FY2022 C2 Home Delivered Meal Program Rubric

Total Score 100	Program Domains	Unsatisfactory (0)	Meets Standards (3)	Exemplary (5) Includes all items in Meets Standards plus additional attributes as noted.	Comments
	1A. Describe how your organization assessed the service area and the target population to be served. Describe how your organization utilizes current demographic information, data and relevant research in order to maximize the number of persons your services will reach and to ensure your services are provided to older adults in greatest economic and social need as outlined in the above Statement on Serving Populations in Greatest Economic and Social Need.	Assessment appears to be based on organizational history or convenience with no attempt to look closely at need and organization does not have or has limited knowledge of the needs of the service area and target populations to be served.	Demonstrates knowledge of the needs of the service area and target populations to be served as evidenced by the assessment of demographic information, data and relevant research. .	Meets standards plus there is written evidence of results of community and/or participant input.	
	0.08 8% 1	Rating	5		
Program Planning 20%	1B. Describe how your organization will reach and provide services to those in greatest economic and social need as outlined in the above Statement on Serving Populations in Greatest Economic and Social Need.	Plan does not define the target populations to be served and strategies described do not demonstrate an ability to reach and provide services to those in greatest economic and social need.	Plan clearly defines and includes the target populations to be served and the strategies described demonstrate an ability to effectively reach and provide services to those in greatest economic and social need.	Plan meets standards plus demonstrates ability to adapt and grow to reflect priorities in local need.	
	0.06 6% 1	Rating	5		
	1.C Describe the HDM distribution sites and how they relate to providing comprehensive coverage of the service area and target population. Note if your organization or another organization is currently operating the site. For sites your organization is planning to operate, please state when operation is expected to start and describe the current status of your organizations work to open the site. Include information on the number of days a week the sites will serve meals and if any sites will also be a C1 congregate meal site or provide other community dining.	Not all areas of the county have home delivered meal service. Meals are provided less than 5 days per week unless acceptable justification is provided otherwise.	Daily home delivered meal service is available throughout the county 5 days a week or justification is provided for not being able to deliver meals 5 days a week.	Meals are delivered hot between 11:00 am and 1:00 pm 5 days a week	
20	0.06 6% 1	Rating	5		

Total Score 100	Program Domains	Unsatisfactory (0)	Meets Standards (3)	Exemplary (5) Includes all items in Meets Standards plus additional attributes as noted.	Comments
Program Design and Delivery 20%	2.A. A.Describe the meals that will be offered and state how meals will be prepared and/or identify the source of meals (i.e. caterer). Each project is to provide special menus, where feasible and appropriate, to meet the particular dietary needs that arise from health requirements, religious requirements, or ethnic backgrounds of eligible individuals. Please indicate if your organization offers, or plans to offer, therapeutic, modified, or special menus and how these will meet the needs of clients. If menus have been developed, attach a copy of the most recent menu and signed approval sheet from a Registered Dietitian. If menus have not yet been developed, describe your organization's proposed process for developing approved menus including approval by a Registered Dietitian.	Meals do not meet nutritional requirements and/or do not meet planning cycle requirements. No accommodations are made available for special needs.	Meals meet nutrition requirements per standards and complete documentation including completed menu approval sheets are signed by a Registered Dietitian. Evidence of menu approval prior to start of the meal cycle and credentials of the Registered Dietitian are provided. Meals are appropriately packaged and required labels are complete. Menus have variety of foods and preparation methods. If feasible, provides special menus to meet dietary needs. Complete answer is provided for all sites.	Meals have good variety of foods and preparation methods. Choices in meals or meal components are offered and special menus available. Condiments are provided.	
	0.04 4% 1.00	Rating 5.00			
	2.B. Full cost per meal unit must be reasonable and justifiable based on the report "Older Americans Act Nutrition Program Evaluation: Meal Cost Analysis" Mathematica Policy Research, September 25, 2015. A reasonable cost increase may be used to extrapolate cost from the date of the study forward. Provide a written explanation of how projected cost per unit agrees with this information	Full cost per unit greatly varies from average cost per unit in study even when a reasonable cost increase is considered.	Full cost per unit agrees with average cost per unit and complete explanation of annual cost increase factor and any other variables is explained.	Documentation that full cost per unit is carefully considered in design of the program.	
	0.04 4% 1	Rating 5			
	2.C.. Describe the frequency of meal delivery including any provisions for two daily meals, weekend and holiday meals. If second and weekend meals are going to be provided, state the source of funds for these meals.	Meals are provided less than 5 days per week unless acceptable justification is provided otherwise.	Hot meal delivery 5 days a week to all areas of the county.	Second and weekend meals are provided to those clients in most need.	
	0.03 3% 1	Rating 5			
	2.D. Describe the process for obtaining feedback on meal quality from participants and incorporating feedback into future menu planning.	Participants are not involved in menu selection in any way.	Have procedures for obtaining the views of participants about the services they receive and involve participants in the planning and operation of nutrition services.	Participants are actively involved in menu selection on a regular basis. Participants have a sense of investment in the process and know that their opinions and preferences are respected.	
	0.03 3% 1	Rating 5			
	2.E. Describe the planned nutrition education program, frequency of delivery, and how outcomes will be measured.	No nutrition education planned or provided.	Provides nutrition education on a quarterly or semiannual basis to participants. Content is based on credible resources. Has written objective(s) and measurable outcome(s) for each nutrition education session.	Organization provides nutrition education as a regular part of program activities. Education is interesting and interactive and exceeds measurable outcome goals.	
	0.03 3% 1	Rating 5			

