



Agency Rpt
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SACRAMENTO HOUSING AND REDEVELOPMENT AGENCY

FILED November 1, 1984
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CITY MANAGER'S OFFICE
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Housing Authority of the
City of Sacramento
Sacramento, California

NOV 13 1984

Honorable Members in Session:

SUBJECT: Area 4 Agency on Aging Assessment of the
Sacramento Elderly Nutrition Program

SUMMARY

Attached for your review and consideration is the evaluation completed by the Area 4 Agency on Aging on the Sacramento Elderly Nutrition Program. This evaluation was completed on June 21, 1984 and focuses on the congregate and home-delivered meal components of the program.

BACKGROUND

For the Fiscal Year 1983-84 the Sacramento Elderly Nutrition Program (SENP) was funded to prepare, deliver and serve approximately 1,100 hot, nutritious lunch meals daily, Monday through Friday, year-round, to senior citizens at 20 congregate meal sites and to the private residences of about 185 disabled or frail elderly.

The attached is the 1983-84 baseline assessment which includes a review of organizational structure and Board operations, review of program administration and service delivery operations. At the time of the evaluation the congregate daily participation was 96% of the contract level, and the home-delivered meal component was at 99% of the contract level. The Area Agency has made specific recommendations regarding program and nutrition operations to which the SENP staff have responded.

Recommendation No. 1: Briefly note client status on reassessment visits or indicate "no change" to confirm continuing need for service.

Procedures and record modification to address this recommendation were implemented effective August 1, 1984. SENP staff revised the participant record to include a line which describes the status of the client at the time of reassessment.

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All Districts

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Recommendation No. 2: Improve cleaning program for convection ovens in the Central Kitchen.

The convection ovens had been cleaned approximately one week prior to assessment. We have concluded that in addition to modifying our schedule we are in need of a more effective cleaner. We have initiated conversations with several vendors to discuss alternative cleaning products and methods. This matter is scheduled for resolution within thirty days.

Recommendation No. 3: Continue efforts to maintain holding time under 2 hours for home-delivered meals.

SENP has been successful in developing and maintaining procedures which ensure that the holding time between completion of cooking and meal service does not exceed two hours. Effective October 1, 1984 SENP initiated a new schedule for central kitchen production which allows for congregate meal production and home-delivered meal production to be completed on separate time schedules. The new home-delivered meal schedule will improve the holding time and allows for the expansion of the home-delivered meal service from five routes to a maximum of nine routes.

FINANCIAL DATA

The attached evaluation has no financial impact on the Agency budget.


POLICY IMPLICATION

The staff report is an informational item only, and there are no policy changes being recommended.

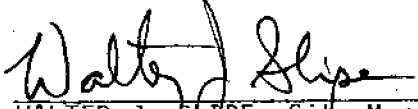
RECOMMENDATION

The staff recommends receipt and filing of this report and authorizes the Executive Director to file the response with the Area 4 Agency on Aging.

Respectfully submitted,


ANDREW J. PLESCIA
Acting Executive Director

TRANSMITTAL TO COUNCIL:


WALTER J. SKYPE, City Manager

Contact Person: Charlene A. James

Attachment

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AREA 4 AGENCY ON AGING
PROGRAM EVALUATION REPORT

AGENCY/PROJECT: SACRAMENTO ELDERLY NUTRITION PROGRAM

PROJECT DIRECTOR: Charlene James DATE OF REPORT: July 26, 1984

SITE(S) VISITED: Central Kitchen and Administrative Offices DATE(S) OF ONSITE: June 21, 1984

PERSONNEL INTERVIEWED: Charlene James, Pr. Dir.;
Marjorie Daughhettee, CMS Coord.; Diana Stipe, Diet.;
Joe Villelobos, HDM Driver

EVALUATOR: Evie Michell
Evie Michell
JoAnn Prophet
JoAnn Prophet

CURRENT PROJECT DATA:

