



Southern Georgia Area Agency on Aging

1725 South Georgia Parkway, West
Waycross, Georgia 31503
Toll-Free: 1-888-732-4464
Phone: (912) 285-6097
Fax: (912) 287-6697

May 3, 2019

Steve Taylor, Chairman
Ben Hill County Commission
402-A East Pine Street
Fitzgerald, GA 31750

RE: Contract #AAA-2020-17 to Provide Operation of a Senior Center with Congregate and Home Delivered Meals

Dear Chairman Taylor:

Enclosed is your contract for nutrition services, including Annexes A through G, for fiscal year FY2020 (July 1, 2019 through June 30, 2020). Please review the contract carefully before signing on Page 26. Also, please complete and sign Annexes C, D, F, and G. Finally, Page 10 of Annex A, Statement of Work, requires the signature(s) of the individual(s) authorized to sign monthly reports and invoices.

If you require a document to be returned to you containing original signatures from all parties, you must return two (2) copies of the contract to us. Otherwise, you will receive an executed copy without original signatures for your files. The uniform cost methodology spreadsheet is not part of your contract, but has been enclosed for your information.

Thank you for providing services for your local senior citizens. Please call if you have questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Shawn Taylor". The signature is fluid and cursive, written over a light blue horizontal line.

Shawn Taylor
Aging Program Manager

c: Scott Courson
Lisa Cribb
Wanda Taft

STATEMENT OF WORK

I. CONTRACTOR DATA

Contractor: Ben Hill County Commission

Physical Address: 402-A East Pine Street
Fitzgerald, GA 31750

Mailing Address: 402-A East Pine Street
Fitzgerald, GA 31750

Project: Operation of a Senior Center
(with Congregate and Home Delivered Meals)

Contract Period: July 1, 2019 through June 30, 2020

Legal Contact: Steve Taylor, Chairman or
Michael Dinnerman, County Manager
402-A East Pine Street
Fitzgerald, GA 31750
(229) 426-5100
Fax: (229) 426-5630
E-mail: staylor@benhillcounty.com

Financial Contact: Darlow Maxwell, Finance Director
402-A East Pine Street
Fitzgerald, GA 31750
(229) 426-5100
Fax: (229) 426-5630
E-mail: dmaxwell@benhillcounty.com

**Programmatic Contact/
Address of Center:** Catherine Posey, Senior Citizen Director
253 Appomattox Road
Fitzgerald, GA 31750
(229) 426-5085 or (229) 426-5485
Fax: (229) 426-5086
Email: cposey@benhillcounty.com

II. SUMMARY

A. Purpose of Project

The purpose of the project is to operate a senior center in Ben Hill County that complies with Department of Human Services (DHS), Division of Aging Services (DAS) requirements and serves as a focal point for older individuals in the community. The senior center will serve a noon meal to senior center (congregate) participants and deliver a noon meal to participants of the home delivered meals (HDM) program.

Activities performed under this contract will be in compliance with all pertinent DHS DAS requirements, including procedural issuances, DHS DAS Requirements for Home and Community Based Services (Section 206 related to senior center requirements and Section 304 related to nutrition service program guidelines and requirements), and any other current or forthcoming manual material or directives.

B. Program Objectives

The program objectives are as follows:

1. To operate a senior center, including delivery of home delivered meals, for a minimum of 250 days per year, with a maximum of ten (10) holidays to be observed on dates specified by the Southern Georgia Area Agency on Aging (AAA)
2. To operate a senior center for a minimum of four hours per day
3. To meet the congregate meal service requirements. DAS requires the Southern Georgia region to provide an average of 30 congregate meals per day at the area's senior centers. All senior centers must strive to serve 30 congregate meals (or more) per day, but all senior centers must serve a minimum of 20 congregate meals per day.
4. To provide a minimum of one hour per day of wellness activities approved by the participants at the senior center. These activities are in addition to nutrition education services, but may include recreation, exercise, health promotion/wellness, and medication management activities.
5. To ensure the provision of a nutrition education session at least once monthly at the senior center. Each nutrition education session must last at least 15 minutes.
6. To ensure the provision and documentation of quarterly fire drills and annual tornado drills
7. To serve 10,500 home delivered meals (units) annually

8. To ensure the provision and documentation of nutrition education to home delivered meals participants at least monthly

C. Population to be Served

While there are a few exceptions, congregate and home delivered meals participants must usually (1) be 60 years of age or over or (2) be the spouse of an eligible 60+ participant, regardless of age. Home delivered meals participants must be homebound and have functional impairments that prevent them from participating in a congregate meals program, or be responsible for the care of a dependent, disabled person in the home, to the extent that they cannot leave the person to attend a congregate site. Preference will be given to those in greatest economic or social need, and emphasis will be placed on low-income minority individuals and rural elderly.