Total Score 100	Program Domains	Unsatisfactory (0)	Meets Standards (3)	Exemplary (5) Includes all items in Meets Standards plus additional attributes as noted.	Comments
	2.F. Describe how your organization would adjust program design and delivery in the event of inclement weather, a natural disaster and/or pandemic. Home delivered meal clients should be provided with emergency shelf stable meals at least two times per year.	Plan will not expedite delivery of services in the event of a natural disaster and/or pandemic. Does not demonstrate ability to coordinate efforts with local emergency services and other community-based organizations.	There is evidence of a plan that will expedite delivery of services when a disaster and/or pandemic occurs. Demonstrates ability to coordinate efforts with local emergency services and other community-based organizations.		
20	0.03 3% 1	Rating 5			
	3.A. Describe your plan for screening, training, supervision and retention of staff and volunteers providing HDM services. Specifically describe how HDM staff and volunteers receive food sanitation training, etiher food handler training or Certified Food Protection Manager Certification, and how background checks will be conducted.	Plan does not meet standards for staff/volunteer screening, training, supervision and retention.	Plans meets standards for screening, training, supervision and retention of staff/volunteers to ensure likely success of providing services.	Meets standards plus demonstrates ability to provide on-going training to staff/volunteers to enhance success of providing quality services.	
	0.06 6% 1	Rating 5			
	3.B. Describe how your organization provides services that are culturally competent and responsive to diverse populations, including your plan to provide barrier-free access to inquirers who speak languages other than English and inquirers with hearing or speech impairments.	Organization does not appear to have an understanding of needs of diverse populations and does not present an ability to provide culturally competent and responsive services.	Organization demonstrates an understanding of the needs of diverse populations and presents an ability to provide culturally competent and responsive services, including barrier-free access to services	Organization presents an exemplary ability to provide culturally competent and responsive services, as evidenced by descriptions of current policies, procedures, and practices..	
	0.03 3% 1	Rating 5			
	3.C. Describe the current or planned flow of data collection from client intake through Area Agency on Aging report submission. Include a discussion of procedures for ensuring timely and accurate input into AgingIS.	Data is not entered accurately or in a timely manner.	Staff or volunteer time is allocated such that data is completely and accurately entered by the 15th of the month following the month of service. Specific staff or volunteers are trained in procedures for entering data and ensuring privacy of the client is protected.	Provider routinely runs audit reports and enters any missing data. Provider routinely has minimal missing data.	
	0.03 3% 1	Rating 5			
	3.D. Describe the relationship and communications procedures between your organization and the care coordination units (CCUs) and the Managed Care Organizations (MCOs) that conduct the nutritional assessment for the Home Delivered Meal Program.	Providers do not have any established communications procedures in place to regularly coordinate and communicate HDM participant information with the CCUs and MCOs.	Providers have established and implemented communication procedures with the CCUs and MCOs regarding HDM participant information such as start date, delivery schedule, participant holds, terminations, and other relevant information. The HDM provider shall establish and communicate the HDM start date, and provide relevant information on delivery and donation procedures with the client.	Providers have established and implemented collaborative communications with CCU staff that are seamlessly built into operations and enable real-time access to client HDM information. Providers have implemented plan to communicate with MCOs.	
	0.03 3% 1	Rating 5			
	3. E Describe how your organization conducts well-being checks.	Providers do not have a written well-being check policy and procedure.	Providers have established and implemented well-being check policy. Includes provision for telephone well-being check when daily delivery not possible.	Provider demonstrates extensive community relationships to follow-up on well-being concerns and provide additional services as needed.	
20	0.05 5% 1	Rating 5			

