

Older Americans Act Congregate Nutrition Program Quality Review Toolkit: Resource Guide

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Introduction

This guide is a duplicate of the self-assessment modules with additional resources. It contains links in the self-assessment statements plus additional resource links below each statement. Numbers in the left column of this guide correspond to the row numbers in each module. After completing the self-assessment, refer to this guide for resources that can help you enhance areas identified for improvement. Resources range from quick tips to in-depth guides and training materials. For more related resources, check the [Nutrition and Aging Resource Center](#) web pages. New resources are added regularly.

Module 1: Resources for Basic Requirements

Meal sites

- 1.1 We provide meals in [congregate settings](#) (e.g., adult day care, parks and recreation facilities, libraries, etc., including virtual settings). 306(a)(1), 331(2)
 - [Quick Tips: Congregate Meals](#) — Information and resources related to common questions about OAA Title III-C1 congregate meals
 - [Iowa Cafe Guide for Partners](#) — Example restaurant partnership guide designed to help food service establishments partner with AAAs
 - [Meal Site Metamorphosis Takeaways Sheet](#) — Ideas and tips to optimize the meal site environment and improve overall participation

Participants

- 1.2 We [prioritize](#) services for people 60+ in greatest economic and social need. 305(a)(2)(E), 306(a)(4), 306(a)(15)
 - [Effectively Connecting and Serving Diverse Older Adults](#) — Tips and considerations when serving a diverse group of older adults
 - [Senior Nutrition Program Quick Guide to Prioritizing Participants](#) — Considerations and next steps for prioritization
- 1.3 Our program offers [person-centered, trauma-informed services](#) that meet the needs of participants (e.g., services that respect individual preferences and experiences and are sensitive to past traumas) 102(41)
 - [Making Your Meal Program THRIVE \(YouTube\)](#) — One-hour webinar on a University of Arizona Center on Aging project focused on ensuring emotionally safe, supportive, and inclusive environments
 - [Making Your Meal Program THRIVE Slides](#)
 - [Person-Centered Dining Choices](#) — Tips for determining which dining options best meet individual participant needs
 - [Principles of Trauma Informed Care](#) — Publications, resources, fact sheets, and evaluation workbook from The Center on Holocaust Survivor Care for guidance to organizations to establish person-centered trauma-informed (PCTI) protocols
- 1.4 Our program follows AAA procedures for offering meals to [eligible people](#). 102(40), 339(2)(H-I)
 - [Quick Tips: OAA Basics](#) — Common questions on providing Title III-C Nutrition Services
- 1.5 Our meal sites offer opportunities for individuals of all ages to [volunteer](#). 306(a)(6)(C)(iii), 307(a)(2)(B)
 - [Tips for Recruiting and Working with Volunteers](#) — Create and maintain strong relationships
 - [Enhancing Socialization Through Meaningful Volunteer Connections](#) — How volunteers can provide socialization for older adults

Meals

- 1.6 Our meal site provides at least one hot or other appropriate meal per day, five or more days per week. 331(1)
 - [Person-Centered Dining Choices](#) — Tips for determining which dining options best meet individual participant needs
- 1.7 We [design meals](#) that appeal to our program participants. 339(2)(A)(iii), 339(2)(B)
 - [Menu Creation Toolkit](#) — Examples and resources to create menus
 - [Menu Planning: Meeting Needs ican! Module](#) — Learn about choice menus, appropriate substitutions, medical needs of those with food allergies, culturally diverse backgrounds, and minimizing food waste
 - [Plating Tips for Your Congregate Program](#) — Tips on presenting an appealing plate

- 1.8 Our meals meet the [OAA nutrition standards](#) as defined by SUA/AAA policies. 339(2)(A)
- [Nutrition Requirements of the Older Americans Act](#) — Basics for Title III-C
 - [DGA Toolkit](#) — Toolkit to help senior nutrition programs align with the DGAs
 - [Customizing the DGA Framework](#) — Foods, food groups, preparation styles
- 1.9 We follow [food safety and sanitation laws](#) when preparing and serving meals. 339(2)(C), 339(2)(F)
- [Retail and Food Service Codes and Regulations by State](#) — Link to food safety departments and policies for each state
 - [Food Protection Educational Materials](#)— Employee training materials that underscore the importance of good food safety practices
 - [Employee Health and Personal Hygiene Handbook](#)— A training and practice resource that can help prevent food service employees from spreading viruses and bacteria to food

