

PART III - COA/AAA SERVICES AND ACTIVITIES

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PART III - COA/AAA SERVICES AND ACTIVITIES

SITE TRANSPORTATION - MEALS

SECTION 1: OPERATIONAL SERVICE DEFINITION

- 1.1 This is a pre-arranged transportation service where contractors take prepared and pre-packaged meals from a senior center (and/or a caterers business location) to the homes of identified clients.
- 1.2 The unit of service is one (1) meal delivered. The exception would be under inclement weather conditions or emergency situations as determined by MARC when more than one (1) meal may be delivered at the single reimbursement rate.

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SECTION 2: PROGRAM/SERVICE STANDARDS AND MINIMUM REQUIREMENTS

- 2.1 Contractors are required to deliver meals to the homes of disabled persons aged 18 to 59 and persons over the age of sixty (60) who are specifically identified by MARC. Generally, the meals are picked up at the approved provider(s)/site(s) five (5) days a week between 11:00 a.m. and 12:00 noon and delivered within one hour after they are picked up. Contractors are held liable for the cost of all meals lost or destroyed due to the contractor's failure to comply with delivery specifications. Meals must be transported in special containers designed to maintain temperatures and must be approved by MARC.
- 2.2 Vehicles and personnel are required to be provided in accordance with the MARC/COA Policies and Procedures Manual for Contractors and the Missouri Code of State Regulations, Department of Health and Senior Services, Division of Senior Services – Transportation Standards, incorporated herein by reference as though they were fully rewritten.
- 2.3 Each primary contractor during the effective dates of each contract and any subcontractor approved by MARC must submit to MARC a current copy of all fictitious names, and a copy of each and every application made to the Missouri (or Kansas) Secretary of State for a Fictitious Name Registration. Primary contractors and all subcontractors must submit said copies to MARC at the same time their respective applications are submitted to the Missouri (or Kansas) Secretary of State. Municipalities administering transportation programs are exempted from this requirement.
- 2.4 Subcontracts:
 - 2.4(a) Each primary contractor may, after obtaining MARC's written approval, subcontract a portion of its MARC contract to other transportation operators, provided that the proposed subcontractors are not simultaneously serving as primary contractors in the same area and for the same services. To obtain MARC approval, the primary contractor and the proposed subcontractor must agree to all applicable requirements set forth in the primary contract. Municipalities administering transportation programs are exempted from this requirement.
 - 2.4(b) The primary contractor must submit to MARC a written copy of the proposed agreement to subcontract, a copy of the proposed subcontractor's most recent Annual Registration Report filed with the Missouri (or Kansas) Secretary of State, and evidence of any and all of the subcontractors' Fictitious Name Registration(s) currently on file with the Secretary of State.
 - 2.4(c) In the event that MARC approves a written subcontract agreement, each subcontractor is required to deliver MARC-funded services in vehicles that are either titled in the name of the approved subcontractor, or leased in the name of

the approved subcontractor. Municipalities administering transportation programs are exempted from this requirement.

- 2.5 Minimum Requirements of Primary Contractor (municipalities administering transportation programs are exempted from this requirement):
- 2.5(a) Each primary contractor must use company employees covered by Worker's Compensation insurance to provide contracted service units reimbursed by MARC. The primary contractor must use vehicles that are titled in the name of the successful respondent or leased in the name of the primary contractor.
 - 2.5(b) Monitor a current copy of the Department of Social Services' Employee Disqualification List to ensure that no employee's name, who is in direct contact with clients, appears on the list and take the appropriate action once it is discovered by the provider that the employee is on the Employee Disqualification List.
 - 2.5(c) Contractors and any subcontractors shall screen for criminal background history of all applicants for full-time, part-time, or temporary employment for a position that provides direct services to site transportation - meals clients. (Refer to the MARC/COA Policies and Procedures Manual, Part II, Section 2.7).
- 2.6 All primary contractors and any subcontractors approved by MARC will be required to furnish MARC with valid current Certificates of Insurance issued in their respective corporate names, and naming MARC as an additionally insured party, prior to the first date on which services are to be performed. It is the responsibility of all primary contractors and all subcontractors to assure that MARC has a valid current Certificate of Insurance throughout the effective period of each contract year. All insurance requirements are specified in Part II, Section 8, of this manual.
- 2.7 All references to the "primary contractor" in this section specifically refer to the successful respondent for services in each service area, whether that successful respondent is a sole provider or a joint venture.

