE AGING

Operating Standards For Service Programs

Purchased Foodstuffs - The program must purchase foodstuff from commercial sources which comply with the Michigan Food Code. Unacceptable purchased items include: home canned or preserved foods; foods cooked or prepared in an individual's home kitchen (This includes those covered under the Cottage Food Law); meat or wild game not processed by a licensed facility; fresh or frozen fish donated by sport fishers; raw seafood or eggs; and, any un-pasteurized products (i.e., dairy, juices and honey).

Contributed Foodstuffs - The program may use contributed foodstuff only when they meet the same standards of quality, sanitation and safety as apply to food stuffs purchased from commercial sources.

Acceptable contributed foodstuff include: fresh fruits and vegetables; and, wild game from a licensed processor. A list of licensed processors can be found on the Michigan Department of Agriculture and Rural Development website.

4. Each program shall use standardized portion control procedures to ensure that each meal served is uniform. Standard portions may be altered at the request of a participant for less than the standard serving of an item or if a participant refuses an item. Less than standard portions shall not be served in order to "stretch" available food to serve additional persons.
5. Each program shall implement procedures designed to minimize waste of food (leftovers/uneaten meals).
6. Each program shall use an adequate food cost and inventory system at each food preparation facility. The inventory control shall be based on the first-in/first-out method and conform to generally accepted accounting principles. The system shall be able to provide daily food costs, inventory control records, and monthly compilation of daily food costs.
For programs operating under annual cost-reimbursement contracts, the value of the inventory on hand at the end of the fiscal year shall be deducted from the total amount expended during that year. For programs operating under a unit-rate reimbursement contract, the value of the inventory on hand at the end of the fiscal year does not have to be considered. Each program shall be able to calculate the component costs of each meal provided according to the following categories:
 - a. Raw Food - All costs of acquiring foodstuff to be used in the program.
 - b. Labor - (i) Food Service Operations: all expenditures for salaries and wages, including valuation of volunteer hours, for personnel involved in food preparation, cooking, delivery, serving, and cleaning of meal sites, equipment and kitchens; (ii) Project Manager: all expenses for salary wages for persons involved in project management.
 - c. Equipment - All expenditures for purchase and maintenance of items with a useful life of more than one year or with an acquisition cost of greater than \$5,000.
 - d. Supplies - All expenditures for items with a useful life of less than one year and an acquisition cost of less than \$5,000.
 - e. Utilities - All expenditures for gas, electricity, water, sewer, waste disposal, etc.
 - f. Other - Expenditures for all other items that do not belong in any of the above categories (e.g. rent, insurance, fuel etc.) to be identified and itemized.



MICHIGAN OFFICE OF SERVICES TO THE AGING

Operating Standards For Service Programs

Where a provider operates more than one meal/feeding program (congregate, home-delivered meal, waiver, catering, etc.), costs shall be accurately distributed among the respective meal programs. Only costs directly related to a specific program shall be charged to that program.

7. Each program shall provide or arrange for monthly nutrition education sessions at each meal site and as appropriate to home delivered meal participants. Topics shall include, but are not limited to, food, nutrition, wellness issues, consumerism and health. Nutrition education materials must come from reputable sources. Questions pertaining to appropriateness of materials and presenters are to be directed to the regional dietitian. Program materials distributed must take into consideration the level of literacy, living alone status, caregiver support and translation of materials as appropriate for older adults with limited English proficiency.
8. The Area Agency on Aging (AAA) may adjust the number of nutrition grantees to meet the needs of the region.
9. Each meal program is encouraged to use volunteers, as feasible, in program operations.
10. Each program shall develop and utilize a system for documenting meals served for purposes of the National Aging Program Information System (NAPIS). Meals eligible to be included in NAPIS meal counts reported to the respective AAA, are those served to eligible individuals (as described under respective program eligibility criteria) and which meet the specified meal requirements. The most acceptable method of documenting meals is by obtaining signatures daily from participants receiving meals. Other acceptable methods may include, for example, for home delivered meals, maintaining a daily or weekly route sheet signed by the driver which identifies the client's name, address, and number of meals served to them each day.
11. Each program shall use a uniform intake process and maintain a NAPIS registration for each program participant. The intake process shall be initiated within one week after an individual becomes active in the program. Completion of NAPIS registration is not a prerequisite to eligibility and may not be presented to potential participants as a requirement.
12. Nutrition Services Incentive Program (NSIP) - AAAs and their nutrition program service providers are eligible to participate in the NSIP. The purpose of the NSIP is to provide incentives to encourage and reward effective performance in the efficient delivery of nutritious meals to older individuals. The NSIP provides an allotment of cash to the state for their nutrition programs based on the number of Title IIC meals served by the state that year, as reported in NAPIS. The State of Michigan has elected to receive cash in lieu of commodities. NSIP cash is allocated to AAAs based on the number of NSIP-eligible meals served in the previous year in proportion to the total number of NSIP-eligible meals served by all AAAs as reported through NAPIS. NSIP cash may only be used for meals served to individuals through the congregate meal program or home delivered meals program. The program must make a reasonable attempt to purchase foods of U.S. origin with NSIP funding.
Meals counted for purposes of NSIP reporting are those served that meet the Title IIC requirements and:



MICHIGAN OFFICE OF SERVICES TO THE AGING

Operating Standards For Service Programs

- a. Are served at a congregate or home delivered meal setting; or,
- b. Are served at an adult day care that is contracted to be a congregate meal site.

Meals that do not count toward NSIP funding include:

- a. Medicaid adult day care meals
- b. Adult day care meals for which Child and Adult Care Food Program (7 CFR Part 226) funds have been claimed
- c. Meals funded by Title III E served to caregivers under age 60
- d. Meals served to individuals under age 60 who pay the full price for the meal.

Each AAA that has NSIP-only (non-AAA funded) sites must have the following:

- a. A signed contract or memorandum of agreement in place detailing the nutrition requirements for the meal;
- b. The mechanism for distributing NSIP only funds; e.g. per meal rate, percentage of total.
- c. Written plan for assessment of site based on Title III C requirements.

13. Each nutrition program shall carry product liability insurance sufficient to cover its operation.
14. Each program, with input from program participants, shall establish a suggested donation amount that is to be posted at each meal site and provided to home delivered meal participants. The program may establish a suggested donation scale based on income ranges, if approved by the respective AAA. Volunteers under the age of 60 who receive meals shall be afforded the opportunity to donate towards the cost of the meal received.
15. Program income from participant donations must be used in accordance with the additive alternative, as described in the Code of Federal Regulations (CFR). Under this alternative, the income is used in addition to the grant funds awarded to the provider and used for the purposes and under the conditions of the contract. Use of program income is approved by the respective AAA as a part of the budget process.
16. Each program shall have a written procedure in place for handling all donations which includes at a minimum:
 - a. Daily counting and recording of all receipts by two individuals.
 - b. Provisions for sealing, written acknowledgement and transporting of daily receipts to either deposit in a financial institution or secure storage until a deposit can be arranged.
 - c. Reconciliation of deposit receipts and daily collection records by someone other than the depositor or counter.
17. Each program shall take steps to inform participants about local, State and Federal food assistance programs and provide information and referral to assist the individual with obtaining benefits. When requested, programs shall assist participants in utilizing Supplemental Nutrition Assistance Program (SNAP, formerly known as "food stamps") benefits as participant donations to the program.
18. Programs shall not use funds from OSA to purchase vitamins or other dietary supplements.



MICHIGAN OFFICE OF SERVICES TO THE AGING

Operating Standards For Service Programs

19. Staff and volunteers of each program shall 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. Records shall be maintained which identify the dates of training, topics covered, and persons attending.
20. Complaints from participants should be referred to the nutrition provider that hosts the site, or manages the home delivered meals program. Each nutrition provider shall have a written procedure for handling complaints. AAA nutrition program staff is to be notified if a participant appeals, in writing, a complaint resolution.
21. Nutrition providers shall work with the respective area agency on aging to develop a written emergency plan. The emergency plan shall include, but not be limited to:
 - a. Uninterrupted delivery of meals to home delivered meals participants, including but not limited to use of family and friends, volunteers, and informal support systems.
 - b. Maintenance of shelf-stable meals and instructions on how to use for home delivered meals participants. Every effort should be made to assure that emergency, shelf-stable meals meet the nutritional guidelines. If it is not possible, shelf-stable, emergency meals will not be required to adhere to the guidelines.
 - c. Back-up plan for food preparation if usual kitchen facility is unavailable.
 - d. Agreements in place with volunteer agencies, individual volunteers, hospitals, long-term care facilities, other nutrition providers, or other agencies/groups that could be on standby to assist with food acquisition, meal preparation, and delivery.
 - e. Communications system to alert congregate and home delivered meals clients of changes in meal site/delivery.
 - f. The plan shall cover all the sites and home-delivered meals participants for each nutrition provider, including sub-contractors of the AAA nutrition provider.
 - g. The plan shall be reviewed and approved by the respective AAA and then be submitted to OSA for review.