CNP Services

- 1.10 We provide [nutrition screening](#) for all eligible participants. 102(14)(B), 330(3), 331(3), 339(2)(J)
- [Determine Your Nutritional Health](#) — Screening tool from The Nutrition Screening Initiative to help assess nutritional risk
 - [Enhanced DETERMINE Checklist](#) — GWAar's checklist to determine areas of nutritional risk and provide appropriate education and referrals
 - [Malnutrition Screening Practices Quick Guide](#) — Covers the who, what, why, and how of malnutrition screening practices for OAA nutrition program
- 1.11 Our program provides [nutrition education](#) tailored to the unique needs of our community. 214, 306(a)(1-5), 331(3), 339(2)(J)
- [Nutrition Education: What Are the Requirements?](#) — Resource for states and providers
 - [Nutrition Education Calendar](#) — Sample calendar of nutrition education resources
 - [Example Nutrition Education Programs Across the Network](#) — INNU grantees
- 1.12 We offer or make referrals for [nutrition counseling](#). 214, 331(3), 339(2)(J)
- [Nutrition Counseling for the AAA and LSP](#) — Guide to nutrition counseling for AAAs and local service providers working with OAA Title III programs
 - [Medical Nutrition Therapy Works for Seniors](#) — Resource guide for registered dietitians and senior nutrition program administrators
 - [Making the Case for Nutrition Therapy](#)

- 1.13 We offer opportunities for participants to [socialize](#) in meaningful ways. 330(2), 339(2)(G)
- [Social Wellness Tip Sheet](#) — Tips for assessing whether participants are building and engaging in trusting, respectful, and authentic relationships
 - [Nutrition and Socialization](#) — The value of socialization at congregate meal sites
 - [The Benefits of Eating with Others](#) — Graphic on the positive impact of congregate meals
- 1.14 We make referrals for or offer other nutrition services. (e.g., weighted utensils, oral nutrition supplements, etc.) 331(3)
- [Other Nutrition Services](#) — Information on considerations, funding, and reporting for other nutrition services in Title III-C programs
 - [Understanding Title III-C Flexibilities](#) — FAQ on flexibilities around DGA, DRIs, grab-and-go, groceries, and more
 - [Nourishing Partnerships](#) — Guide to get started with partnerships to serve more people

Coordination & Collaboration

- 1.15 Our program helps people 60+ access [disease prevention and health promotion services](#). 102(14), 321(a), 330(3)
- [NARC Falls Prevention Webpage](#)
 - [NARC Health Promotion Strategies](#)
 - [E4 Center of Excellence for Behavioral Health Disparities in Aging](#) — Center with materials to support behavioral health in older adults and families
- 1.16 We work with other Title III programs to provide [transportation](#) to our meal site and [other supportive services](#). 321(a)
- [Introduction to the OAA: 2018 Highlights Quick Guide](#) — A quick guide to the Older Americans Act with tip sheets that can be used as training resources for staff and clients; see page nine for an overview of supportive services
 - [Aging in Place in Small Urban and Rural Communities](#) — University Transportation Center study
 - [How Transit is Expanding Access to Food for Rural Older Adults and People with Disabilities](#) — NCOA article on creative ways some programs are overcoming the obstacle of transportation for rural participants
- 1.17 We coordinate with other nutrition programs to reduce hunger, [food insecurity](#), and [malnutrition](#) among eligible adults. 330(1)
- [Expanded Food Insecurity Screener & Food Insecurity Assessment Tools \(YouTube\)](#) — Fifty-two-minute webinar on the development and use of food insecurity screening tools
 - [Partnerships With Food Banks and Other United States Department of Agriculture Programs](#) — Frequently asked questions on how Older Americans Act programs can partner with SNAP, TEFAP, food banks, SFMNP, etc.
 - [Nutrition Assistance Programs](#)— U.S. Government Accountability Office report on nutrition needs for older adults and recommendations for programs

