

2017 Grantee

**Collaborating with
Community Partners on a
Congregate Meal Delivery
Model in Iowa**

Summary:

To develop an innovative, replicable service delivery model for congregate meals, the Iowa Department on Aging partnered with Heritage Area Agency on Aging to create the “Encore Café.” This café concept was designed to encourage older adults to participate in congregate meal programs. In particular, the project aimed to attract the younger subpopulation of older adults called “Baby Boomers,” who had a smaller percentage of participation in recent years.

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Awareness Survey

Survey to measure awareness of program offerings among advisory board members.



Linn County: Innovations in Nutrition Program
Awareness Questionnaire

The purpose of this questionnaire is to assess your awareness of the nutrition programs and services offered by the Heritage Area Agency on Aging.

Thank you for your assistance!

Please circle the appropriate number to indicate your level of awareness about the following services **BEFORE November 2017** and **AFTER September 2018**.

Please use the following key for rating:

1. Very Low (Don't know anything about this program or service)
2. Low (Know very little about this program or service)
3. Moderate (Aware of this program or service but there are more things to learn)
4. High (Have a good knowledge about this program or service but there are things to learn)
5. Very High (Know almost everything about this program or service)

| How do you rate your awareness about: | BEFORE NOVEMBER 2017 | | | | | AFTER SEPTEMBER 2018 | | | | |
|---|----------------------|-----|----------|------|-----------|----------------------|-----|----------|------|-----------|
| | Very Low | Low | Moderate | High | Very High | Very Low | Low | Moderate | High | Very High |
| Adult day care/day health | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Assisted transportation | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Chore (help in the home) | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Congregate Meal Program | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Elder Abuse Prevention Awareness (EAPA) assessment and intervention | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| EAPA counseling | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Evidence-based health programs, i.e. fall prevention, Chronic Disease Self-Management | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Health promotion, disease prevention | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Homemaker | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

Please use the following key for rating:

1. Very Low (Don't know anything about this program or service)
2. Low (Know very little about this program or service)
3. Moderate (Aware of this program or service but there are more things to learn)
4. High (Have a good knowledge about this program or service but there are things to learn)
5. Very High (Know almost everything about this program or service)

| How do you rate your awareness about: | BEFORE NOVEMBER 2017 | | | | | AFTER SEPTEMBER 2018 | | | | |
|---------------------------------------|----------------------|-----|----------|------|-----------|----------------------|-----|----------|------|-----------|
| | Very Low | Low | Moderate | High | Very High | Very Low | Low | Moderate | High | Very High |
| Material aid | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Nutrition Education | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Options counseling | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Personal care | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Transportation | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

The following questions provide us with information about those who are completing the questionnaire.

1. Select the type of agency/organizations for whom you work. (Mark all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Area Agency on Aging | <input type="checkbox"/> Nursing home |
| <input type="checkbox"/> Church | <input type="checkbox"/> Private health care practice |
| <input type="checkbox"/> Department of Human Services | <input type="checkbox"/> Public health department |
| <input type="checkbox"/> Extension and Outreach | <input type="checkbox"/> Retirement community/Senior housing |
| <input type="checkbox"/> Home health | <input type="checkbox"/> Volunteer agency |
| <input type="checkbox"/> Hospital | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Library | |

2. How long have you worked for your current agency/organization?

Months Year(s)

3. **Before November 2017**, how likely were you to refer adults age 60 years and older to the congregate meal program and services?

Very Unlikely

Somewhat Unlikely

Neutral

Somewhat Likely

Very Likely

4. **After September 2018**, how likely are you to refer adults age 60 years and older to the congregate meal program and services?

Very Unlikely

Somewhat Unlikely

Neutral

Somewhat Likely

Very Likely

5. **Between November 2017 and September 2018**, how many adults age 60 years and older have you referred to the congregate meal program and services?

None

1 to 4

5 to 9

10 to 14

15+

END OF QUESTIONNAIRE. THANK YOU.

Daily Site Checklist

List of daily duties for each café site.



Encore Café Daily Checklist

Marion Lowe Park

(Complete daily and turn in with daily meal rosters)

Date: _____

Signature: _____

- Bring out salad bar from storage room and set up, ensuring wheels are locked
- Put out hostess and dining site signage
- Place table cover on 8ft table used for registration by activity room
- Bring out contribution box table from store room and place next to reg. table
- Contribution box is brought from storage and placed on appropriate table
- Turn on hot line if HY-VEE has not done this already
- HY-VEE catering slip with temperatures signed by staff
- Tables are set with coffee/beverage cups, condiments, and placemat
- Water pitchers are filled with ice, water, and lemon slices and placed on tables
- Coffee is brewed (2-3 carafes to start)
- Daily reservation list and reservation form for other days are set on reg. table
- Blank intake forms are available for new participants
- Menus, activity calendar, etc. available at registration table
- All guests are welcomed and new participants are given a consumer intake
- Daily announcements are given around 12:00p as needed
- Plates, etc. cleared from diners as they finish
- Tables are sanitized after meal
- Floors are swept
- All trash taken out and trash bags replaced
- All service items and cart are placed in storage room
- All counters are wiped, cleaned, and sanitized
- Salad bar is wiped and put away (Thursday afternoon)
- All signage, contribution box, and small table put in storage room
- Contributions counted by staff and verified by volunteer
- Deposit slip completed and initialed by staff and volunteer
- Cash Bag counted, verified \$100 and signed by staff and volunteer
- Site tracking form completed for the day
- Deposit brought to Marion US Bank (asking for any bags left from previous day)
- Number of meals served that day and number of reservations for following day confirmed with Jason at HY-VEE

Encore Café Daily Checklist

Marion Public Library

(Complete daily and turn in with daily meal rosters)

Date: _____

Signature: _____

- Put out hostess and dining site signage
- Bring out contribution box table from store room and place by trash cans
- Bring out small table for trays and trays
- Contribution box is brought from storage and placed on appropriate table
- Turn on hot line if HY-VEE has not done this already
- HY-VEE catering slip with temperatures signed by staff
- Tables are set with coffee/beverage cups, condiments, and placemat
- Water pitchers are filled with ice, water, and lemon slices and placed on tables
- Coffee is brewed (2-3 carafes to start)
- Large trash can is taken from janitor closet (Info desk has key)
- Daily reservation list and reservation form for other days are set on reg. table
- Blank intake forms are available for new participants
- Menus, activity calendar, etc. available at registration table
- All guests are welcomed and new participants are given a consumer intake
- Daily announcements are given around 12:00p as needed
- Plates, etc. cleared from diners as they finish
- Tables are sanitized after meal
- Floors are swept
- All service items are placed in storage room
- All counters are wiped, cleaned, and sanitized
- All signage, contribution box, and small table put in storage room
- Contributions counted by staff and verified by volunteer
- Deposit slip completed and initialed by staff and volunteer
- Cash Bag counted, verified \$100 and signed by staff and volunteer
- Site tracking form completed for the day
- Deposit brought to Marion US Bank (asking for any bags left from previous day)
- Number of meals served that day and number of reservations for following day confirmed with Jason at HY-VEE

Encore Café Volunteer Orientation

Overview of the program for volunteers, including roles and responsibilities.





Encore Café Volunteer Orientation

Becky Briggs/Tim Getty





Heritage Area Agency on Aging Overview

- One of six Area Agencies on Aging in Iowa
- Mission of Heritage
- Services Provided
- Agency Brochure



ENCORE CAFE



Encore Café Overview

- Brand new concept (nation-wide pilot project)
- Adding services for older adults
- Not just about a meal
- Evidence-based Programming
- We're writing the “book”



ENCORE CAFE



Overview cont.

- Food provided by Marion-HY-VEE
- Meals available on a voluntary contribution basis (over 60)
 - Suggested contribution: \$5.00 per meal
- Serving time 11:30
- Menus analyzed to meet nutrition requirements
- Menu published monthly
- Participants have their name checked off when they arrive



ENCORE CAFE



Reservations

- Can be made on site
- Calling Marion Public Library
 - 319-377-3412
- On-line
 - [Tinyurl.com/y9hh4b8y](https://tinyurl.com/y9hh4b8y)
- Calling Heritage: 319-398-2585 or 319-398-5559



ENCORE CAFE



Encore Café Lowe Park

- Wednesdays and Thursdays
- Choice of two entrees
- Salad Bar
- Beverages
- Desserts and bread items as appropriate
- Special Meals/events/speakers
- Handout



ENCORE CAFE



Encore Café Marion Public Library

- Fridays and Mondays
- Salad Bar
- Beverages
- Desserts, bread as appropriate
- Special meals/events/speakers
- Handout



ENCORE CAFE



Encore Café St. Mark's

- Tuesdays
- Salad Bar
- Beverages
- Desserts, bread as appropriate
- Special meals/events/speakers
- Handout



ENCORE CAFE



Volunteer Duties/Job Description

- Job Description Handout
- Serving/Assisting
- Set-up/clean-up
- Other duties as assigned/needed
- Flexibility is key



ENCORE CAFE



Scheduling/Availability

- Need approx. 2-3 volunteers per day
- 11a-1p-ish
 - Do not need to necessarily stay all two hours
- Flexible schedules/Complete slip in packet
- Open to school/community groups, etc.
- Will send out schedule, etc. to you (prefer monthly, but things change)



ENCORE CAFE



Policies/Procedures

- Handling of Intake Forms/Vol. contributions
- Food Safety
 - Food handling
- Not able to make scheduled shift/time off
- Weather Related Closing Policy
- Appearance
 - Shirt/apron



ENCORE CAFE



Odds and Ends

- Completion of Intake Forms
- Volunteer Meals
- Needed forms:
 - May take them home or sign and give to Becky
 - Foodservice Illness Reporting Agreement
 - Confidentiality Agreement
- Feedback Needed!!!!!!
- Spread word!!