SECTION 3: PERFORMANCE STANDARDS

- 3.1 Contractors shall only accept referrals of clients certified by MARC (Senior Center Administrator) in the service areas to be served. The Senior Center Administrator (SCA) informs the drivers daily of specific meal recipients and addresses.
- 3.2 Contractors are required to deliver each meal directly to the recipient or his/her representative and secure the recipient's or representative's daily signature documenting that service has been provided.
 - 3.2(a) Drivers are not allowed to sign for a client unless that client has been designated on the back of the "MARC Client Registration Form" as being incapable of signing his/her own name. This information should be noted on the daily signature sheet so that substitute drivers, as well as substitute senior center administration, may be aware of this circumstance.
 - 3.2(b) It is the duty of the driver to inform the SCA of any client who does not respond when the driver attempts the delivery of his/her meal. The meal is not to be left at the residence without the signature of the client, or that of a designated representative as noted on the "MARC Client Registration Form". If a client does not respond and the meal is not able to be delivered to them, the meal is to be delivered to the next client on the route or as per the SCA's instructions.
 - 3.2(c) The driver should also notify the SCA of any oddities regarding the client that might be noticed while delivering the meal.
- 3.3 Original daily signature sheets shall be delivered to the SCA immediately upon completion of the home delivered meals routes for review. The daily signature sheet shall be reviewed by the SCA following the deliveries at the time of the driver's return to the center, and if it is found in good order, is signed by the SCA as well as the driver as documentation that the client received a meal. The transportation contractor should have a copy and the center administrator should keep the original "daily signature sheet." Total MARC reimbursable meals, as reflected on the signature sheets held by both SCA and contractor must match.
- 3.4 Home delivered meals must be received by the client no later than 3 1/2 hours following the completion of food preparation at the caterer's location. For example, if meal preparation is finished by 9:30 a.m., no meal may be allowed to be delivered to a client after 1:00 p.m. In this example, if the driver does not show until 12:30 p.m. to deliver meals, only those meals that can be delivered by 1:00 may be delivered. The rest must be returned to the SCA at the senior center.
- 3.5 The SCA and the driver should, on a daily basis, confirm with each other the number of meals provided, and agree on the number of meals delivered and the

number of meals returned to the center. At the end of the month, the SCA will confirm with the contractor the total number of allowable attempted meal deliveries during the month. This number will, in turn, be submitted to the MARC office by the contractor, by using the “Unit Cost Invoice”, for reimbursement. Please see 6.3(a) for more details.

- 3.6 All documentation, with the exception of the “Unit Cost Invoice”, will be submitted to the MARC office by the SCA. This documentation will be in the form of the “Client Summary Report” and the “MARC Client Registration Form”. The transportation provider will receive for its files from the SCA a copy of the “MARC Client Registration Form”. Copies of signature sheets must be kept at the office of the transportation provider. Originals of the signature sheets must be kept at the senior center.
- 3.7 The Contractor's personnel shall provide the service recipient an opportunity to contribute to the cost of the service. Methods of collecting and returning contributions to MARC may be implemented as approved by MARC. Any financial contributions received directly by contractor personnel from meal recipients shall be returned to the senior center providing the meals.
- 3.8 Contractors are required to develop an emergency provision to deliver meals to eligible recipients in contracted service areas when unanticipated events necessitate such.
- 3.9 Persons delivering meals shall treat recipients and household members courteously.
- 3.10 Contractors are required to certify that they maintain drug-free workplaces.
- 3.11 Contractors shall tell the client about agency procedures for service, confidentiality, and complaints.
- 3.12 Contractors shall be held liable for the cost of all meals lost or destroyed due to the contractors' lack of compliance with service specifications. Contractors shall employ an adequate number of appropriate trained staff to deliver the number of required service units within the prescribed time period.
- 3.13 Personnel participating in the actual meal delivery shall wear and/or exhibit identification recognizable from a minimum distance of three feet.