Program Management

- 1.18 We solicit the advice of a [dietitian \(or person of comparable expertise\)](#), meal participants, and others who know about older adults' needs. 339(2)(G)
- [Registered Dietitian vs. Nutritionist](#) — All dietitians are nutritionists, but not all nutritionists are registered dietitians; learn the difference
 - [Sample Contract Language for RDNs](#) — Examples of deliverables that can be included in RDN contracts or requests for proposals
 - [Congregate Nutrition Survey](#)
- 1.19 We have a written [policy and procedure](#) manual that details how we provide CNP services. 306(a)(1), 306(a)(4)(A)(ii), 306(a)(13), 307(a)(4)
- How-to's from the University of Kansas Community Toolbox:
 - [Developing Personnel Policies](#)
 - [Modifying Policies to Enhance the Quality of Services](#)
- 1.20 A [training program](#) for staff and volunteers is in place. 205(a)(2)(A-B), 306(a)(6)(C)(iii)
- [Enhanced Training for Congregate Meal Staff](#) — Tips to provide needed training and resources for congregate meal staff
 - [ican!](#) — A series of 10 interactive, self-paced, online training modules developed specifically for OAA senior nutrition programs
 - [Strengthen Your Staffing \(YouTube\)](#) — One-hour panel discussion with creative tips for recruiting and retaining staff and volunteers
- 1.21 We provide [disaster/emergency](#) relief nutrition services according to SUA/AAA policies. 306(a)(17), 307(a)(28)
- [FAQ: Nutrition Services Emergency Management](#) — Information on providing nutrition services during an emergency
 - [Emergency Preparedness and Response](#) — Collection of trainings to help you prepare for and respond to emergencies
- 1.22 Our program has a [grievance procedure](#) for older adults dissatisfied with or denied services. 306(a)(10), 307(5)(B)
- [Program and Personnel Management](#) — A customizable policy template
 - [Conflict Resolution Tips](#) — Strategies for addressing and resolving conflict
- 1.23 Our meals and services are accurately [reported](#). 306(a)(15), 330, 331, 339
- [Quick Tips: Nutrition Service Reporting](#) — Information and resources related to state performance reporting (SPR) for Title III-C Nutrition Services

- Title III-C Data Elements Quick Guide — *Coming soon*
- [State Performance Report](#) — ACL Older Americans Act Performance System (OAAPS) can be accessed by state system administrators to find details on data requirements and service definitions

Fiscal and Contracting

- 1.24 Our [NSIP](#) funds are used to purchase domestically produced food only. 311(d)(4)
- [NSIP Quick Tips](#) — Tips and links to resources with more expansive information
 - [NSIP FAQ](#) — Answers to commonly asked questions about funding, program requirements, reporting, and more
 - [Title III-C and NSIP Data Elements Training](#) — ACL webinar on NSIP reporting requirements
- 1.25 We encourage [voluntary contributions](#) from all eligible participants according to SUA/AAA requirements. 315(b)
- Voluntary Contributions Toolkit — *Coming soon*
 - [Voluntary Contributions Menu](#) — Do's and don'ts when it comes to voluntary contributions
- 1.26 Our suggested voluntary contribution rate is based on the actual [cost of a meal](#). 315(b)(1)
- [What Does a Meal Cost](#) — Dane County, Wisconsin, stakeholder education article
 - [Contributions Poster](#) — Example from Dane County, Wisconsin
 - [Identifying the Total Cost of a Meal](#) — Summary brief for meal cost calculations
 - [Total Cost of a Meal Extended Brief](#)
- 1.27 We follow standard accounting procedures for all [financial activities](#) (e.g., documenting use of funds, safeguarding funds) 212, 306(a)(15)
- [Senior Nutrition Program Spending](#) — Ideas to meet older adults' nutrition, socialization, and wellness needs with OAA funds
 - [Managing Finances](#) — Planning budgets, managing money, and more from University of Kansas Community Toolbox
 - [Purchasing & Inventory Management \(YouTube\)](#) — Half-hour webinar featuring the nutrition and health promotion manager at Maryland's Department of Aging.