OSA MEAL PLANNING GUIDELINES

1. Menus should be created to ensure that each meal shall provide, at a minimum, 1/3 of the daily recommended dietary intake (DRI) allowances established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences.
2. Increased 'scratch' cooking with less use of processed and ready-to-serve foods whenever possible.
3. Increased use of fresh or frozen fruits and vegetables, especially those high in potassium.
4. Using 'offered vs. served' service.



MICHIGAN OFFICE OF SERVICES TO THE AGING

Operating Standards For Service Programs

5. Vegetarian meals can be served as part of the menu cycle or as an optional menu choice based on participant choice, cultural and/or religious needs and should follow the Michigan Office of Services to the Aging (OSA) Meal Planning Guidelines to include a variety of flavors, textures, seasonings, colors, and food groups at the same meal.

Plant sources include legumes (such as cooked dried beans) and protein sources from whole grains such as brown rice, whole wheat bread and pasta.

Vegetarian meals are a good opportunity to provide variety to menus, feature Michigan produce and highlight the many ethnic cultural or religious food traditions that use vegetables and grains in greater amounts at the center of the plate and in different combinations with fruits, vegetables, grains, herbs and spices for added flavor, calories, and key nutrients.

6. Breakfast meals may include any combination of foods that meet the OSA Meal Planning Guidelines.

7. Each meal should have the following food groups:

- Bread or bread alternate
- Vegetables
- Fruit
- Dairy
- Meat or meat alternatives.

8. Please refer to <http://www.choosemyplate.gov> for serving sizes of each meal component.

- a. Bread or Bread Alternate:

May include is but not limited to:

Muffin	Cornbread	Biscuit
Waffle	French toast	English muffin
Tortilla	Pancakes	Bagel
Crackers	Granola	Graham cracker squares
Dressing	Stuffing	Pasta
Sandwich bun	Cooked cereal	Bread, all types

A variety of enriched and/or whole grain bread products, particularly those high in fiber, are recommended.

- b. Vegetables

Along with traditional vegetables, this category may include, but is not limited to:

Dried beans	100% vegetable juice (Fresh, frozen or freeze-dried juice or canned vegetables are acceptable.)
Peas	Raw leafy vegetables
Lentils	Other beans

- c. Fruit

Along with traditional fruits, this category may include, but is not limited to:
Chopped, cooked or canned fruit



MICHIGAN OFFICE OF SERVICES TO THE AGING

Operating Standards For Service Programs

100% juice

Fresh, frozen, freeze-dried, juice or canned fruits are acceptable.

d. Milk or Milk Alternatives

Along with traditional milk products, this category may include, but is not limited to:

Buttermilk

Low-fat chocolate milk

Lactose-free milk(fortified with vitamins A and D)

Powered dry milk

Evaporated milk

Yogurt

Cottage cheese

Tofu (processed with calcium salt)

Calcium fortified soy, rice or almond milk

Natural or processed cheese

e. Meat or Meat Alternatives – Meat serving weight is the edible portion, not including skin, bone, or coating.

Along with traditional meat products, this category may include, but is not limited to:

Eggs

Nuts

Cheese

Cottage cheese

Dried beans or lentils

Tofu

Nut butter

Tempeh

A meat or meat alternative may be served in combination with other high protein foods.

Except to meet cultural and/or religious preferences and for emergency meals, avoid serving dried beans, nut butter or nuts, and tofu for consecutive meals or on consecutive days.

Imitation cheese is not made from milk, or milk products, but from vegetable oil and may not be served as a meat alternative.

In order to limit the sodium content of the meals, programs should consider serving cured and processed meats (e.g., ham, smoked or Polish sausage, corned beef, dried beef) no more than once a week.

f. Accompaniments

Include traditional meal accompaniments as appropriate, e.g., condiments, spreads and garnishes. Examples include: mustard and/or mayonnaise with a meat sandwich; tartar sauce with fish; salad dressing with tossed salad; margarine with bread or rolls. Whenever feasible, provide fat alternatives. Minimize use of fat in food preparation. Fats should be primarily from vegetable sources and in a liquid or soft (spreadable) form that are lower in hydrogenated fat, saturated fat, trans-fats and cholesterol.



MICHIGAN OFFICE OF SERVICES TO THE AGING

Operating Standards For Service Programs

g. Desserts

Serving of dessert is encouraged, though it is optional. Suggested, (but not limited to) desserts are: fruit, fruit crisps with whole grain toppings, pudding with double milk, gelatin with fruit, low-fat frozen yogurt, Italian ices. Use of baked, commercial desserts should be limited to once per week.

h. Beverages

Fluid intake should be encouraged, as dehydration is a common problem in older adults. It is a good practice to have drinking water available.