Thank You!!!!

- Excitement is Building
- Eyes are looking at this project as cutting edge
- Outstanding community support
- We cannot be successful without you



ENCORE CAFE



Thank You!!

- Tim Getty, Regional Nutrition Coordinator
tim.getty@Kirkwood.edu 319-398-7682
- Becky Briggs, Encore Café Coordinator
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ENCORE CAFE

Innovations in Nutrition Program





Heritage Area Agency on Aging

- One of six AAA's in Iowa
- Seven county service region (Benton, Cedar, Iowa, Johnson, Jones, Linn, Washington)
- Cedar Rapids metro area (2nd largest city in Iowa)
- Eighteen senior dining locations, seven partner providers



Issue: Significant Decline in Congregate Participation

- Following national trend
- Outdated service delivery methods
- Several site closures in 2012
- Linn County had one of largest declines in congregate participation in state over last ten years



Issue: Lack of Available Services

- Only one senior dining location in second largest metro area
- Provided services to 7% of older adults in Marion, Iowa (one of fastest growing areas in Iowa)
- Little opportunity for socialization and enrichment activities
- Limited to no knowledge of services available through AAA



Solution: Encore Café

- Pilot project started in December 2017
- Seed-funding from federal and state grants
- Revitalization of congregate meal program in Linn County
- Diabetes focused
- Four dining sites

Encore Café

“A Second Call to Enhance Your Health”



ENCORE CAFE



Encore Café Concept

- Focus on combatting diabetes and social isolation
- Focusing on older adults in the “gap”
- New service delivery model
 - Choice menu served buffet-style
 - Salad Bar with feature salad of day
 - Poured beverages
 - Reusable table service
 - Volunteer-cleared tables





Encore Café: Central City

- Serve at 11:45a
- Choice menu
- Salad bar
- Meals prepared by Central City Senior Dining
- Weekly exercise class





Encore Café: Marion

Marion-Lowe Park

- Offered Wednesdays/Thursdays 11:30-12:30
- Choice menu/salad bar
- Meals prepared by HYVEE-Marion
- Produce Box and food distribution

Marion Public Library (main meeting rooms)

- Offered Friday/Monday 11:30-12:30
- Choice menu/salad bar
- Meals prepared by HYVEE-Marion
- Produce Box and food distribution





Encore Café: St. Marks United Methodist Church

Cedar Rapids

- Offered Tuesdays 11:30-12:30
- Enter through main doors
- Choice menu/salad bar
- Meals prepared by HYVEE-Marion
- Monthly Produce Box/food distribution
- Monthly topic of the month guest speakers





Encore Café: Key Points

- Reservations strongly recommended by 1:30p the day prior.
- Reservations not made the day before, may be accommodated, subject to those with prior reservations being served.
- \$5.00 suggested voluntary contribution for those over 60
- \$8.00 per meal charge for those under the age of 60
- There are no residency requirements for participation
- Completion of annual registration form





Encore Café: Health & Wellness Programming

- Creation of Health & Wellness Coordinator and Encore Café Coordinator Position
- Collaborations of monthly speaker series
- A1C Testing Diabetes-specific education
- Health & Wellness Speakers
- Evidence-based Programming
(Matter of Balance, CDMSP, Tai Chi)
- Water Aerobics for Arthritis



Thank You!!

- Tim Getty, Regional Nutrition Coordinator
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- Becky Briggs, Encore and Volunteer Coordinator
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Innovations in Nutrition Program





Heritage Area Agency on Aging

- One of six AAA's in Iowa
- Seven county service region
- Mix of urban, suburban and rural
- Cedar Rapids metro area (2nd largest city in Iowa)
- Eighteen senior dining locations, seven partner providers



Issue: Significant Decline in Congregate Participation

- Following national trend
- Outdated service delivery methods
- Several site closures in 2012
- Linn County had one of the largest declines in congregate participation in state over last ten years



Issue: Lack of Available Services

- Only one senior dining location in second largest metro area
- Provided services to 7% of older adults in Marion, Iowa (one of fastest growing areas in Iowa)
- Little opportunity for socialization and enrichment activities
- Limited to no knowledge of services available through AAA



Solution: Innovations in Nutrition Grant

- Funded through two year ACL grant
- Contracted partner of Iowa Department on Aging
- Revitalization of congregate meal program in Linn County
- Diabetes focused
- Four dining sites (one existing, one reopening, two new)
- Program evaluation conducted by Iowa State Extension
(focus groups, surveys)

Encore Café

“A Second Call to Enhance Your Health”



ENCORE CAFE



Encore Café Concept

- Focus on combating diabetes and social isolation
- Review of data prior to site placement
 - Need greater than first thought
 - Added additional Marion site
- Focusing on older adults in the “gap”
- New service delivery model
 - Choice menu & salad bar
 - Poured beverages
 - Tables cleared by volunteers
- Innovative and replicable





Encore Café: Collaborations/Partnerships

- Linn County Community Services
Local grant oversight committee
- City of Central City
- City of Marion
Parks & Rec
Marketing/website
- Marion Public Library
Reservation System
Volunteer Recruitment
- St. Marks United Methodist Church
- HYVEE Food Stores





Encore Café: Marketing

- Development of brand/concept
 - Logos/brand identity
- Continuing of coverage
 - Newspaper features (hometown)
 - Publishing of menus
- Social Media
 - Library, Chamber of Commerce, Other partners
- Word of Mouth





Encore Café: Health & Wellness Programming

- Creation of Health & Wellness Coordinator and Encore Café Coordinator Position
- Collaborations of monthly speaker series
- A1C Testing Diabetes-specific education
- Health & Wellness Speakers
- Evidence-based Programming
(Matter of Balance, CDMSP, Tai Chi)
- Water Aerobics for Arthritis



Encore Café: Central City

- Retrofitting existing location
- Had highest percentage of decline in participation
- Located in rural Linn County
- Serve at 11:45a
- Choice menu
- Salad bar
- Chef-lead cooking demonstrations





Encore Café: Marion

Marion-Lowe Park

- Reopening of closed location
- Offered Wednesdays/Thursdays 11:30-1:00
- Choice menu/salad bar
- Average 38 participants per meal
- Produce Box

Marion Public Library

- Near 3 senior housing complexes
- Offered Friday/Monday 12:00-1:00
- Choice menu/salad bar
- Produce box
- Average 30 participants per meal





Encore Café: St. Marks United Methodist Church

Cedar Rapids

- Opened February 2019
- Offered Tuesdays 11:30-12:30
- Choice menu/salad bar
- Average 42 participants per meal
- Produce Box
- Near three low-income senior housing complexes
- Located in food desert





To Date (June 2019)

- 9,438 total meals served
- 30 + attendees in evidence-based classes
- Highest voluntary contribution rate in region avg. \$3.90/meal)
 - Highest monthly average: \$4.77 per meal
 - Lowest monthly average: \$3.33 per meal
- Highest participation: 85 meals (anniversary event)
- Lowest participation: 19 meals (winter storm, outside event)
- 13 Options Counseling Referrals
- 15 Nutrition Counseling Referrals



General Observations

- Changing attitudes and perceptions of the congregate meal program
- Participant will contribute/participate for perceived value
- Participants are willing to help you (comment cards, questions)
- Flexibility is key

Range of serving time vs at on set time

Modernizing and innovating “Breaking of the Mold”



Participant Thoughts

- More than just access to food
- Biggest benefits are socialization and access to **appropriate** meals and food supplies
- Cooking for one/balanced meals
- “Reason to get out of bed”
- Access to supportive services/education
- Empowering participants to make better choices to enhance their health.



Lessons Learned

- Be prepared for unexpected (good and bad) opportunities
- Direction may change frequently
- Challenged every aspect of organization (program, fiscal, contract)
- Control growth and excitement “pull back the reins”
- Look for collaborations in unconventional ways
- Have open mind to try new things/new ways of thinking (ask volunteers for advice)
- Take time to sit back and watch



Thank You!!

- Tim Getty, Regional Nutrition Coordinator
tim.getty@kirkwood.edu 319-398-7682
- Becky Briggs, Encore and Volunteer Coordinator
becky.briggs@kirkwood.edu 319-398-2585



Memorandum of Understanding

Agreement outlining responsibilities and terms between the program and café sites.



Memorandum of Understanding between
The Heritage Area Agency on Aging
and St. Marks United Methodist Church

AGREEMENT

This agreement is made by and between The Heritage Area Agency on Aging (HAAA), Kirkwood Community College, 6301 Kirkwood Blvd. SW, Cedar Rapids, Iowa 52404, and St. Marks United Methodist Church, 4700 Johnson Avenue, Cedar Rapids, Iowa 52405.

1. In consideration of the mutual promises and covenants contained herein, the Heritage Area Agency on Aging and St Marks United Methodist Church agree as follows:

- a. Location/Space** – Provide appropriate space to establish and maintain an Encore Café location at St. Marks United Methodist Church
 - i. **Kitchen** – Provide access to appropriate kitchen facilities, as approved by the Linn County Public Health Department, for preparing and serving of meal, and washing of service items as needed.
 - ii. **Dining/Programming** – Provide access to suitable area, as approved by the Linn County Public Health Department, for dining and programming efforts.
 - iii. **Storage**– Provide storage for portable salad bar and a limited amount of storage for disposable goods, supplies, and serviceware.
- b. MOU type** – This MOU is a grant service agreement paid upon the submission of required information to Heritage.

2. St. Marks United Methodist Church shall:

- a. Location** – St. Marks United Methodist Church will grant HAAA access to the St Marks kitchen and dining/programming space from 11:00a-1:00p, weekly on Tuesdays. If the space is needed due to a funeral, arrangements will be made to relocate the Encore Cafe to another area of the facility. The day of the week and number of serving days may be adjusted, based on feedback and the mutual agreement of both parties.
 - i. **Kitchen:** HAAA and its caterer will have access to the kitchen area to make final meal preparations and also the use of dishwashing facilities as needed.
 - ii. **Dining/Programming:** HAAA and its caterer will has access to the dining room for serving of the meal and also programming. Additional space needs related to evidence-based program offerings and additional services will be requested in a timely manner and will e subject to availability.