Number Unduplicated Clients: N/A Period Covered: 7/1/83-6/30/84

#Nutrition Sites: 20 #Days Service/yr.: 250 #Service Days to Date: 250

SERVICE	SERVICE UNITS CONTRACTED		CONTRACT PERFORMANCE	
	Annual	Contracted Units to Date	# Units To Date	% of Contract To Date
Congregate Meals	913	228,250	218,200	96%
HDM	176	44,000	43,578	99%

RAW FOOD COST: \$1.09 per meal (year-to-date)

This was an annual baseline assessment which included a review of organizational structure and Board operations, review of program administration and service delivery operations of congregate and home delivered meals. As part of this assessment, the A4AA nutritionist observed home delivery of meals on the Hagginwood I route on May 18. Highlights of the assessment are summarized below followed by a more detailed report. A4AA staff were greatly assisted in this onsite by the careful advance preparation and organization of fiscal, program and nutrition records by project staff.

SIGNIFICANT FINDINGS:

- . Observation of congregate meal service, central kitchen operations, home delivery meal service and program records reflect project's efforts to maintain a quality volume feeding program.
- . Continuous internal monitoring and evaluation to improve project performance is a particular strength of this project.
- . SENP is effectively providing service in a variety of settings to divergent participant groups despite the large size of the program.

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ONSITE DATE: June 21, 1984

PROGRAM OPERATIONS:

(Unless otherwise noted, records and documents meet requirements)

ADMINISTRATION

Organization: No change in organizational structure. One service component, Shopping Assistance, will be transferred to another program (RSVP) within Sacramento Housing and Redevelopment Agency (SHRA), effective July 1, 1984. Congregate and home delivered meals will be the only services provided directly by SENP.

Staffing: Project has a large staff but there have been relatively few staff changes. Low turnover in administrative and program staff has contributed to program stability.

Project has a good internal staff communication system between site managers, supervisors and Director which facilitates prompt identification of and response to problems/changes as they occur. All employees are evaluated annually.

Staff Training: In-service training is given a high priority and is provided regularly for all staff positions to ensure that skills are continually updated and reinforced.

Record Keeping: Program and fiscal reports are accurate and submitted on time. SENP has established an effective management information system for internal management of services. Data is used to monitor project performance, site attendance, donations and meal waste on an ongoing basis so that adjustments can be made as needed.

SERVICE DELIVERY

Congregate Meal Service: Site operations were reviewed. There have been some changes in site locations. The Argonaut site was opened this spring in the South area. Attendance to date is limited but fairly stable. Site serves a target population and anticipates that participation will increase as a result of additional staff assistance to the center provided by City Parks and Recreation Department.

Project Gold site is closed for the summer and will reopen when the fall semester at City College begins. Both the location of this site within the campus cafeteria and its separate program sponsorship, limit participant identification with SENP. Lack of direct access to kitchen also presents difficulties in the meal service routine for the site manager. Project Gold Director has been advised that an average attendance of 30/day must be maintained for site to be continued.

Rancho Cordova and Rio Linda sites have each been relocated in other buildings. In Rancho Cordova, the former building was no longer available. The new one is overly large but attendance has stabilized with minimum loss of participation. The new Rio Linda site is a community center with good facilities and will be rent free.

Closure of Simm site is under consideration as participation is lower than anticipated (average 22 per day) and these seniors could be served at Rizal or Argonaut sites. Transportation would be arranged if needed.

ONSITE DATE: June 21, 1984

Long range plans include increase of service in the downtown area where current site frequently has turnaways. Expansion of meal service in winter months when demand is high is under study. When a downtown senior center is completed, SENP expects to open a site in it. Participants and staff are kept informed in advance of any potential changes. A4AA has received appropriate notice of any changes under consideration and request for approval as required. This on-going review of costs/attendance/clients served at each site is appropriate to maximize the resources available to a project and to ensure those most in need are being served.

Home Delivered Meals: Clients are reassessed regularly as required. Reports of initial home assessment provide good client information. Client status should be noted on each return visit even if there is no change.

Project is serving at capacity (average of 174 HDM per day). Oak Park, Downtown and Del Paso Heights areas have waiting lists. These routes are less easily served by volunteers. Project is exploring options/costs/constraints for further expansion of service. Staff formerly assigned to shopping service has been shifted to home delivered meal operations. This should increase expansion potential.