Details of eligibility and priority of services for congregate and home delivered meals are outlined in DHS DAS Program Guidelines and Requirements (Section 202) and Nutrition Services (Section 304).

Centers must be safe and accessible for all eligible individuals and comply with the Americans with Disabilities Act requirements, relating to access, and any other relevant DAS standards or program requirements. (Requirements regarding safety and accessibility are outlined in Section 206 of the DHS DAS Senior Center Requirements.)

D. Service Area

The service area is Ben Hill County, Georgia. However, with prior approval from the Southern Georgia Regional Commission (RC), the contractor may serve residents of other counties.

E. Staffing Requirement

The contractor must employ at least one staff person to serve as the senior center site manager who will supervise and provide oversight for the center and will ensure all requirements are met. He/she must demonstrate appropriate knowledge and skills to work with an elderly population, general ability to complete required fiscal and programmatic reports in an accurate and timely manner, and ability to gather and report required client data in the manner specified by the AAA and/or the Division of Aging Services. All senior center staff must have COGENT/GAPS national and state criminal background checks.

In the absence of a site manager (due to sick leave, personal leave, training attendance, etc.), another employee of the contractor must be present to supervise the center during the period of time that participants are in attendance.

F. Food Service and Delivery

Contractor staff at the senior center will not be responsible for preparing meals. Meals will be prepared and delivered in bulk containers to the senior center by a food vendor. Contractor staff will be responsible for serving the food at the center and for clean up after each meal.

Contractor staff is also responsible for individual packaging and delivery of home delivered meals from the senior center to the homes of eligible participants. (The food vendor will provide packaging material.) The contractor must employ at least one staff person (or have an RC approved subcontractor) to deliver meals and ensure that the state-required "holding" time of four hours is met. The last home delivered meal must be delivered (and the last congregate meal served) within four hours of food preparation. Volunteers should also be used to assist with meal packaging and/or delivery. Staff/Volunteers entering the homes of home delivered meals clients must have COGENT/GAPS national and state criminal background checks.

To ensure compliance with requirements of Georgia Division of Public Health, the site manager must achieve and maintain ServSafe certification in accordance with ServSafe requirements.

Contractor staff must comply with all nutrition program standards for food handling, processing, temperatures, food safety, and sanitation. Individuals serving food must wear hairnets and gloves. (Contractor staff continues to be responsible for food safety and temperatures when occasional picnic meals provided by the food vendor are served. If a meal is eaten at a restaurant during the course of a planned trip, the restaurant staff and contractor staff share responsibility for food safety and temperatures.)

G. Required Service Days and Requests for Schedule Changes

Home delivered meals must be delivered 250 days per year, and congregate services must be provided 250 days per year. Holidays to be observed include New Year's Day, Martin Luther King's Birthday, Good Friday, National Memorial Day, Independence Day, Labor Day, Thanksgiving (2 days), and Christmas (2 days). The AAA will notify the contractor of the actual dates these holidays will be observed, as these dates must be coordinated with the food vendor.

Requests for deviations from the normal operating schedule must be submitted to the AAA and food vendor for approval at least one week prior to the planned event. Deviations include center closings, picnics, trips, restaurant meals, etc.

If the contractor wishes to allow occasional meals/barbeques, etc. provided by churches, banks, or other organizations, the events must be scheduled after the normal operating hours of the senior center. Aging funds will not be expended for

these events. (Contractor staff and the agency providing the meal are responsible for food safety and temperatures.)

H. Aging and Disability Resource Connection (ADRC) as Single Point of Entry

The Southern Georgia Area Agency on Aging is the ADRC, or single point of entry for aging programs, including congregate and home delivered meals services. Clients admitted into the programs shall be screened and referred to the contractor by the AAA's ADRC intake and screening staff.

When the contractor receives inquiries about services or requests for services, the information must be forwarded to the AAA where ADRC staff will conduct telephone screening.