- iii. **Storage:** Allow HAAA to store a portable salad bar in a mutually agreed upon location when the Encore Cafe is not operating. St Marks will have access and the ability to use the salad bar during non-operating hours. HAAA will have a small amount of storage space to store items such as disposable goods, program supplies, and serviceware.
- b. **Disposal** – St. Marks will provide HAAA access to an appropriate location to dispose of trash while operating the Encore Cafe:
- c. **Volunteers-** St Marks will attempt to recruit volunteers to assist with operations on an as needed basis, based on identified needs.

3. HAAA shall:

- a. Provide St. Marks United Methodist Church, with a monthly stipend of \$50.00 per month, regardless of the number of serving days. St. Marks will provide a monthly invoice to HAAA for prompt payment.
- b. Provide staff to verse the Encore Café operations.
- c. Provide all service items such as (but not limited to) serving utensils, cups, trays, plate and silverware.
- d. Purchase a salad bar for use during Encore Café serving times.
- e. Purchase dishwashing detergent and/or sanitizer solution as needed, if the dish machine is used.
- f. Provide all marketing materials and guide all marketing efforts for the Encore Café.
- g. Provide monthly menus and updates to St. Marks staff.
- h. Meet monthly, or as needed with St Marks staff to collaborate and review on-going efforts of this agreement.
- i. Pay for any damage, over and above, normal wear and tear, caused by HAAA and/or its contract caterer.

This MOU will be in effect from 2/1/2019 through 12/31/2019.

TERM/TERMINATION

Term

Subject to earlier termination as set forth below, this Agreement shall commence as of the Effective Date and shall remain until 12/31/19. Notwithstanding the foregoing, this Agreement may be earlier terminated in accordance with the remaining terms set forth below.

Termination by Either Party for Convenience

At any time during the term of the Agreement, either party may terminate this Agreement for any reason by giving thirty (30) calendar days' notice in writing to the other party of the intention to terminate.

Termination Due to Default

If either party defaults in the performance of a material obligation under this Agreement and fails to cure such default within thirty (30) days after receipt of a written notice given by the other party demanding that the default be cured, the non-defaulting party may terminate this Agreement immediately upon giving a written notice of termination.

Termination by HAAA Due to Funding or Direction from the Iowa Department of Aging

In the event of reduction, suspension, discontinuance, or other unavailability of funds, HAAA may immediately terminate this Agreement without penalty. In the event, the Iowa Department of Aging directs HAAA to directly provide the services contemplated in this Agreement, HAAA may immediately terminate this Agreement without penalty. All outstanding amounts owed will be promptly paid and HAAA will work with St Marks United Methodist Church to notify Consumers of the change in services.

Rights on Termination

Termination of this Agreement for any reason shall be without prejudice to any rights which shall have accrued to the benefit of either party prior to such termination. Termination of this Agreement shall not relieve either party from obligations which are expressly indicated to survive termination, including, without limitation, the obligations arising in this MOU.

X

Jill Sindt, HAAA
Church

X

St Marks United Methodist

**ATTACHMENT C,1: SENIOR NUTRITION PROGRAM ASSURANCES FOR THE ACL INNOVATION IN
NUTRITION PROGRAM AND SERVICES PILOT PROJECT**

Vendor Name: Hy-Vee, Marion, Iowa

The vendor who accepts funding from Heritage to provide services under this program assures to follow all the following:

Site Specific Information for this Pilot Project

- Meals will be served at the Marion Public Library on Monday and Fridays.
- Meals will be served at Lowe Park on Wednesday and Thursdays.
- Meals will be served at St. Marks United Methodist Church (4700 Johnson Ave NW, Cedar Rapids) on Tuesdays.
- Delivery will occur by 11:00 a.m.

Hy-Vee to Provide for this Pilot Project

- Two entrees, vegetable, appropriate sides, dessert and bread products (if part of menu), milk/beverages.
- Salad Bar at Lowe Park, Marion Public Library, St. Marks United Methodist Church.
- Staff to deliver, set up, and serve food and Salad Bar(s).
- Ice or frozen slabs for Salad Bar(s).
- Disposable goods such as napkins and other items directly related to the serving of the meals.
- Transporting and washing/sanitizing of reusable plates and flatware.
- At least two themed meals per year in cooperation with Heritage.
- Meet with Heritage staff at least monthly to discuss and concerns or opportunities for enhancement.
- Use of registered dietician in analyzing and approving of master menu cycle and as needed for situations specific to the operation and needs of the Encore Cafes.

Heritage to Provide for this Pilot Project

- Reservation count to Hy-Vee by 4:00 pm of the day before service.
- 24 hours' notice of cancellation, not including weather related closings.
- Meet with Hy-Vee staff at least monthly to discuss and concerns or opportunities for enhancement.

Mutually Agreed Upon Goals in Addition to Grant Deliverables

- Service/participation of an average of 35 meals per day.

Other General Terms

Eligibility for congregate nutrition services

1. Persons who meet at least one of the following criteria will be eligible to participate in the congregate dining program:
 - Age 60 or above
 - The spouse or disabled child of an eligible participant who resides with and attends with the eligible participant
 - An individual providing volunteer service during the meal period, regardless of age
 - Disabled individuals under the age of 60, who reside in a housing facility occupied primarily by older adults which congregate services are provided.
2. Non-eligible individuals may eat at a congregate site, paying the provider's predetermined price of the meal, if that meal does not deprive an eligible participant of a meal.

Nutrition performance standards

Each meal served by the nutrition services provider must comply with the Dietary Guidelines for Americans and provide to each participating older individual.

1. A minimum of 33 1/3 percent of the daily recommended dietary intake (DRI) as established by the Food and Nutrition Board of the National Research Council of the National Academy of Sciences, if the program provides one meal per day;
2. A minimum of 66 2/3 percent of the allowances if the program provides two meals per day; and
3. 100% of the allowances if the program provides three meals per day.
4. Menus can be adjusted to meet some special dietary needs of program participants.

Food standards

Standardized tested recipes, are adjusted to yield the number of servings needed and shall be used to achieve the consistent and desirable quality and quantity of meals and ensure compliance with daily recommended dietary allowances.

Menus

1. Menus shall be planned for a minimum of two weeks, certified in writing by the licensed dietitian whose services are utilized by the vendor and submitted to Heritage for review at least **two** weeks prior to the initial use of the menu. Four weeks is preferred for publication purposes.
2. Hy-Vee will submit to Heritage analyzed menus and the completed Iowa Department on Aging Menu Approval Form completed and signed by a Registered Dietician on a quarterly basis.
3. Menus shall be planned with the advice of dietitians (or individuals of comparable expertise), meal participants, and other individuals knowledgeable with regard to the needs of older individuals.
4. Menus shall include two entrees, vegetable, appropriate sides, dessert (if part of menu), milk/beverages.

5. Hy-Vee may reserve the right to make menu adjustments based on unforeseen circumstances.
6. Nutrition facts of the menu items served, shall be made readily available to program participants.

Sanitation and food safety

All vendors and dining sites must comply with applicable provisions of State or local laws regarding the safe and sanitary handling of food, equipment, and supplies used in the storage, preparation, service and delivery of meals to an older individual.

1. All raw fruits and vegetables and other foods utilized shall be free from spoilage, filth or contamination and must be safe for human consumption. Unprocessed fresh fruits and vegetables from local gardens and farmer's markets may be used in the production of meals.
2. The use or serving of outdated perishable, and/or potentially hazardous, food products is strictly forbidden.
3. The vendor will stay informed of any product recalls on foods used in the production of meals and will immediately remove the affected food from production. The vendor will also follow all procedures that are received from the food vendor/supplier for billing credit and/or disposal.
4. Food service personnel, both paid and volunteer are forbidden to work in a food service setting if infected with a communicable disease. Each employee/volunteer directly involved with the preparation or serving of food will complete the "Infectious Disease and/or Illness Reporting Agreement for Employees and Volunteers Working in Food Service Areas" and the vendor will have the agreements available for review, upon request, in a specific file kept separate from the employee/volunteer's personnel file. The vendor shall have a policy to ensure safe food handling by employees and volunteers. The policy shall include a provision that the vendor will notify Heritage within 12 hours of becoming aware of any client exposure to infectious disease and/or infection through the nutrition program.
5. Food service personnel, both paid and volunteer, will practice hygienic food handling techniques including the wearing of hair nets, while handling food or clean dishes or when entering the kitchen during food preparation or service. **Clean** ball caps may only be used as hair restraint for hair less than 1" in length.
6. Single-use, disposable gloves, or appropriate serving utensils are to be used when serving/preparing food. Bare handed contact with ready-to-eat food is not allowed.
7. Only staff and volunteers who are essential to the production and serving of meals will be allowed in the production area/kitchen while food is being prepared or served.
8. Dining sites must document the temperature of all coolers, freezers and dish machines, as well as the concentration levels of chemicals used in the cleaning and sanitizing of equipment, small wares, and food contact surfaces. This documentation should be stored in the Heritage Dining Site Program Binder.
9. Dining sites must monitor food temperatures each day prior to service of home-delivered and congregate meals to ensure that all food is served within the proper temperature ranges. A temperature record must be kept on file and available to Heritage upon request.

Home delivered and congregate meals shall be transported in insulated bags and coolers to aid in maintaining safe temperatures. These meals shall not be transported in non-insulated containers such as cardboard boxes or grocery sacks. Temperatures of congregate site meals shall be taken and documented upon arrival of the food to the site and prior to serving of both congregate and home delivered meals.