SECTION 4: COORDINATION WITH OTHER SERVICES

- 4.1 This service is very closely linked to the operation of the senior centers and the home-delivered meals system. The product is the meal and requires the coordinated efforts of the senior center (and/or caterer) for the preparation and packaging of the meal, and the transportation provider for delivery to the designated recipient. The contractor is required to make direct contact with the service recipient on a daily basis and report any changes in condition or irregularities to the Senior Center Administrator (SCA) as soon as possible. Such irregularities include, but are not limited to the following:
 - 4.1(a) no response or inability to deliver the meal;
 - 4.1(b) notification by the client of a change in status such as planned medical appointment (canceling of meal);
 - 4.1(c) incorrect information on center data (address, apartment number, etc.).
- 4.2 In addition to the meal, the contractor may be requested to deliver other information to the client, including the "home-delivered meals brochure," information on closings and other instances when meals will not be delivered, contribution envelopes, and other materials being distributed by MARC through the senior centers to all clients and participants.
- 4.3 Drivers are required to report all instances of suspected elder abuse and neglect to the State administered Elderly Abuse Hotline, and when information is requested by the service recipient, to direct recipients to the I & A (Information and Assistance) network to assist the elderly and disabled in accessing additional services.
- 4.4 Transportation contractors should be cognizant of alternative transportation services available to the client population, and readily convey related information to the client.
- 4.5 The contractor should record specific characteristics (relatives phone numbers, debilitating conditions) regarding the clients' health and safety on the backs of the client registration forms and/or copies for ready use in the event of emergency.

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SECTION 5: REQUIRED RECORDKEEPING

Contractors are required to maintain administrative records regarding personnel, vehicles, insurance, training, audits, disaster assistance, joint ventures, civil rights, and drug-free workplace requirements, as well as all documentation concerning all reports that are submitted to MARC. This includes copies of "MARC Client Registration Form" as well as copies of "Client Signature Sheet".

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SECTION 6: SPECIAL REPORTING REQUIREMENTS

- 6.1 The following is a list of reports that must be maintained and submitted to MARC periodically, followed by special instructions, where applicable. General instructions for the completion and submission of each report can be found in Part II of this manual.
- 6.1(a) Daily signature sheets (maintained only)
 - 6.1(b) Invoice
 - 6.1(c) Quarterly Cost Report
 - 6.1(d) Quarterly Service Narrative Report
- 6.2 **THE MARC CLIENT REGISTRATION FORM:**
- 6.2(a) The original is submitted to MARC within five working of the following month. A copy is to be kept by the Senior Center Administrator (SCA). The SCA is to give a copy to the transportation provider for its files.
 - 6.2(b) It is the responsibility of the SCA to initiate the registration form process. But, it is the responsibility of the transportation provider to work with the SCA to make sure that for every client who is receiving a home-delivered meal there is a completed client registration form. It is also the responsibility of the transportation provider to report to the SCA any corrections to the client registration forms that they may be aware of, such as the address of the client or the correct spelling of the client's name.
- 6.3 Senior Center Administrators are responsible for authorizing persons and meals.
- 6.3(a) The SCA will be responsible for documenting meals provided and to whom. The SCA and the driver should, on a daily basis, communicate with each other the number of meals provided. At the end of the month, the SCA will communicate to the contractor the total number of meals provided during the month. This number will, in turn, be submitted to the MARC office by the contractor on the "Unit Cost Invoice" for reimbursement.
 - 6.3(b) All documentation will be submitted to the MARC office by the SCA. This documentation will be in the form of the "Client Summary Report" and the "MARC Client Registration Form". The transportation provider will receive for its files from the SCA a copy of the registration card. Original signature sheets must be kept at the office of the transportation provider. Copies of the signature sheets should be kept at the senior center.

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SECTION 7: MONITORING AND PERFORMANCE EVALUATION

All contractors will be monitored a minimum of once per program year. Staff will physically visit the contractor's facility in addition to performing the on-going monitoring of contractor compliance with record/bookkeeping requirements. The contractor may be required to meet with MARC staff at the MARC office to review the required records maintained at the contractor's facility in support of the contractor invoices submitted to MARC for payment. Monitoring results will be presented to the MARC committees for their evaluation.

Upon occasion the Senior Center Administrator or designee may ride with a driver or meet them at a predetermined location on the delivery route to check the food being delivered to insure that the proper temperatures are being maintained.