Program Oversight

- 1.28 We [monitor](#) program operations (e.g., menus, food safety, outreach, financials) regularly. 306(a)(1), 306(a)(13)(C-D), 306(a)(18), 330, 331, 339
- [Local Congregate Meal Site Monitoring Tool](#) — Modifiable template local nutrition providers can use to monitor congregate meal sites

- [Production Kitchen Monitoring Tool](#) — Customizable food safety and sanitation monitoring or self-inspection form
- 1.29 We audit program records (e.g., participation records, menu substitutions, food temperatures) to verify accuracy. 306(a)(13)(C-D), 306(a)(18)
- [Plate Waste Tool](#) — Audit tool developed by South Carolina Department on Aging that calculates plate waste scores for evaluation
 - [School Tray Audit Guide](#) — Created for Dakota Co. (MN) schools, these steps to plan, conduct, and analyze food waste can be applied by nutrition programs
 - [Hazard Analysis and Critical Control Point Principles & Application Guidelines](#) — Effective means of assuring food safety from harvest to consumption from the FDA
- 1.30 We [evaluate](#) the effectiveness and outcomes of our program regularly. 306(a)(18), 307(a)(4)
- [Placing the 'Value' in Evaluation: Practical Tips for Measuring Impact \(YouTube\)](#) — One-hour webinar discussing why evaluation is important, how it can be used to prioritize limited resources, and how to use malnutrition and food insecurity screening tools to do so
 - [Placing the 'Value' in Evaluation Slides](#)
 - [Data Collection & Analysis 101](#) — Guide explaining data collection & analysis and their importance for nutrition programs

Optional Criteria

These are areas of the OAA where the language implies flexibility with terms like “where feasible,” “to the maximum,” or “practical extent.” While not mandatory, implementing these practices can significantly enhance your program’s quality and reach. ACL strongly encourages implementing these practices at a level appropriate to your program.

- 1.31 Our meals are provided in settings as close to where most eligible older adults live as is possible. 339(2)(E)
- [Senior Center Without Walls Model \(YouTube\)](#) — Five-minute Network Spotlight about delivering meals and activities for older community members in and by the community
 - [Giving People a Reason to Show Up \(YouTube\)](#) — Eight-minute Network Spotlight about being able to provide and drive a nutrition program based on what older adults ask for
- 1.32 Where possible, our program uses [locally grown foods](#). (e.g., buying locally grown foods, specifying local foods in contracts, or operating a garden) (339)(2)(L)
- [What is Local Food?](#) — Resource from the Labels Unwrapped Project
 - [Local Food System Supply Chain](#) — Overview from NC State Extension

- 1.33 To the best of our ability, we adjust meals to meet [special dietary needs](#), including cultural considerations/preferences. 339(2)(A)(iii)
- [Dietary Guidelines for Americans and Older Adults: Toolkit for SNPs](#)
 - [Culturally Diverse Menu Planning](#)
- 1.34 Our program follows AAA/SUA guidance on reaching and serving older Native Americans and coordinating services provided under [Title VI](#). 306(a)(11), 307(a)(21)
- [Quick Guide to Title III and Title VI Nutrition Partnership](#) — Guidance on ways to collaborate to meet the goals of the OAA
 - [Title VI and Title III Grantee Collaboration Study \(2020\) Summary Report](#)
 - [Grantee Collaboration Full Report](#)
 - [Targeting Strategies Webpage](#) — NARC webpage with multiple resources applicable to coordination with Title VI programs
- 1.35 Where possible, we work with local schools and other facilities that serve meals to children to provide [intergenerational](#) meal programs. 339(2)(D)
- [Sharing Our Space](#) — A toolkit for developing and enhancing intergenerational shared sites
 - [ONEgeneration Takes Intergenerational Approach to Meet Community Needs](#)— NCOA senior center spotlight

Module 2: Resources for Intermediate Operations

CNP Intermediate Examples “Beyond the Basics”

- 2.1 We create [partnerships](#) to develop meal site locations close to where most of our target population lives.
- [Resources Addressing Six Different Types of Partnerships](#)
 - [How Restaurants Can Partner with Senior Nutrition Programs](#) — Guide to creating a relationship with senior nutrition programs to diversify your client base, cater to local meal programs, and more
 - [Partnership ican! Module](#) — Identify and strategize how to approach, engage, and build long-lasting relationships with community partners
- 2.2 We use multiple [meal delivery models](#) (e.g., café models, grab-and-go, restaurant programs, choice menus/salad bar, breakfast/ evening/weekend meals) to meet the needs of our community.
- [Choice Menu Quick Guide](#) — Increase participation by offering choices
 - Meal Site Metamorphosis Quickinar: [Think Outside the Box](#)