10. Foods that need time and temperature control for safety (TCS Foods) and ready-to-eat foods (food that is able to be eaten without additional preparation, washing or cooking) such as; cut tomatoes, cut melons, cut leafy greens, prepared salads, meats/seafood, dairy, potato salad, deli meats, will be stored at 41 degrees or below.
11. Vehicles (owned/leased and volunteer) that are used to deliver food should be clean and sanitary.
12. All staff and volunteers will present themselves in a professional manner. Uniforms or clothing will be neat, clean and free of tears or holes. Closed-toed shoes will be worn by all staff and volunteers while in the kitchen or serving areas. Facial jewelry must be covered or not worn during the production and serving of food.
13. Staff and volunteers will prepare and serve food in accordance with the current food code of their specific county and the most current version of the Iowa Food Code.
14. Staff and volunteers will wash their hands after using the restroom or upon entering/reentering food preparation or serving areas.
15. Dining sites will adhere to the current the Heritage Regional Nutrition Program Policies and Procedures regarding the clean-up and handling of bodily fluid and will have equipment/supplies dedicated to the clean-up for such situations available for staff/volunteer use.
16. The vendor shall report the occurrence or suspected occurrence of a food-borne illness to Heritage within 12 hours. Heritage will report this information to the Iowa Department on Aging within 12 hours of notification.

These assurances have been reviewed with appropriate administrative and program staff:

X

Signature of Authroized Official Of Grantee

X

Signature of Other Designee

Nutritional Risk Survey

Survey to measure impact of the program on nutrition risk behaviors.



Innovations in Nutrition Program Evaluation Instructions

PURPOSE

The goal of the Innovations in Nutrition Program Evaluation Project is to monitor the impact of the congregate meal program on the following behaviors: Confidence in making preventive nutrition choices; nutritional risk; dietary intake frequency; and loneliness. Other measures that will be assessed for sociodemographic and qualitative purposes include food security classification, and hospitalizations.

DESIGN

This study uses a control group design. Tim Getty will oversee the distribution of questionnaires in Linn and Jones Counties. ISU will oversee the distribution of questionnaires in Story and Polk Counties.

- Control Sites: Senior apartments in Story and Polk Counties
- Semi Control Site: Jones County Senior Center (receiving traditional meal program)
- Treatment Sites: Marion Public Library, Marion Lowe Park, Central City Senior Center

Evaluation Forms:

Sarah will email the three questionnaires (Pre, Mid, Post) files to Tim Getty (copying Alexandra Curtis). Tim will print the questionnaires on different color paper will be used to easily identify groups.

- TREATMENT = White paper
- SEMI CONTROL = Pink paper

Sarah will print the control group questionnaires on light blue paper. ISU will oversee all coding of the questionnaires.

Evaluation Dates:

The questionnaires will be distributed at three time points in 2019:

- February
- July
- October

For the treatment and semi-control sites, distribute the questionnaires on a busy meal day. Doing so will increase the number of respondents. The questionnaires should be distributed by Tim Getty or a member of his team.

Evaluation Distribution:

The evaluations take on average 15 minutes to complete. Please take pens for participants to use. Do not use pencils as the answers can "smudge." These evaluations are to be distributed to participants when participants arrive at the meal site or senior apartment complex.

Each participant who returns a questionnaire is to receive a small gift. Due to costs and limited numbers, no gifts can be distributed to those who did not complete a questionnaire.

The questionnaires are to be completed individually. If the questionnaire distributor wishes to read the questions out loud to participants it will be important to allow for additional time (~15 additional minutes). Before collecting the questionnaires, please review to ensure all questions are completed. If a participant has left a question blank, please ask if it was intentional. If it was, that is fine. If not, please ask them to complete it.

The evaluation forms should be mailed or returned to Iowa State University within 2 weeks of completion. Prior to mailing these, email Dr. Sarah L. Francis (slfranci@iastate.edu) to let her know how many surveys are being mailed.
ISU ADDRESS: Sarah L. Francis ISU, Dept. Food Science and Human Nutrition, 220 MacKay, Ames, IA 50011-1123.

To be completed by ISU:

Participant ID _____

THIS PAGE WILL BE REMOVED WHEN RETURNED TO CAMPUS AND AN ID NUMBER IS GIVEN. YOUR NAME WILL NOT APPEAR ANYWHERE ON YOUR QUESTIONNAIRE.

PLEASE PRINT YOUR ANSWER

FIRST NAME: _____

LAST NAME: _____

LOCATION OF SURVEY (Please put an 'X' by your response):

| | | |
|--|---|---------------------------------------|
| <input type="checkbox"/> Marion Lowe Park | <input type="checkbox"/> Marion Library | <input type="checkbox"/> Central City |
| <input type="checkbox"/> Senior Apartments | <input type="checkbox"/> Jones County Senior Center | <input type="checkbox"/> |

To be completed by ISU:

Participant ID _____

Intentionally Left Blank

For each of the following items, mark the number that best describes your current beliefs. How certain are you that you could overcome the following barriers?

| I can manage to stick to healthful foods.... | Very Certain | Rather Certain | Rather Uncertain | Very Uncertain |
|--|---------------------|-----------------------|-------------------------|-----------------------|
| ... even if I need a long time to develop the necessary routines. | 4 | 3 | 2 | 1 |
| ... even if I have to try several times until it works. | 4 | 3 | 2 | 1 |
| ... even if I have to rethink my entire way of eating. | 4 | 3 | 2 | 1 |
| ... even if I do not receive a great deal of support from others when making my first attempt. | 4 | 3 | 2 | 1 |
| ... even if I have to make a detailed plan. | 4 | 3 | 2 | 1 |

For each of the following items, please mark your level of agreement with the following questions.

| | Yes | More or Less | No |
|---|--------------------------|--------------------------|--------------------------|
| I experience a general sense of emptiness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I miss having people around me | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I often feel rejected | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| There are plenty of people I can rely on when I have problems | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| There are many people I can trust completely | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| There are enough people I feel close to | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please answer the following questions about your dietary intake.**1. How often do you usually eat fruit as a snack?**

- Never
- Less than once a week
- 1 or 2 times a week
- 3 or more times a week

2. How often do you usually eat whole grain breads?

- Never **or** less than once a week
- 1 or 2 times a week
- 3 or more times a week

3. How often do you usually eat whole grain cereals?

- Never **or** less than once a week
- 1 or 2 times a week
- 3 or more times a week

4. How often do you usually eat candy or chocolate?

- Never
- Less than once a week
- 1 or 2 times a week
- 3 or more times a week

5. How often do you eat crackers, pretzels, chips, or popcorn?

- Never
- Less than once a week
- 1 or 2 times a week
- 3 or more times a week

6. How often do you eat cakes or pies?

- Never
- Less than once a week
- 1 or 2 times a week
- 3 or more times a week

7. How often do you eat cookies?

- Never
- Less than once a week
- 1 or 2 times a week
- 3 or more times a week

8. How often do you eat ice cream?

- Never
- Less than once a week
- 1 or 2 times a week
- 3 or more times a week

9. How often do you eat cold cuts, hot dogs, lunchmeats or deli meats?

- Never **or** less than once a week
- 1 or 2 times a week
- 3 or more times a week

10. How often do you eat bacon or sausage?

- Never **or** less than once a week
- 1 or 2 times a week
- 3 or more times a week

11. How often do you eat carrots, sweet potatoes, broccoli, or spinach?

- Never
- Less than once a week
- 1 or 2 times a week
- 3 or more times a week

12. How often do you eat fruit (not including juice)? Please include fresh, canned or frozen fruit.

- Never **or** Less than once a week
- 1 or 2 times a week
- 3 to 5 times a week
- Every day or almost every day

13. How often do you eat hot or cold breakfast cereal?

- Never
- Less than once a week
- 1 or 2 times a week
- 3 to 5 times a week
- Every day or almost every day

14. How often do you drink some kind of juice at breakfast?

- Never **or** Less than once a week
- 1 or 2 times a week
- 3 to 5 times a week
- Every day or almost every day

15. How often do you eat chicken or turkey?

- Never **or** less than once a week
- 1 or 2 times a week
- 3 or more times a week

| |
|---|
| <p>16. How often do you drink a glass of milk?</p> <p><input type="checkbox"/> Never or Less than once a week</p> <p><input type="checkbox"/> 1 or 2 times a week</p> <p><input type="checkbox"/> 3 to 5 times a week</p> <p><input type="checkbox"/> Every day or almost every day</p> <p><input type="checkbox"/> More than once every day</p> |
| <p>17. Do you usually add butter or margarine to foods like bread, rolls, or biscuits?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> |
| <p>18. Do you usually add fat (butter, margarine or oil) to potatoes and other vegetables?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> |
| <p>19. Do you use gravy (when available) at meals?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> |
| <p>20. Do you usually add sugar or honey to sweeten your coffee or tea?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> |
| <p>21. Do you usually drink wine, beer or other alcoholic beverages?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> |
| <p>22. How often do you eat fish or seafood that <u>IS NOT</u> fried?</p> <p><input type="checkbox"/> Never</p> <p><input type="checkbox"/> Less than once a week</p> <p><input type="checkbox"/> Once a week</p> <p><input type="checkbox"/> More than once a week</p> |
| <p>23. How many servings of milk, cheese, or yogurt do you usually have each DAY?</p> <p><input type="checkbox"/> None</p> <p><input type="checkbox"/> One</p> <p><input type="checkbox"/> Two or more</p> |
| <p>24. How many different vegetable servings do you usually have at your main meal of the day?</p> <p><input type="checkbox"/> None</p> <p><input type="checkbox"/> One</p> <p><input type="checkbox"/> Two</p> <p><input type="checkbox"/> Three or more</p> |
| <p>25. Which of the following best describes your nutritional supplement use?</p> <p><input type="checkbox"/> I don't use supplements</p> <p><input type="checkbox"/> I use supplements other than vitamins and mineral</p> <p><input type="checkbox"/> I use a multivitamin/mineral preparation (e.g. Centrum)</p> |

The below questions are intended to help us better understand who is completing these questionnaires. The completion of this is voluntary. No names will be associated with these questionnaires.