The contractor agrees to provide the AAA toll free telephone number (1-888-73-AGING / 1-888-732-4464) or local number (912-287-5888) to inquirers and to encourage them to call the number for a telephone screening to identify their needs and for referral to the appropriate services.

I. Participant Registration and Assessment/Reassessment

Contractor staff is responsible for registration and assessment/reassessment of congregate participants. Contractor staff is **not** responsible for intake/registration and assessments/reassessments for home delivered meals participants. Contractor staff will maintain a participant file for each congregate and home delivered participant. The file will contain all pertinent forms and information related to the participant.

Also, contractor staff must coordinate, as necessary, with the Southern Georgia Area Agency on Aging's case management provider who will complete intake/registration forms and conduct on-site assessments/reassessments for home delivered meals participants.

AAA staff and/or the case management provider will route completed forms (without a begin date) to staff at the senior center. Senior center staff will enter a "begin date" on the form prior to submitting it to the RC. Forms must be submitted upon completion, rather than on a monthly basis.

Also, when a client's services are terminated (due to death, relocation, eligibility changes, etc.), senior center staff is responsible for immediately notifying the RC by submitting a client intake/registration form to the RC with an "end date" indicated on the form.

J. Outreach Activities

Contractor staff must conduct outreach activities with emphasis on identifying potential congregate and home delivered meals program participants who are

among those in greatest social and economic need. All outreach activities must be documented, and the documentation must be filed and maintained at the Senior Center. Outreach activities may include, but are not limited to, public service announcements, flyers, presentations at local clubs and associations, and faith-based contacts. All interested individuals are to be referred to the Southern Georgia Area Agency on Aging's ADRC staff at 888-73-AGING / 888-732-4464 for telephone screening and telephone assessment.

K. Additional Contractor Staff Responsibilities

In addition to contractor staff responsibilities specifically outlined in other sections of this Annex A, contractor staff must also:

- a. Solicit volunteers, as needed, to assist with operation of the senior center, provision of congregate meals and services, and delivery of home delivered meals. (Volunteer time may be utilized as in-kind local match.)
- b. Attend and participate in quarterly menu planning meetings conducted by the AAA. These meetings will usually be held at a senior center within the eighteen-county area.
- c. Develop a calendar for each month that shows the scheduled/planned senior center activities for each day of the month. The calendar must be posted on the bulletin board and filed and maintained as documentation of activities. A copy must be submitted with the monthly report and logs.
- d. Complete program monitoring and evaluation (i.e., customer satisfaction) and document such evaluation. Contractor staff must submit an annual written report that summarizes evaluation findings, improvement goals, and an implementation plan.
- e. Attend training sessions scheduled by the AAA or the Division of Aging Services
- f. Assisting Southern Georgia Area Agency on Aging staff with the maintenance of an up-to-date waiting list of potential congregate and home delivered meals participants
- g. Utilize a meal reservation system to ensure that wasted congregate and home delivered meals are kept at a minimum

L. Site Council

Center management shall be responsible for developing a site council to represent participants and give them input on:

- program/activity planning
- feedback on quality/acceptability of services provided (particularly regarding quality of meals and input on menu planning)
- recommendations for improved center operations
- Identifying a center-specific wellness goal

Participants shall elect members and officers. The center director may be on the council, if the council chooses. Participation in the site council is not limited to center members.

The site council, with input from the site manager and contractor, is also responsible for decisions related to expending funds raised via participant fundraisers (bake sales, raffles, etc.). Site council minutes must be taken for all meetings and must reflect the decisions of the council.

M. Wasted Meals

The Southern Georgia Regional Commission's AAA will pay for up to a total of ten (10) wasted meals per month. (The total includes wasted congregate meals plus wasted home delivered meals.) The contractor will be financially responsible for all wasted meals in excess of ten (10) per month.

N. Availability of Technical Assistance

The Southern Georgia Regional Commission's AAA will provide guidance and technical assistance, as needed, to contractor staff. For instance, a program manager at the AAA will be assigned to provide instruction and guidance for contractor staff members and to serve as their primary contact at the AAA. Also, AAA staff will be available to assist in the planning and organization of successful wellness goals. The AAA will also provide assistance in meeting nutrition education requirements.