- [Senior Nutrition Programs: Restaurant Program Toolkit](#) — Key features of restaurant programs, how to create them, and promising practices for implementation and sustainability in one kit from the Nutrition and Aging Resource Center
- 2.3 Our meal site(s) collaborates with the [Senior Farmer's Market Nutrition Program](#) to act as a voucher distribution point or host site.
- [Partnerships With Food Banks and Other United States Department of Agriculture Programs](#) — Frequently asked questions on how Older Americans Act programs can partner with SNAP, TEFAP, food banks, SFMNP, etc.
 - [Finding Food for Older Adults](#) — Quick guide to food programs for older adults
- 2.4 We offer expanded opportunities for [socialization](#) (in person and/or virtual) beyond eating together to promote friendships and meaningful connections that reduce loneliness and isolation.
- [The Benefits of Eating with Others](#) — Graphic on the positive impact of congregate meals
 - [Meaningful Connection and Better Health Through Congregate Meals](#) — How ACL's Senior Nutrition Program combats loneliness and social isolation
 - [NARC Social Determinants of Health \(SDoH\) Webpage](#) - Contains tips and tools related to socialization and SDOH
- 2.5 We use [food insecurity](#) and [malnutrition](#) screening tools to help prioritize those in greatest economic and social need.
- [Food Insecurity and Malnutrition \(YouTube\)](#) — One-hour webinar that defines malnutrition and food insecurity, identifies root causes of malnutrition and provides innovative approaches to combating malnutrition, and discusses the importance of partnerships
 - [Identifying & Screening for Food Insecurity PowerPoint Slides](#) — [One-hour video](#)
 - [Identifying & Screening for Food Insecurity Takeaway Sheet](#)
 - [Malnutrition Screening Practices Quick Guide](#) — Covers the who, what, why, and how of malnutrition screening practices for OAA nutrition programs
- 2.6 We assist individuals on our standby list to receive alternative resources to meet their nutrition, health, and social needs.
- [Increasing Use of Community-Based Resources by Food-Insecure Seniors](#) — Designed a closed-loop referral system to increase accessibility to community-based resources for food insecure patients
 - Service Referrals Training
 - [Creating Connections & Inspiring Trust](#)
 - [Identifying Participant Needs](#)
 - [Taking a Systems Approach to Referrals](#)

- 2.7 We use multiple methods (e.g., surveys, listening sessions, focus groups) to obtain [participant feedback](#) on meals and services throughout the year.
- [Voice of Customer: Steps for Conducting Online Feedback Surveys](#) — SCORE step-by-step plan to help you gain customer feedback through surveys
 - [Using Data & Satisfaction Surveys to Solicit the Voice of the Customer in Menu Planning \(YouTube\)](#) — Understand the use of customer satisfaction surveys as a tool to collect data to make system changes
- 2.8 We offer education sessions led by registered dietitians, [cooperative extension agents](#), or SNAP-Ed educators.
- [General Resources and Strategies](#) — Nutrition education supports older adults in making healthy and informed choices about food, nutrition, and physical activity
 - [Tele or Virtual Nutrition Education for Older Adults](#) — Guide for nutrition services providers
 - [Navigating Partnerships Between State Units on Aging and Universities](#) — Part seven of the Connection to Collaboration webinar series
- 2.9 We cultivate business relationships to develop and [sustain](#) the program.
- [Introduction to Social Entrepreneurship and Implications for Sustainability](#) — Ninety-minute NCOA webinar (free registration required to view the video)
 - [Mapping Your Partnership Assets](#) — Meals of Love restaurant partnership in Florida
- 2.10 We provide specialized [staff training](#) (e.g., serving diverse populations, person centered/trauma informed service, warm hand-off referrals).
- [Enhanced Training for Congregate Meal Staff](#) — Tips to provide needed training and resources for congregate meal staff
 - Service Referrals Training
 - [Creating Connections & Inspiring Trust](#)
 - [Identifying Participant Needs](#)
 - [Taking a Systems Approach to Referrals](#)
- 2.11 We regularly inform participants on how their [voluntary contributions](#) are used.
- Voluntary Contributions Toolkit — *Coming soon*
 - [Senior Nutrition Program Spending](#) — Resources that offer new or expanded ways to meet older adults' nutrition, socialization, and wellness needs with OAA funds
 - [Updating Programming To Attract Baby Boomers](#) — Example program models