1. **During the past 3 months, how frequently have you attended a senior meal program? (e.g., lunch at a senior center, Encore Café)**

- I do not attend lunch at a senior center
- I receive Meals on Wheels
- Every day it's offered
- 3 or more times weekly, but not daily
- 2 times weekly
- 1 time weekly
- 1 to 2 times monthly

2. **How old are you? _____ (years)**

3. **Are you male or female?**

- Female
- Male

4. **Which one or more of the following would you say is your race?**

- American Indian or Alaska Native
- Asian
- Black
- Hispanic
- Native Hawaiian or other Pacific islander
- White
- Other, please describe:

5. **What is the highest degree of school you completed?**

- Less than High School
- High School/GED
- Some College
- Associates
- Technical School
- Bachelor's
- Graduate

6. **Are you...?**

- Divorced
- Married
- Separated
- Single, never married
- Widowed

7. **What best describes your current living arrangement?**

- Assisted Living Facility
- Community-residing (e.g. own home, townhome, or apartment [not specifically for older adults], living with adult child or roommate, not in retirement community, etc.)
- Retirement community
- Senior Apartment Complex
- Other

8. **What is the primary source of your monthly income?**

- Full-time work
- Part-time work
- Retirement Funds
- Social Security
- Spouse
- Stock Portfolio
- Other (e.g. Pension)

9. **In general, how would you describe your health?**

- Very poor
- Somewhat poor
- Average
- Somewhat good
- Very good

10. **Mark all the health conditions that you have been told you have.**

- Cardiovascular disease (e.g. heart attack, high blood pressure, high cholesterol, etc)
- Joint issues (e.g., knees, hips, shoulders, etc)
- Arthritis
- Back Issues
- Diabetes
- Lung disease (e.g. asthma, COPD, chronic bronchitis)
- Cancer (including history of cancer)

To be completed by ISU:

Participant ID _____

- Neurological (e.g., stroke, Parkinson's)
- Other

| |
|--|
| |
|--|

11. **Please rate your level of agreement with this statement: “I feel my city/town is older adult friendly” (e.g., offers programs for older adults, ready access to services that promote aging in place, etc).**

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very Supportive | Supportive | Somewhat Supportive | Unsupportive | Very Unsupportive |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. **During the past 3 months, were you a patient in a hospital overnight?**
Overnight means that you were admitted on a different day than when you left. It does not include outpatient clinic visits or non-medical stays like staying with a family member.

- Yes
- No

13. **During the past 3 months, how many different times did you stay in any hospital overnight or longer?** *Do not count the total number of nights, just the total number of hospital admissions for stays, which lasted 1 or more nights.*

| | |
|-----------------|--|
| Number of times | |
|-----------------|--|

For the below statements, please indicate if the statement was often true, sometimes true or never true for you/your household in the last 12 months.

14. **I/We worried whether my/our food would run out before I/we got money to buy more.**
- Often true
 - Sometimes true
 - Never true
 - Don't know
15. **The food that I/we bought just didn't last and I/we didn't have money to get more.**
- Often true
 - Sometimes true
 - Never true
 - Don't know

Thank you for completing this questionnaire.

Request for Quote

Quote request to identify food vendors for café sites.



Request for Quote

The Heritage Area Agency on Aging is requesting quote(s) from vendors for a nutrition pilot project in Marion, Iowa to targeted vendors with experience in the provision of food service to older adults.

Quotes are requested by Noon on Wednesday, March 7, 2018.

Pilot Project Summary and Desired Outcome

The Heritage Area Agency on Aging is implementing a pilot project to address the continued decline of participation in the currently established congregate meal program, increased need and desire for nutrition and health and wellness programming for older adults, and to combat the increasing level of older adults at-risk for Prediabetes and Diabetes.

The “Innovations in Nutrition” Pilot Project concentrates on providing older adults throughout Linn County, with two new senior dining locations in Marion, Iowa: Lowe Park (Wednesday and Thursday) and the Marion Public Library (Monday and Friday). Each site will offer a choice menu, access to fresh fruit and vegetables, and opportunities to participate in nutrition education and evidence-based programming such as chronic disease self-management and falls prevention. The Marion-Lowe Park location will also feature a salad bar during the established meal service. All services will be available to older adults age 60+ on a voluntary contribution basis.

The desired outcome is to identify successful strategies that increase participation, satisfaction, and health benefits that can be replicated throughout the Heritage seven county region.

Scope of Work for Quote Summary

- Offer meals at Marion site(s) through 6/30/2018 with an option to renew an additional year
 - Lowe Park: 2 days per week – Wednesday and Thursday
 - Marion Public Library: 2 days per week – Monday and Friday
- Offer choice menus
 - Hot or cold meals on set days with attention to the appeal of the meal in the areas of garnish, color, shape/texture and plating
 - Salad bar at Lowe Park each day
 - Offer a breakfast option in place of the lunch option at one or both of sites monthly
 - Offer two special meals per year (holiday/themed meals)

- Service delivery
 - Delivery of meals/food supplies to the site(s)
 - Meals should include all items specific to the particular meal, including beverages such as but not limited to coffee, water, etc.
 - All menus must follow established Iowa Department on Aging nutritional guidelines and if not using current Heritage menu cycle, must be analyzed and approved by a registered dietician at the vendor's expense
 - Two "chef choice" days, which do not need to be analyzed, can be offered every four weeks.
 - Bulk/buffet service of meals is preferred on either reusable plates or hard plastic disposable plates.
 - Publish menu on a monthly basis with carb count listed for each meal/item
 - Reservations may be required
- Site operation
 - Maintain staff or volunteer presence at sites to serve and complete required registration forms and other basic reports
 - Submission of monthly reports (such as rosters, billing, etc.)
 - Adherence to Iowa Food Code
 - One staff/volunteer to maintain certified food protection manager certification. This individual does not need to be at the program site.
 - Participate in annual site visit evaluation and any other visits by Heritage or other entities.
 - Meals need to be offered on a voluntary contribution basis. The suggested contribution rate can be established by the vendor. The vendor owns any contributions, but will need to report them to Heritage and follow Heritage fiscal standards for collection and deposit.
- Heritage assistance available
 - Obtaining and sustaining Food Establishment License for both Marion locations
 - Purchasing of salad bar and associated service ware/pans/equipment
 - Purchasing of needed serving utensils
 - Providing white hard plastic plates, bowls, salad plates if vendor so chooses
 - Food safety supplies (fluid clean-up kits, thermometers, cleaning buckets, etc.)
 - Technical assistance in the area of site management/operation

Required information to be submitted in vendor quote:

1. Cost per meal with explained rationale
2. Number of meals per day vendor has capacity to serve each day
3. Summary of staffing/volunteer strategy
4. Summary of meal type and presentation/service method

5. Summary of planned menus and development if not planning to use Heritage menus
6. Any other extraordinary fees to cover the meal service of the pilot project that are not equipment related to the program site as Heritage will be purchasing salad bars and other necessary program equipment.

Heritage will accept responses electronically or in writing until Noon on March 7, 2018.

Reimbursement method

Heritage will provide a per meal reimbursement with additional bonus payments awarded for increased participation and meeting/surpassing satisfaction rate goals. The rate is proposed by the vendor and bonuses will be established in a contract awarded to the successful quote based on available funding.

Preference given to vendors that offer:

- The ability to serve both Marion locations
- Appealing and creative plating or packaging
- Vendors that are currently providing a similar service with the Lowe Park
- Vendors that have staff/volunteers that are trained in evidenced based health programs desired by Heritage

At least three potential vendors will be contacted.

Please contact Tim Getty of The Heritage Area Agency on Aging at 319-398-7682 with any questions. Thank you.

Salad Bar Guide

Instructions and requirements for café salad bars.





ENCORE CAFE

Salad Bar

Serving Sizes

The following is a description of the suggested ingredients and amounts to make one side salad. The provided information meets nutritional guidelines for one side salad (small plate).

| | |
|----------------------|----------------------------------|
| 1 Tong | Romaine Lettuce |
| 1 Spoon | Tomatoes |
| 1 Spoon | Fresh Peppers (3 slices) |
| 1 Small spoon | Edamame |
| 1 Spoon | Hard boiled eggs |
| 1 Spoon | Shredded Cheddar Cheese |
| 1 Spoon | Featured Salad of the Day |
| 1 Ladle | Low-Fat Dressing |
| 1 Spoon | Croutons |

Please remember to:

- **Use a clean plate for each use**
- **Use utensils that are provided**
- **If you would like to have a large plate to have salad as your meal, just ask**





Encore Cafe
Salad Bar Survey

To continually provide the best possible offerings to Encore Café participants, our team is currently looking for suggestions and comments about the selection and offerings of the salad bars offered at the Encore Cafes. Please complete the below questions and if offering comments or suggestions, please be as specific as possible.