Project Council/Client Input: All sites are represented in project council which meets monthly. Minutes indicate that participants are kept informed about project activities and plans and are given opportunity for input.

Project Director and supervisory staff have met with representatives of sites with predominantly Asian participation to explore the need for separate menu. Initial results indicate majority are satisfied with current menu. Steamed rice is served at New Helvetia site daily in addition to the planned menu. Recently, a Filipino entree was served at all sites. The recipe was developed with assistance from a representative of the Philippine community.

NUTRITION OPERATIONS

Meals and Meal Service: Site visits indicated that participants are enthusiastic about meals; portion control and sanitation procedures are in effect; and site meal and temperature records are regularly maintained. It was apparent that both frequent monitoring of sites by project supervisory staff and regular communication between central kitchen and site personnel occurs. Records substantiated observations that bulk delivery temperatures are consistently above 140°F and that the quantity of food sent from the central kitchen is sufficient to serve the number of meals ordered.

Central Kitchen: Food production and congregate food delivery continue to operate in an organized manner. Kitchen staff positions remain stable. During this assessment visit, one regular cook was out on extended sick leave. Supervisors have trained some staff and volunteers to work in more than one position to help the project whenever shortages occur. Delays in meal service continue to be minimal.

Production procedures reflect that the central kitchen staff are both knowledgeable and conscientious regarding food purchasing, storage and preparation. Batch cooking is being studied as a possible means of better accommodating home delivered meals within the required 2-hour holding period.

ONSITE DATE: June 21, 1984

Overall kitchen sanitation continues to be good. Food preparation, packaging, and storage facilities are well maintained and clean. Refrigeration temperatures are within required ranges. Installation of a larger, heavy-duty fly fan at the delivery door has improved control of flies. In-house cleaning inspections are conducted regularly. Although the cleaning schedule has been maintained, the convection ovens appeared to need more attention. The possibility of using a different cleaning product was discussed as an alternative to more frequent cleaning.

Plans were reviewed for some remodeling of the central kitchen including relocation of several pieces of equipment, installation of an additional steamer, expansion of home delivered meals packaging capabilities, and relocation of the home delivered meals distribution center. Although these changes are not extensive, the impact on overall efficiency of production and packaging will be considerable.

Home Delivered Meals: The project is currently delivering 174 meals a day. Except for meals delivered within senior housing complexes and the volunteer Rancho Cordova route, meals are delivered by paid project drivers.

Home delivered meal service was observed on the Hagginwood I route. The meals observed left the central kitchen at 10:20 AM; the last meal was served at 11:50 AM. The project has implemented the use of foil "chill" bags for cold foods which has resulted in both better cold temperature control and easier, faster handling of cold foods by the drivers. Daily HDM temperatures are recorded by all drivers. This was observed as a routine procedure on the day of the assessment observation and confirmed by project records.

The project continues to exert a considerable effort to maintain holding time for HDM under two hours. Project records indicate that the time from the central kitchen to the last meal is usually under two hours except for the Oak Park route which frequently runs more than 2 hours. Project staff are reviewing production and delivery schedules to correct this problem.

Nutrition Education and In-Service Training: The project has held five food service training sessions this past year in addition to a general session on working with people for all staff. Attendance records and evaluations were available. A project-developed "Food Service Chart" was posted for use by central kitchen and site staff.

Records indicate that nutrition education has been provided on a regular basis at all sites. Presentations were made in May at the Oak Park, Project Gold and Rio Linda sites. The project also just completed a nutrition education survey at all sites. Results of this survey will be incorporated into the nutrition education master plan for next year. In addition, the project continues to provide nutritional information on the project menus. The following nutrition education materials were provided by the A4AA nutritionist: "No Bones About It" (Safeway); Consumer's Information Catalog (USDA); Traditional Favorites For Two (California Beef Council).

RECOMMENDATIONS

1. Briefly note client status on reassessment visits or indicate "no change" to confirm continuing need for service.
2. Improve cleaning program for convection ovens in the central kitchen.
3. Continue efforts to maintain holding time under 2 hours for HDM.