- 2.12 In addition to federal funds and voluntary contributions, our program has at least two other sources of [income](#).
- [Quick Tips: Funding Options](#) — Information and resources related to common questions on funding for OAA Title III-C nutrition services
 - [Beginners Guide To Diversifying Funding](#) — Inspiration from successful programs and other helpful resources for funding options
 - [The Amazing Adventures of Captain Funds Finder](#) — Captain Funds Finder leads the way in this comic-style guide to finding and securing various funding sources
- 2.13 We calculate the total [cost of our meals](#) at least annually and when we see significant cost changes.
- [Identifying the Total Cost of a Meal](#) — Summary brief for meal cost calculations
 - [Total Cost of a Meal Extended Brief](#)
 - [Cost Containment Strategies for Foodservice \(YouTube\)](#) — Half-hour webinar featuring the National Foundation to End Senior Hunger about cost containment and waste management
- 2.14 We use [management tools](#) (e.g., production sheets, standardized recipes, food product specifications, substitution lists) to control meal quality and cost.
- [Introduction to Food Production and Service](#) — Penn State textbook on principles of food service management
 - [Food Substitution List](#) — List to use when changing menu items
 - [Recipe Standardization Guide for the Child and Adult Care Food Program](#) — Comprehensive guide, from the Institute of Child Nutrition, for senior nutrition programs which describes recipe standardization techniques
- 2.15 We prepare for [emergencies](#) by including an approved emergency menu in our disaster plan and keeping shelf-stable supplies on hand.
- [Business Preparedness Toolkits](#) — Ready.gov toolkits to help business prepare for earthquakes, hurricanes, and more
 - [Emergency Preparedness \(YouTube\)](#) — Seven-minute Network Spotlight on preparing to respond to emergencies in Kentucky
 - [Emergency Preparedness and Response](#) — Collection of trainings to help you prepare for and respond to emergencies

Module 3: Resources for Innovative Operations

CNP Innovative Examples “Solutions for Sustainability”

- 3.1 We use [technology](#) and electronic devices (e.g., card scanners) for meal registration and to track meals served.
- [Embrace Technology to Innovate](#) — Comparison of select technology platforms used across the aging services network

- 3.2 We collaborate with [local](#) farmers and agricultural organizations to host farmer's markets or community-supported agriculture (CSA) box distribution.
- [Collard Greens and Common Ground: A Community Food Gardening Handbook](#)— Award-winning guide from NC State Extension
 - [Partnerships With Food Banks and Other United States Department of Agriculture Programs](#) — Frequently asked questions on how Older Americans Act programs can partner with SNAP, TEFAP, food banks, SFMNP, etc.
- 3.3 We offer multiple types of [medically tailored meals](#) or culturally tailored meals to meet the special dietary needs of program participants.
- [Cultural Food Preferences in Food Service](#) — Recommendations and resources from the CDC for adding culturally preferred foods
 - [Cultural Toolkits](#) — Brief overviews of cultural food preferences and considerations from SNAP-Ed, with quick guides for Chinese, Latinx & Hispanic, Russian, South Korean, and Vietnamese communities
- 3.4 We [prioritize](#) services using a tiers-of-service approach to ensure people with the highest need are served.
- [Senior Nutrition Program Meal Services Elements for Sustainability: Guide to Prioritizing Clients](#) — Understand the importance of tools and relationships to meet the growing needs of clients
 - [Enhanced DETERMINE Checklist](#) — Tool from GWaar for assessing nutritional risk
- 3.5 We provide [nutrition counseling](#) using telehealth.
- [Virtual Nutrition Counseling](#) — Today's Dietitian article about meeting the growing demand for telehealth services
 - [The “New Normal” Way of Providing Key Nutrition Services to Seniors](#) — Slide deck from presentation on tips and examples of offering virtual nutrition services
 - [TechSAge Tool](#) — Guidelines for delivering wellness programs to older adults with disabilities via video conferencing
- 3.6 We partner with [community care hubs](#) (CCH) to provide recently discharged patients nutrition and other payable services.
- [Community Care Hubs: Quality, Fidelity, and Compliance Expectations for Service Delivery Partners](#) — NCOA resource about ensuring CCH success
 - [Community Care Hubs: What Evidence-Based Program Providers Need to Know](#) — NCOA resource about how participating in a network eases burdens and enables providers to serve more people
 - [Resources for Developing a Community Care Hub](#) — Aging and Disability Business Institute resource guide
- 3.7 We provide [medical nutrition therapy](#) to eligible participants with diabetes or chronic kidney disease, which is funded through Medicare.