1. What items currently offered do you enjoy the most:

2. What items currently offered do you enjoy the least:

3. What types of salad dressings do you prefer (mark all that apply):

French, Ranch, Blue Cheese, Vinaigrette, Raspberry Vinaigrette, Dorothy Lynch

Other: _____

4. What types of salads do you prefer (mark all that apply):

Beet Salad, Pasta Salad Cole Slaw, Potato Salad

Other: _____

5. What are items not currently offered, that you would like to see offered:

6. Other comments: _____

CAMBRO

Versa Food Bars™
Ultra Series

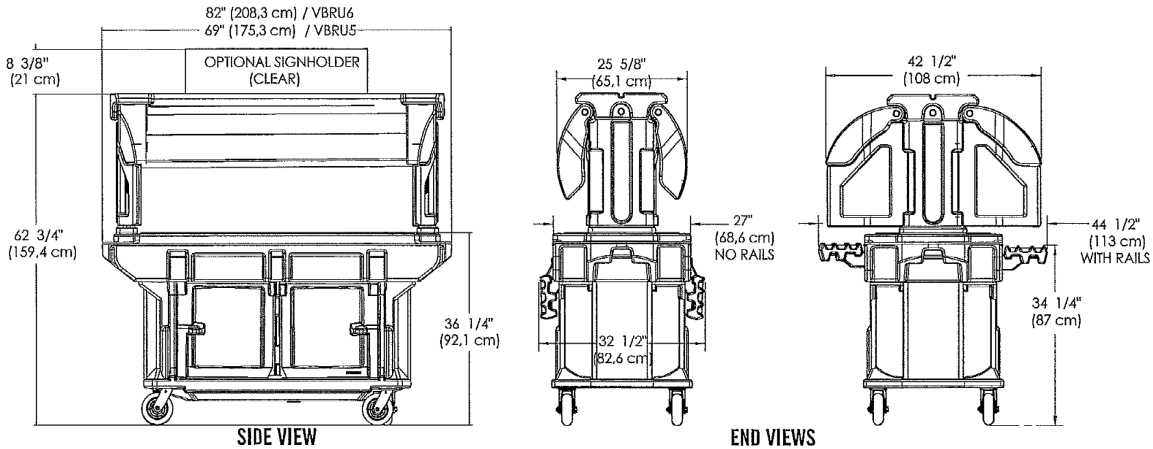
Models - VBRU5, VBRUHD5, VBRU6, VBRUHD6

Item No. _____

Specifier Identification No. _____

Model No. _____

Quantity _____



Specifications Dimension Tolerance: +/- 1/4" (0,64 cm)

| Code | Description | GN 1/1 Full Size Food Pan Capacity | Exterior Dimensions (w/Sneeze Guard) L x W x H | Case lbs./ cube Kg/m³ |
|---------|---|------------------------------------|---|--|
| VBRU5 | 5 Foot (152 cm) Food Bar – Standard Casters | 4 | 69" x 42 1/2" x 62 3/4" (175,3 x 108 x 159,4 cm) | 260 lbs (58.5) 117,9 Kg (1,66 m³) |
| VBRUHD5 | 5 Foot (152 cm) Food Bar – Heavy Duty Casters | 4 | 69" x 42 1/2" x 62 3/4" (175,3 x 108 x 159,4 cm) | 269.5 lbs (58.5) 122,2 Kg (1,66 m³) |
| VBRU6 | 6 Foot (183 cm) Food Bar – Standard Casters | 5 | 82" x 42 1/2" x 62 3/4" (208,3 x 108 x 159,4 cm) | 274 lbs (75) 124,3 Kg (2,12 m³) |
| VBRUHD6 | 6 Foot (183 cm) Food Bar – Heavy Duty Casters | 5 | 82" x 42 1/2" x 62 3/4" (208,3 x 108 x 159,4 cm) | 283.5 lbs (75) 128,6 Kg (2,12 m³) |

Optional Accessories

- | | | | |
|---|---|--|---|
| <p>Tray Rails</p> <ul style="list-style-type: none"> <input type="checkbox"/> VBRR5 - 5' (152 cm) Versa Food Bars/ Work Tables <input type="checkbox"/> VBRR6 - 6' (183 cm) Versa Food Bars/ Work Tables | <p>Crock and Salad Bowl Holders</p> <ul style="list-style-type: none"> <input type="checkbox"/> CPH3 - Fits all Versa Food Bars / Work Tables and holds 3 Crocks <input type="checkbox"/> SBH15 - Holds 15" (38 cm) Bowl and 3 Crocks <input type="checkbox"/> SBH18 - Holds 18" (46 cm) Bowl | <p>Connectors and Well Covers</p> <ul style="list-style-type: none"> <input type="checkbox"/> VBRC90 - Corner Connector <input type="checkbox"/> VBRC - Straight Connector <input type="checkbox"/> VBRWC - Versa Well Cover | <p>Other Accessories</p> <ul style="list-style-type: none"> <input type="checkbox"/> CPB1220 - Buffet Camchiller® <input type="checkbox"/> VBRTBL - End Table For All Versa Food Bars /Work Tables <input type="checkbox"/> LED54LIGHTPKG - Versa Food Bar Lighting Kit |
| <p>Divider Bars</p> <ul style="list-style-type: none"> <input type="checkbox"/> DIV12 - 12" (30,5 cm) <input type="checkbox"/> DIV20 - 20" (50,8 cm) | <p>Merchandising Sign Display</p> <ul style="list-style-type: none"> <input type="checkbox"/> VBRSHTS - Versa Food Bar Top Shelf Sign Holder | <p>Vinyl Covers</p> <ul style="list-style-type: none"> <input type="checkbox"/> VBRCVR5 - Versa Food Bars 5' (152 CM) <input type="checkbox"/> VBRCVR6 - Versa Food Bars 6' (183 CM) | |

Visit www.cambro.com for details on all accessories.

Architect Specs

The non-electric, portable and modular Versa Food Bar – ULTRA SERIES, shall be a Floor Model Food Bar, Models VBRU5, VBRU6, VBRUHD5, VBRUHD6, manufactured by Cambro Mfg. Co., Huntington Beach, CA 92647 USA. It shall be made of double-wall polyethylene with foam-injected polyurethane. It shall include a clear sneeze guard with clear protective end panels. The interior well shall be 6 1/2" (16,5 cm) deep. The sneeze guard and optional tray rails shall fold down to fit through 36" (91,5 cm) wide doorways and to minimize storage space requirements during non-use. It shall have a 9" (22,9 cm) wide merchandising shelf. It shall have molded-in handles on each end. It shall have 2 separate storage compartments with lockable doors that swing open from the outside to the middle. It shall have 4 each 6" x 1 1/4" (15,2 x 3,2 cm) swivel casters with brakes or heavy duty 6" x 2" (15,2 x 5 cm) swivel casters with brakes. It shall have an NSF listed threaded faucet drain with a standard hose hook up on the underside of the well. It shall be NSF listed and available in 5 colors. It shall require minimal assembly. It shall connect with other standard height Versa Food Bars, Versa Work Tables and/or Versa Carts using an optional Corner Connector or Straight Connector. Optional accessories shall include Tray Rails, End Table, Straight and Corner Connectors, Buffet Camchiller®, Well Cover, Divider Bars, GN Food Pans, Coldest® Crocks and Pans, Pumps, Crocks and Salad Bowl Holders, Merchandising Sign Holder, LED Light, and Vinyl Cover.

Versa Food Bar Colors

- Black (110)
- Kentucky Green (519)*
- Hot Red (158)*
- Bronze (146)*
- Navy Blue (186)*

*Made to order. Non-returnable.

Approvals



CAMBRO
TRUSTED FOR GENERATIONS™

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Telephone 714 848 1555 Toll Free 800 854 7631 Customer Service 800 833 3003

CAMBRO**Versa Food Bars™
Ultra Series**

Item No. _____

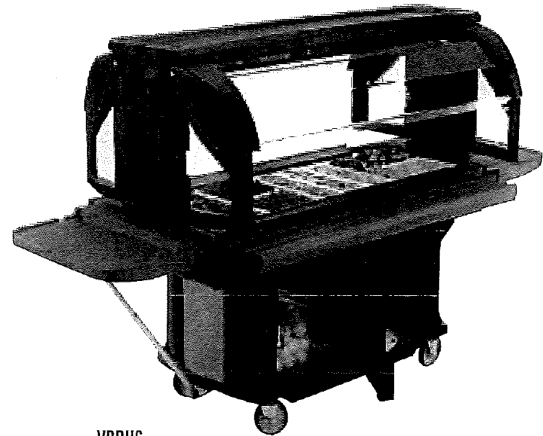
Specifier Identification No. _____

Model No. _____

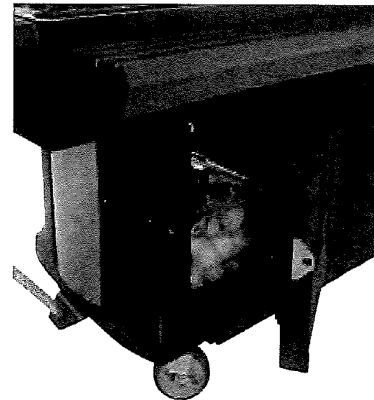
Quantity _____

5 Foot (152 cm) Models**VBRU5 - with Standard Casters****VBRUHD5 - with Heavy Duty Casters****6 Foot (183 cm) Models****VBRU6 - with Standard Casters****VBRUHD6 - with Heavy Duty Casters****Features & Benefits**

- A stylish, non-electric portable food bar keeps cold food cold for hours with or without ice, using optional Buffet Camchillers® with food pans or Coldfest® Food Pans and Crocks.
- Holds GN 1/1 Full or Fractional Size Food Pans up to 6" (15 cm) deep with Divider Bars.
- Sneeze Guard Side and End Panels are easy to assemble and are made from clear, durable NSF listed material. Sneeze Guard is fully compliant with current NSF requirements.
- Sneeze Guards and Optional Tray Rails fold down quickly and easily to fit through standard 36" (91,5 cm) wide doorways during transportation and to minimize storage space requirements.
- Two separate storage compartments with lockable doors provide convenient storage for non-perishable items. Each compartment holds up to 50 lbs. (22,7 kg) and measures 17 1/2" W x 21 1/2" D x 18" H (44,5 x 54,6 x 45,7 cm). Doors swing open from the outside to the middle for easy access from each end.
- Top merchandising shelf is 9" (22,9 cm) wide and can be used to display optional Merchandising Sign Holder for even greater visual appeal.
- Straight Connector and Corner Connector attach easily and securely to expand serving options.
- Double-wall polyethylene construction with foam injected polyurethane provides extra strength and durability. Scratch-resistant textured exterior is easy to clean and will not crack, rust, chip or break.
- NSF listed threaded faucet drain with standard hose hook-up on underside of well can be used for quick and easy draining and cleaning.
- Choose from models with 4 each 6" x 1 1/2" (15,2 x 3,2 cm) standard swivel casters with brakes or 6" x 2" (15,2 x 5 cm) heavy duty swivel casters with brakes.
- Molded-in handle on each end offers stable maneuverability.
- Non-electrical.
- Only sneeze guards and optional accessories require assembly.
- Available in 5 colors.
- Optional accessories include, Tray Rails, End Table, Straight and Corner Connectors, Buffet Camchiller, Well Cover, Divider Bars, GN Food Pans, Coldfest Crocks and Pans, Pumps, Crocks and Salad Bowl Holders, Merchandising Sign Holder, LED Light, and Vinyl Cover.
- Food Bar set-up guides and best practices are available at www.cambro.com/schools.



