



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Nutrition Oversight &
Compliance
Service Specifications**

Revision Table

Revision Date	Sections Revised	Description
2/4/2011		Original
8/1/2013	8.0	Added section 8.0 – Invoicing requirements
2/27/2015	6.1.3, 7.2.1	Revised from <i>DSAAPD Program Manager</i> to <i>DSAAPD staff</i>
9/29/2015	Entire document	Revised for 2016 contract year
7/5/2017	8.2	Added



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1.0 SERVICE DEFINITION

1.1 A service performed by a Delaware-licensed Dietitian/Nutritionist to provide technical assistance to the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) in the oversight of the Congregate and Home-Delivered Meals Programs.

2.0 SERVICE GOAL

2.1 The goal of the Nutrition Oversight and Compliance service is to ensure that Delaware's Congregate and Home-Delivered Meals programs operate in compliance with the requirements of the Older Americans Act (OAA) and related federal regulations and guidelines while providing a high quality of service for persons eligible for those programs.

3.0 SERVICE UNIT

There are two (2) units of service for the Nutrition Oversight and Compliance service:

3.1 Direct Service unit – which is one (1) hour of service.

3.2 Travel Service Unit

3.3. Direct Service Units may include time spent in performing the following activities:

3.3.1 Research – (Reviews as explained in Section 7.1.1)

3.3.2 Technical Review – (as explained in Section 7.1.2)

3.3.3 Provider on-site monitoring visits (as explained in Section 7.2.1)

3.3.4 Congregate on-site monitoring visits (as explained in Section 7.2.2)

3.3.5 Review of provider menus

3.3.6 Review of provider menu analysis

3.3.7 Written report of site visit and corrective action follow-up (if needed)

3.4 Travel Service Units may include time spent traveling to perform any direct service unit as explained in section 3.3.

4.0 SERVICE AREA

4.1 The service area includes the entire State of Delaware

5.0 SERVICE LOCATION

5.1 The service location varies depending on the activity performed, but can include Congregate and Home-Delivered Meals program providers' administrative offices, food preparation sites, and food delivery sites

6.0 SERVICE ELIGIBILITY

6.1 To be eligible to provide Nutrition Oversight and Compliance, the provider must:

6.1.1 Be a Dietitian/Nutritionist licensed by the Delaware Division of Professional Regulation.

<http://dpr.delaware.gov/boards/dietitians/index.shtml>

6.1.2 Have an active state business license or 501 (c) (3) status



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- 6.1.3 Have the ability to accompany DSAAPD staff to Congregate and Home-Delivered Meals administrative offices, food preparation sites, and food delivery sites throughout the State of Delaware.
- 6.1.4 Not be employed by or have a contractual relationship with any current DSAAPD Congregate or Home-Delivered Meals provider or provider subcontractor.

7.0 SERVICE STANDARDS

7.1 Service Specification, Bid review, General Knowledge

- 7.1.1 Upon DSAAPD request, the provider must review DSAAPD Congregate and Home-Delivered Meals program service specifications and policies for compliance with federal laws, regulations, and guidelines.
- 7.1.2 Upon DSAAPD request, the provider must assist DSAAPD staff in reviewing and evaluating proposals from prospective contractors for the delivery of Congregate and Home-Delivered Meals services.

7.2 Program Monitoring

- 7.2.1 Upon DSAAPD request, the provider must accompany DSAAPD staff to monitoring visits of Congregate and Home-Delivered Meals contracted program providers to ensure that services are being delivered in compliance with the program Service Specifications. These visits include those to administrative offices, food preparation sites, and food delivery sites, as applicable.
- 7.2.2 The provider must provide a written report due within 10 business days of the congregare site visit. The site report must include the following:
 - 7.2.2.1 Review and feedback to Provider Menu choices
 - 7.2.2.2 Assurance that meals provided equal at least 1/3 of USDA Dietary Reference Intake (DRI) amounts.
 - 7.2.2.3 Review of provider's Registered Dietitian performance per the meal program service specifications.
 - 7.2.2.4 Follow-up with any necessary corrective action as a result of monitoring visit.
- 7.2.3 The provider must review and approve menus submitted by Congregate and Home-Delivered Meals providers to ensure compliance with federal laws, regulations, and guidelines.

8.0 INVOICING REQUIREMENTS

- 8.1 The provider will invoice DSAAPD for reimbursement utilizing the DSAAPD Nutrition & Oversight Compliance Invoicing Workbook (IW) and pursuant to the DSAAPD Policy Manual for Contracts, policy X-Q, Invoicing.
- 8.2 For the annual Invoice Review, the provider must supply supporting documentation for the contract invoice for the selected month of the Invoice Review. All information must be provided in an email to DSAAPD through the use of Adobe or Microsoft office based software. All supporting documentation must be sent via secure email.