III. PROJECT MANAGEMENT

A. Program Management System

The Ben Hill County Commission is a local government. The chairman of the county commission is responsible for the overall performance of the project. The following staff positions with examples of job duties included in this project are:

Senior Center Director - Responsible for everyday operations of the center, including food service activities and oversight of senior activities. Ensures that quality programs and activities are planned and provided. Ensures that programs and services comply with state and local requirements. Prepares and submits (or ensures the preparation and prompt submission of) data entry forms and monthly reports. Maintains client files. Attends training provided by Southern Georgia AAA. He/she will work approximately 2,080 hours on this project.

Program Assistant – Assists the senior center director/site manager with daily activities and other assigned duties related to operation of the senior. He/she will work approximately 1,300 hours on this project.

Home Delivered Meals Workers (3) – Delivers home delivered meals in a timely manner, completes HDM logs, provides escort and shopping assistance for congregate clients, and assists with special events. Three (3) workers will work approximately 1,560 combined hours on this project.

Activity Assistant – He /she will work approximately 1,040 hours on this project.

B. Financial Management System

The contractor maintains financial records in accordance with generally accepted accounting principles. The scope of their annual audit includes Generally Accepted Auditing Standards, Government Auditing Standards, and OMB Circular A-133. A copy of the annual audit will be submitted to the Southern Georgia Regional Commission. The contractor's fiscal year is January 1 through December 31. The accounting system is compliant with the Georgia Department of Community Affairs Uniform Chart of Accounts. Complete supporting documentation is retained, including time sheets, benefits, travel expense reports, invoices, etc. Allowable costs and allocation of those costs are determined by state and federal regulations. Financial records are maintained at 402-A East Pine Street, Fitzgerald, GA 31750. All records relative to this program will be available to RC staff (or the RC's auditor) during regular office hours.

C. Invoicing (Monthly Reports)

Payment for services rendered under this contract will be made on a unit cost basis. In keeping with generally accepted accounting principles, the contractor will invoice monthly, utilizing a monthly report form provided by the Southern Georgia Regional Commission. The monthly report will be submitted to the RC by the 5th working day of the month following the report month. The contractor will submit monthly congregate and home delivered logs prepared by the senior center director/site manager or his/her designee to support the invoice (monthly report form). The monthly reports must be signed by the individual preparing the report (usually the site manager) and an authorized individual as identified below in Section III F of this Annex A.

Along with the monthly report form and the congregate and home delivered logs, the following documentation will be submitted: program income/contribution form with appropriate signatures, volunteer time sheets with appropriate signatures, temperature recording forms, monthly calendar, and written documentation of any unusual occurrences (i.e., emergency situation, altercation with or between participants, complaints, etc.) during the prior month. The RC reserves the right to request other supporting documentation.

D. Fund Source(s) and Match Requirements

As illustrated below, Title III Older Americans Act funding (Congregate 1 and Congregate 2) requires a local match of 10%.

Service	Fund Source	CFDA#	Federal	State	Local	Total
Congregate	Title III C1	93.045	18,423	1,084	2,168	21,675
Home Delivered Meals	Title III C2	93.045	8,689	511	1,022	10,222
		TOTAL	27,112	1,595	3,190	31,897

The contractor will furnish the required local match, and volunteer time will be used to meet the requirement. Local match will be expended/recorded by the contractor monthly in an amount not less than 10% of the total monthly Title III (C1 and C2) expenditures.

E. Budget

The total amount of this contract is **\$31,897**, including local match. This is a unit cost contract, and the unit cost is:

- **\$11.98 for congregate**
- **\$3.24 for home delivered meals**

For information purposes, the Uniform Cost Methodology Spreadsheet used to establish this unit cost is on file at the RC. The maximum amount paid to the contractor will be the total federal and state funds as specified in Section IIID of this Annex A. No additional funds will be paid, regardless of the number of units provided. Additional costs are the responsibility of the contractor. If the contract amount increases or decreases, a formal modification, signed by the RC Executive Director, is required.

F. Person(s) Authorized to Sign Monthly Reports (Invoices)

The following person(s) are authorized to sign the Monthly Report Form:

<u>Michael Dinnerman</u> Typed or Printed Name	<u>County Manager</u> Title	_____ Signature
<u>Catherine Posey</u> Typed or Printed Name	<u>Site Manager</u> Title	_____ Signature
<u>Donna Prather</u> Typed or Printed Name	<u>County Clerk</u> Title	_____ Signature