VBRU6

**Approvals****CAMBRO**
TRUSTED FOR GENERATIONS™© Cambro Manufacturing Company 5801 Skylab Road, Huntington Beach, CA 92647-2056, U.S.A.
Telephone 714 848 1555 Toll Free 800 854 7631 Customer Service 800 833 3003

Week of _____

SALAD BAR TEMPS

Time In and Out Every day 11am to 1pm

| Food Type | Monday | Tuesday | Wednesday | Thursday | Friday | |
|-------------------|---------------|----------------|------------------|-----------------|---------------|--|
| Lettuce | | | | | | |
| Shredded Cheese | | | | | | |
| H/B Eggs | | | | | | |
| Cottage Cheese | | | | | | |
| Ham | | | | | | |
| Chicken | | | | | | |
| Olives | | | | | | |
| Cucumbers | | | | | | |
| Tomatoes | | | | | | |
| Tuna Salad | | | | | | |
| Chicken Salad | | | | | | |
| Pickled Cucumbers | | | | | | |
| Pickled Beets | | | | | | |
| Fruit | | | | | | |
| Jello | | | | | | |
| Pudding | | | | | | |
| Beans | | | | | | |

Salad Bar Procedures

1. Subcontractor may offer a salad bar as part of the congregate meal program.
2. Nutrition Policy and Procedures shall be followed.
3. A participant may choose to have the salad bar (large plate) as their meal for the day, or have a side salad (small plate) in addition to their meal.
4. Quality donated produce and/or food items may be used from reputable suppliers or organizations.
5. All food offered must be served and maintained at safe food handling temperatures.
6. Clean and appropriate serving utensils will be used with the salad bar.
7. The suggested analyzed recipe for an entrée salad (large plate) shall be posted at the salad bar for participant view.
8. Participants must use a clean plate if making a return trip to the salad bar.
9. Offerings
 - At least one choice of greens
 - At least three vegetable choices
 - One salad
 - At least one meat/protein
 - At least one fruit choice
 - At least one legume choice
 - At least three salad dressing choices
 - At least three toppings

Potential Items (not limited to):

Lettuce/Greens:

- Iceberg (salad mix)
- Romaine
- Spring Greens
- Spinach

Vegetables:

- Carrots (carottes, sliced)
- Broccoli
- Cauliflower
- Sliced Olives
- Celery
- Baby corn
- Peas
- Sliced Onions
- Sliced Mushrooms
- Tomatoes (cherry, sliced, etc.)
- Sliced/chopped Pepper (red, green, yellow)
- Beets
- Cucumbers

Fruit:

- Mixed Fresh Fruit
- Strawberries (fresh, frozen)
- Applesauce
- Fruit Cocktail
- Fresh Fruit (bananas, apple/orange wedges)
- Fresh Melon/grapes
- Mand. Oranges
- Fruited Gelatin
- Peaches/Pears/Pineapple tidbits (packed with juice/water preferred)

Meats/Protein:

- Ham
- Turkey
- Tuna
- Egg/egg salad
- Chicken Strips (grilled)

Legumes:

- Red/Black Beans
- Butter Beans
- Garbanzo Beans

Misc. Toppings:

- Dried Cranberries
- Croutons
- Shredded Cheese
- Sunflower Seeds
- Sesame Sticks

Dressings:

- Oil/Vinegar
- French
- Ranch
- Blue Cheese
- Italian
- Raspberry Vinaigrette

Salads:

- Cottage Cheese
- Pasta Salad (oil-based preferred)
- Pea Salad
- 3 Bean Salad
- Fruit Salad
- Plain/Fruited Yogurt
- Cucumbers and onions
- Marinated beet

Salad bar layout (initial):

- Greens/Lettuce
- Vegetables
- Legumes/Beans
- Protein
- Toppings (cheese, etc.)
- Salad Dressings
- Fruit
- Misc. Salads
- Dry toppings

Satisfaction Survey

Survey to measure program participant satisfaction.



Linn County Innovations in Nutrition Program: Satisfaction Survey Implementation Protocol

The purpose of the survey is to assess congregate meal site participant satisfaction during the innovations pilot program. This survey will only be implemented in congregate meal sites participating in the project. Survey will be administered by Tim Getty and colleagues.

The goal is to administer the survey to all meal site participants on the given survey day. Make an announcement to the entire group that survey is a short questionnaire about their satisfaction with the meal program. Stress that the survey is short and should only take about 10-15 minutes. If possible, make the announcement at least one week before the survey is administered.

Survey will be administered in late August and early September 2018. On the day of the survey administration, take pens for participants to use. Distribute the surveys to participants on the designated day in either August or September. All surveys are intended to be completed individually although the survey administrator may read the survey aloud as participants complete it.

The survey is three pages, front and back. Please instruct participants to only mark one answer per row when asked to rank their satisfaction and/or agreement with a statement (Questions 4-7).

Before collecting the surveys from participants, please make sure that all survey questions have been answered. If there is missing information, please ask the participant to complete.

After participants have completed the surveys, survey administrators must complete the information on the cover sheet. The cover sheet asks for meal site name, date survey administered, and number of meal site participants. Please return the completed surveys within 2 weeks of completion to **Sarah L. Francis ISU, Dept. Food Science and Human Nutrition, 220 MacKay 2302 Osborn Dr, Ames, IA 50011-1123.**

If the designated survey day is canceled, please notify Sarah Francis (sifraci@iastate.edu or 515-294-1456).

Congregate Meal Site Satisfaction Survey

The below questions are intended to help us assess your satisfaction with the congregate meal program and site. Your input will help us better serve you.

1. How long have you been attending the meal program? (NO SCORE)
 _____ Months _____ Years
2. On average, how many times a week do you attend the meal program (NO SCORE)
 - 0 to 1 times
 - 2 to 3 times
 - 4 to 5 times
3. What is your primary purpose for coming to the meal site? (NO SCORE)
 - Conversations with friends and lunch
 - A nutritious meal
 - Programs and activities
 - Other (Please specify)
4. Think about the food you receive from the meal program. Please tell us, how often are you satisfied with the:

| | Always 4 | Usually 3 | Sometimes 2 | Rarely 1 | Never 0 |
|---|-------------|--------------|----------------|-------------|------------|
| How well the menu options meet your dietary needs and preferences | | | | | |
| Overall food quality | | | | | |
| Overall menu choices | | | | | |
| Temperature of the foods served | | | | | |
| Variety of foods offered | | | | | |
| Way the food is cooked | | | | | |
| Way the food looks | | | | | |
| Way the food smells | | | | | |
| Way the food tastes | | | | | |
| Subtotal points | | | | | |
| Total Food Satisfaction Score (Max 36) | | | | | |

5. Think about the dining experience at the meal program. Please tell us, how often are you satisfied with the:

| | Always 4 | Usually 3 | Sometimes 2 | Rarely 1 | Never 0 |
|--|-------------|--------------|----------------|-------------|------------|
| Cleanliness of the facility | | | | | |
| Friendliness of the staff | | | | | |
| Helpfulness of the staff | | | | | |
| Location of the facility | | | | | |
| Overall ambiance of the meal site | | | | | |
| Overall meal site environment | | | | | |
| Subtotal points | | | | | |
| Total dining experience score (max 24) | | | | | |

6. Think about the programming offered through the meal program. Please tell us, how often are you satisfied with the:

| | Always 4 | Usually 3 | Sometimes 2 | Rarely 1 | Never 0 | Don't Participate 0 | Not Available 0 |
|---|-------------|--------------|----------------|-------------|------------|---------------------------|-----------------------|
| Better Choices-Better Health/Chronic Disease Self-Management | | | | | | | |
| Exercise programs | | | | | | | |
| Foot care | | | | | | | |
| <i>Fresh Conversations</i> (nutrition education program) | | | | | | | |
| Guest speakers (e.g. immunizations [flu, pneumonia, shingles], diabetes, arthritis, etc.) | | | | | | | |
| Health screenings: blood pressure, blood sugar | | | | | | | |
| Matter of balance | | | | | | | |
| Nutrition Education (<i>not Fresh Conversations</i>) | | | | | | | |
| Stepping On | | | | | | | |
| Tai Chi | | | | | | | |
| Water exercise program | | | | | | | |
| Subtotal points | | | | | | | |
| Total Programming Experience Score (max 44) | | | | | | | |

TOTAL SATISFACTION SCORE (add questions 4, 5, and 6 total scores; Max 104)

7. Please rate your level of agreement with the following statements regarding how the meal program (including the meal and programming) has helped you:

| | Strongly agree 5 | Agree 4 | Undecided 3 | Disagree 2 | Strongly Disagree 1 |
|---|---------------------|------------|----------------|---------------|------------------------|
| Eat healthier foods | | | | | |
| Gain nutrition and wellness knowledge | | | | | |
| Remain in your home | | | | | |
| Improve your health | | | | | |
| Subtotal points | | | | | |
| Total Perceived Health Impact Score (max 20) | | | | | |

8. Do you have any recommendations to improve the meal program? (No score)

- No
- Yes (please describe)

Senior Dining Site Policies and Procedures

Outline of expectations, procedures, and resources
for the operation of café sites.