- [Medical Nutrition Therapy Works for Seniors](#) — Resource guide for registered dietitians and senior nutrition program administrators
 - [Making the Case for Nutrition Therapy](#)
 - [Nutrition Medicare Benefits](#) — Information on eight Medicare-covered preventive services
- 3.8 Our website offers multiple options to make voluntary contributions and community [donations](#) (e.g., bank draft, credit card, money transfer apps, etc.).
- [Embrace Technology to Innovate](#) — Comparison of select technology platforms used across the aging services network
 - [Tips for Fundraising in Aging](#) — American Society on Aging toolkit on compelling campaigns
- 3.9 We use [data](#) to foresee trends and tailor our program to appeal to a diverse 60+ population.
- [Data Collection & Analysis 101](#) — Guide explaining data collection & analysis and their importance for nutrition programs
 - [Planning for Changes in the Older Adult Population \(YouTube\)](#) — Data and tools to plan for today's older adults
- 3.10 We form strategic [partnerships](#) to meet the needs and preferences of our community.
- [Partnership Assessment Tool](#) — Method developed by NCOA for assessing key areas of your network
 - [Asset Mapping Template](#) — Template to visualize current and potential partners, competitors, funding, and barriers
- 3.11 We use a formal process to attract and evaluate potential [food service providers](#) (e.g., caterer conference, outreach to area food service professionals).
- [Evaluating Food Service Approaches Tip Sheet](#) — Tips for evaluating features and limitations of different food service approaches, including contracted or self-operated models
 - [Proposal To Hire a Kitchen Manager](#) — MSAC Feast Meals case study in evaluating food service approaches
 - [Group Purchasing Organization \(GPO\): Where Do I Start? \(YouTube\)](#) — Forty-minute webinar featuring George Hawthorne, director of nutrition, transportation, and Simply Catering to You at REAL Services, Inc.
- 3.12 We use [financial strategies](#), such as blending and braiding of funding, to broaden the reach of services to eligible participants.
- [Sustainability and Revenue Generation for Senior Nutrition Programs](#) — Summary brief
 - [Sustainability and Revenue Generation Extended Brief](#)
 - [Food 911 Emergency Services Partnership Video](#) — LifeCare Alliance case study of braided funding for services
- 3.13 We maintain current information on total [operating costs](#) for each of our service delivery models.

- [Best Practices To Lower Your Business Expenses and Improve Cash Flow](#) — One-hour SCORE webinar that covers short-term cash flow, analyzing spend, RFP best practices, and more
- [Optimizing Your Pricing Strategy To Maximize Profits](#) — One-hour SCORE webinar to understand how to price your products and services effectively and develop a strategy for maximizing your profits
- [Senior Nutrition Program Spending](#) — Ideas to meet older adults' nutrition, socialization, and wellness needs with OAA funds

3.14 We use a [fee-for-service or private pay model](#) that does not disrupt or reduce services for those in greatest economic and social need.

- [Meal Services Elements of Sustainability: Establishing a Private Pay Program](#) — Guide to establishing a fee-for-service private pay system
- [Run Your Non-Profit Like a Business](#)— Ninety-minute SCORE webinar that discusses financial, operational, sales (fundraising) and regulatory issues that all small organizations deal with

3.15 We use a [quality assurance](#) process to plan, monitor, evaluate, and enhance program services.

- [How Evidence-Based Program Providers and Accountable Care Organizations Can Work Together on Quality and Performance Improvement](#) — NCOA resource about how these partnerships can be beneficial
- [AmeriCorps Evaluation Resources](#) — AmeriCorps provides tools to help programs evaluate services and adjust as needed
- [Quality Nutrition Services for Senior Nutrition Programs](#) — Summary brief addressing components of quality nutrition services
 - [Quality Nutrition Services Extended brief](#)