Program Operations 20%

Total Score 100	Program Domains	Unsatisfactory (0)	Meets Standards (3)	Exemplary (5) Includes all items in Meets Standards plus additional attributes as noted.	Comments
Performace 20%	4.A. PROGRAM PERFORMANCE: *Current grantees of the proposed service:* AgeGuide will review internal data to evaluate current and past performance in meeting standards over time as defined by AgeGuide: timeliness and accuracy of their current service demographic data; program reports; past productivity (clients and units) for the proposed service in the proposed service area; and performance findings AgeGuide monitoring reviews. ***New Applicants:*** Letters of reference showing that applicant has met grant or contract requirements including timeliness and accuracy of program reports, program performance deliverables, whether the applicant has history of providing the proposed service in the proposed service area, overall program perforamnce; history providing any other Title III services.	Organization has had past challenges in meeting standards for this program and does not have a good plan for ensuring success.	Organization has consistently provided services for older adults that meet program standards. For new applicants, describes related experience and plan presents a clear and realistic description and timeline for launching a new service.		
	0.1 10% 1	Rating 5			
	4.B GRANT PERFORMANCE: ***Current grantees of the proposed service:*** AgeGuide will review internal data to evaluate current and past performance in meeting standards over time as defined by AgeGuide: timeliness and accuracy of their, fiscal reports and performance findings related to financial audits and AgeGuide monitoring reviews. ***New Applicants:*** Letters of reference showing that applicant has met grant or contract requirements including timeliness of fiscal reporting, overall fiscal performance in fiancial audits and other grant standards.	Organization has had significant past challenges in meeting reporting deadlines, has fiscal monitoring and/or audit findings and does not have a good plan for ensuring success. Performance has not improved despite corrective action and training from AgeGuide. For new applicants, letters of reference do not demonstrate that the applicant meets grant/contract requirements including fiscal performance and other grant standards.	Organization has consistently and accurately completed reporting, has minimal or no fiscal monitoring and/or audit findings. Grantee may have some issues with timeliness of reports and response to requests. Most issues are resolved with feedback and there is indication that performance will improve in the new grant year. For new applicants, letters of reference demonstrate compliance with grant/contract requirements including fiscal performance and other grant standards.		
20	0.1 10% 1	Rating 5			
nd Community Coordination 20%	5.A. Describe the public awareness efforts your organization will undertake to assure that the maximum number of eligible older persons know about services and will have an opportunity to participate.	No efforts are made at increasing public awareness and available information is outdated or not useful.	Plans and implements a strategy for communicating information about congregate dining program.	Uses a variety of media to make potential clients and community members aware of the congregate dining program. Results in high visibility in the community for both potential participants as well as the public at large.	
	0.06 6% 1	Rating 5			
	5.B. Describe the process for collecting input on the overall HDM program from HDM participants and from other individuals/organizations with expertise in the needs of older adults in the service area.	Program operates in isolation and does not have a means of collecting input from participants or area experts.	Collects and documents input from participants and community members knowledgeable of the needs of older adults in the community.	Program is actively engaged with participants and community and has both formal and informal strategies for getting input on the program. Clearly demonstrates how input from participants and community validates existing programming and/or is being used to develop future programming.	
	0.06 6% 1	Rating 5			

FY2022 C2 Home Delivered Meal Program Rubric

Total Score 100	Program Domains	Unsatisfactory (0)	Meets Standards (3)	Exemplary (5) Includes all items in Meets Standards plus additional attributes as noted.	Comments
Outreach an	5.C Describe how your organization will coordinate with other organizations in the community and provide relevant letters of support from community organizations.	The program is isolated and does not demonstrate a community presence.	Coordinates with services provided under the OAA and with other local and State services that benefit older individuals; maintain linkages with other service providers. Collaborates with other entities in the community where older adults congregate.	The program is well connected within a network of service providers for older adults so that a full array of needs are addressed collaboratively. Demonstrates involvement in strengthening community relationships. Has a presence in the community at-large such that public and private organizations, including healthcare, are aware of congregate meal services.	
20	0.08 8% 1	Rating 5			