Heritage Senior Dining

Daily Operational Procedures

St Marks United Methodist Church

- Move portable steamtable from storage area, fill to appropriate water level, and turn to level where food will be held at 135 degrees or above.
- Salad bar and sign/contribution holder should be moved from storage room to dining area by front doors.
- Place table for service ware and other items in front of the steamtable.
- Place appropriate service ware (plates, etc.) on table placed in front of serving line.
- Receive food and supplies from food vendor and assist as needed.
- The food vendor will take temperatures of all food and document the readings. The form needs to be signed off by the person in charge. That document will be kept with the vendor.
- Food should meet the following guidelines:
 - Hot Food: at least 135 degrees
 - Cold Food: no higher than 41 degrees
- Take and document temperatures of coolers and documenting them on temperature log portion of site binder.
- For food not at appropriate temperature, bring the food to the appropriate temperature or return food to vendor.
- The vendor will set up the food in the steam table and also be responsible for the salad bar.
- Place all cold food not immediately being served, in the refrigerator in storage room.
- Place clean and appropriate serving utensils for each food item with the respective item.
- Keep all food covered until ready for service.
- All staff/volunteers must wash hands before/after working around food and before/after leaving the work area.
- Use single-use, disposable gloves when handling and serving food.
- Appropriate hair restraints (ball caps, hairnets) must be worn by staff/volunteers who are working with or around food.
- A participant can take their uneaten meal home, by requesting a disposable container from staff or volunteers. The date should be marked on the container.
- No food that is out of date shall be served.
- Any leftover food will be taken by the vendor to be discarded.
- All trash should be taken out to the appropriate container.
- All food pans, plateware, serviceware will be taken by the vendor and washed at their facility for use the next serving day.
- All service ware (plates, cups, utensils, etc.) should be stored before leaving for the day.

- All food pans, plateware, serviceware will be taken by the vendor and washed at their facility for use the next serving day.
- Wash all tables and food contact surfaces with detergent using green cleaning buckets.
- After cleaning, spray sanitizer onto surfaces and wipe using a clean wiping cloth.
- All food and food-related supplies must be stored at least 6 inches off of the floor and separated from any chemicals.
- No home-processed(canned) food can be served as part of the meal service.
- All staff/volunteers must complete and adhere to the “Illness Reporting Agreement for Employees and Volunteers Working in Foodservice Areas.”
- All staff/volunteers must review and follow the “Bodily Fluid Clean-up Procedures”, as well as, using the existing bodily fluid clean-up kit.
- Reservations should be made by the participant for the following(s) by documenting it on the meal reservation form, calling the Heritage reservation line, or using the on-line reservation system.
- Reservations should be communicated to the food vendor by 3:00pm the day before the meal.
- Reservations should be made by the participant for the following day(s) by documenting it on the meal reservation form or by contacting the Marion Public Library.
- Staff/volunteers need to ensure that participants are signing in and also are completing a Consumer Intake Form.
- Site coordinator will count contributions and may ask for a volunteer to count as well.
- Site coordinator will then be responsible for depositing money at the bank within 24 hours.
- Ensure that kitchen, storage room and serving area is clean and trash is removed.

Summary Brief

Snapshot of project and findings.



ORGANIZATION:

Iowa Department on Aging in partnership with Heritage Area Agency on Aging



LINN COUNTY INNOVATIONS IN NUTRITION PROGRAM

ABOUT US

The Iowa Department on Aging strives to improve the quality of life and care of older Iowans through advocacy, planning, policy development and the administration and support of statewide programs and services that promote health, safety and long-term independence.

The Heritage Agency has been a department of Kirkwood Community College since 1973 and was designated by the Iowa Department on Aging to serve Benton, Cedar, Iowa, Johnson, Jones, Linn and Washington counties. Heritage serves people age 60 and above as well as their families, communities, and governments. In addition, The Heritage Agency serves as an Aging and Disability Resource Center (ADRC) serving adults 18 years of age and older with a disability through advocacy and options counseling.

PROJECT PURPOSE

To develop an innovative, replicable service delivery model for congregate meals titled "Encore Café." This café concept was designed to encourage older adults to participate in congregate meal programs. In particular, the project aimed to attract the younger sub-population of older adults called "Baby Boomers" who had a smaller percentage of participation in recent years.

PROJECT LENGTH

- Two years

KEY PARAMETERS

- **Population targeted:** Age 60 and older, persons at risk of hospital readmission, and/or malnutrition
- **Geographic setting:** Urban and rural
- **Service Delivery Setting:** Congregate nutrition program
- **Services offered:** Meal services, culinary demonstrations, nutrition education and wellness activities
- **Number of staff/FTEs dedicated to innovation project:**
 - Total number of dedicated staff: two paid FTE, one in-kind FTE Staffing Model (paid/unpaid, FTEs):**
 - One FTE Health & Wellness Coordinator to coordinate evidence-based and non-evidence-based health activities
 - One 0.5 FTE Encore Café Coordinator to manage the daily operations of the meal sites
 - One 0.5 FTE meal site coordinator for one Encore Café location
 - One FTE for volunteer labor (achieved through 12 volunteers)
- **Total grant funds received:** \$250,000
- **Total project period:** Two years (2017 – 2019)
- **Total funding leveraged from organization (cash/in-kind):** \$151,896 (State funding) project based on executed agreements

PROJECT COMPONENTS

Congregate nutrition program site locations for this project were in a mix of rural and urban areas and included a community center, church, parks and recreation center, and a public library.

SUCSESSES AND LESSONS LEARNED

Collaboration with New Partners

- The local grocery store used for catering had not previously worked with nutritional guidelines, and the staff had some difficulties adhering to the guidelines. Technical assistance (TA) to overcome barriers to adherence included TA from the Iowa Department on Aging and the purchase of food processor nutrition analysis software. Monthly meetings between the Heritage Agency on Aging and front-line staff helped to ensure successful project implementation.

Contending with unanticipated client demand/participation

- Encore Café attendance exceeded original expectations. Therefore, the project team had to make adjustments to ensure that the food and beverage supply was sufficient to meet the demand and still fall within the project budget. Feedback and suggestions from volunteers helped to make these necessary adjustments by reducing unnecessary food and beverage waste. For example, volunteers observed that a large amount of coffee was wasted when each table had a pitcher of coffee and they suggested pouring the coffee table-side. Not only did this cut down on waste, but it also enhanced participant experience.

Managing client expectations

- As the Encore Café popularity grew, participants began to expect the pilot to operate just like a restaurant. Sometimes participants wouldn't make reservations, wanted to take meals to-go, and wanted certain menu items offered. To help manage participant expectations, Encore Café developed and distributed a Frequently Asked Questions (FAQ's) document to existing participants and were included the document in the new participant welcome packets. The FAQ explains: why reservations are recommended; how walk-ins are accommodated; and, explains the purpose of the café as a "pop-up" to provide an opportunity for older adults to socialize, in addition to enjoying nutritious meals; and, explains why "to go" meals are not an available option. Focus groups and listening sessions were also held to discuss concerns and improve programming.

PROJECT IMPACT

- The innovation project made substantial impact on Heritage Area Agency on Aging, the participating communities, and the service region. The project impacted many older lowans through the grant cycle by increasing food access to at-risk older adults, increasing access to health education, and improving community resources for older adults by opening four congregate meal site locations with evidence-based programming. The Encore Café addresses systemic issues in traditional congregate meal programs in order to bridge the gap for younger and older generations of older adults. Modernizing nutrition programming is imperative for the sustainability of congregate meal programs.

Increasing access to nutrition services

- Prior to the grant, the existing Central City location served 2,703 meals in FY2017. During grant year one, 6,908 meals were served in three pilot sites. During grant year two, 10,440 meals were served in four pilot sites— representing a 66% increase in meals served over year one and a 208% increase in meals served from pre-project implementation.
- While the initial proposed grant application was limited to three locations, a fourth location was opened due to client demand, successful community support and collaborations from the City of Marion and other community partners.
- Over the course of the project, 708 participants were provided 19,693 pounds of supplemental food and produce, and referrals to Heritage Agency on Aging services.

Marketing and outreach

- In total, four billboard advertisements were donated, 34 news stories aired on local television stations, one feature article was printed in the regional newspaper, weekly menus were printed in two local newspapers, and one ValPak mailed advertisement reached 50,000 residents.

PROJECT IMPACT

Local community support

- An in-kind match of \$118,298 was generated from several small businesses, the City of Marion, and the catering department of the local grocery store. Additionally, 12 volunteers contributed to \$33,593 of in-kind volunteer labor. The total of \$151,896 of in-kind support surpassed initial expectations, and all partners pledged to continue support past the grant.

Voluntary contribution rates

- Prior to project implementation, Heritage Agency on Aging's average contribution rate was \$2.25 per meal. During the course of the project, the average contribution rate per site averaged \$3.90 per meal in year one and increased to \$3.95 per meal in year two representing a 76% average increase in contributions per meal. This increase allowed Heritage Agency on Aging to reserve Older American Act funds for other meal sites and innovations.

ADVICE FOR PEERS

It is recommended that organizations allow for flexibility and be prepared for unanticipated changes - both successes and challenges. During the course of project implementation, there were many changes that weren't originally planned for in the development of the grant project. For example, in response to unanticipated success and participant demand, a fourth pilot site location was opened and the local YMCA became a partner for evidence-based programs. Without flexibility, these successful community partnerships wouldn't have developed, and fewer consumers would have been served.

