



Travis County Commissioners Court Agenda Request

Meeting Date: August 27, 2013

Prepared By/Phone Number: Shannon Pleasant CTPM / 854-1181;
Marvin Brice CPPB / 854-9765

Elected/Appointed Official/Dept. Head: Cyd Grimes C.P.M. CPPO

Commissioners Court Sponsor: Judge Biscoe

Agenda Language: Approve Modification No. 8 to Contract No. 4400000722 (HTE Contract No. PS090095RE), Meals on Wheels and More Inc. for the Congregate Meals Program

- **Purchasing Recommendation and Comments:** Purchasing concurs with department and recommends approval of requested action. This procurement action meets the compliance requirements as outlined by the statutes.

Travis County Health and Human Services and Veterans Services is requesting approval of Modification No. 8 for the Meals on Wheels and More Inc. Congregate Meals Program.

The Congregate Meals Program provides nutritious meals to older economically challenged citizens. The additional funding is essential due to the growth of constituents in need of the program. The funding will prevent a longer wait list for in-home meals. Commissioners' Court approved the contract funding increase on May 21, 2013 and the final modification is being presented for the Judge's signature.

Modification No. 8 will increase the new contract not to exceed amount to \$310,435; an increase of \$61,078 from \$249,357.

Modification No. 7 was entered into to correct previous terms and to clarify the intent of the original Contract related to limitations as to payments within different fiscal years.

ID# 9160

AGENDA REQUEST DEADLINE: All agenda requests and supporting materials must be submitted as a pdf to agenda@co.travis.tx.us by **Tuesdays at 5:00 p.m.** for the next week's meeting.

Modification No. 6 renewed for an additional one year period from January 1, 2013 through December 31, 2013. The contract funds for this renewal period were \$249,357.

Modification No. 5 renewed for an additional one year period from January 1, 2012 through December 31, 2012. The contract funds for this renewal period were \$197,007.

Modification No. 4 renewed for an additional one year period from January 1, 2011 through December 31, 2011. The contract funds for this renewal period were \$197,007.

Modification No. 3 was amended to show correct fiscal year limitations for the contract period January 1, 2010 through December 31, 2010.

Modification No. 2 was renewed for an additional one year period from January 1, 2010 through December 31, 2010. The contract funds for this renewal period were \$197,007.

Modification No. 1 increased the contract funds from \$172,027 to \$197,008 and amended Attachment A and Attachment C.

- **Contract Expenditures:** Within the last 12 months \$347,861.25 has been spent against this contract/requirement.

- **Contract-Related Information:**

Award Amount: \$172,027

Contract Type: Professional Services

Contract Period: January 1, 2009 – December 31, 2009

- **Contract Modification Information:**

Modification Amount: \$61,078

Modification Type: Bilateral

Modification Period: May 21, 2013 – December 31, 2013

- **Solicitation-Related Information: N/A**

Solicitations Sent:

Responses Received:

HUB Information:

% HUB Subcontractor:

ID# 9160

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➤ **Special Contract Considerations: N/A**

- ☐ Award has been protested; interested parties have been notified.
- ☐ Award is not to the lowest bidder; interested parties have been notified.
- ☐ Comments:

➤ **Funding Information:**

- ☒ SAP Shopping Cart #: 300000605
- ☒ Funding Account(s): Cost Center #158054001
- ☐ Comments:

ID# 9160

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RECEIVED

JUL - 2 2013

TRAVIS COUNTY
PURCHASING OFFICE

**TRAVIS COUNTY HEALTH and HUMAN SERVICES
and VETERANS SERVICE
502 E. Highland Mall Blvd.
P. O. Box 1748
Austin, Texas 78767**

**Sherri E. Fleming
County Executive**

**(512) 854-4100
Fax (512) 279-1608**

DATE: June 28, 2013

TO: Cyd V. Grimes, C.P.M., CPPO, Travis County Purchasing Agent

FROM: *Sherri E. Fleming*
Sherri E. Fleming
County Executive for Travis County Health and Human Services
and Veterans Service

SUBJECT: Request Purchasing Agent to Modify a Single Term funding
increase for the Congregate Meals program with Meals on Wheels
and More, Inc.

Proposed Motion:

Consider and take appropriate action regarding Travis County Health and Human Services and Veterans Service request to approve a modification to the contract with Meals on Wheels and More, Inc. for the Congregate Meals Program.

Summary and Staff Recommendations:

MOWM has been pulling money from their in-home program for some time to fund the congregate meals program in the Travis County Community Centers. Their in-home program has grown to the point that this funding approach to the congregate meals is causing a longer and longer wait list for in-home meals. Consequently, MOWM was going to have to choose one of the two programs to operate. They submitted a request for \$61,078 to fund the congregate meal program for the remainder of calendar year

2013. This will allow them to keep the congregate meal program operating in the Travis County Community Centers.

The Commissioners' Court approved this request on May 21, 2013.
Staff recommends the contract be modified to include these additional dollars and services.

Issues and Opportunities:

In addition to providing nutritious meals to older, economically challenged citizens the congregate meal program has partnered with the Travis County Health and Human Services and Veteran Services staff, the Area Agency on Aging of the Capital Area, The Aging Services Council, the City of Austin, and others to develop quality congregate programs. Continued funding to this program is vital to this population.

Fiscal Impact and Source of Funding:

Cost Center # 1580540001

Funds Reserve or Shopping Cart # 300000605

Cc: Nicki Riley, Travis County Auditor
Patti Smith, Chief Assistant Travis County Auditor
Mike Crawford, Senior Financial Analyst, Travis County Auditor
Mary Etta Gerhardt, Assistant Travis County Attorney
Marvin G. Brice, CPPB, Assistant Purchasing Agent, Travis County Purchasing Office
Shannon Pleasant, Purchasing Agent Assistant, Travis County Purchasing Office
Aerin Toussaint, Analyst, Planning and Budget Office
LaDonna Brazell, Contract Compliance Specialist, TCHHS/VS
Caula McMarion, TCHHS/VS, Finance Accountant
Jim Lehman, Division Director, Family Support Services, TCHHS/VS
Andrea Colunga-Bussey, Division Director, Office of Children's Services, TCHHS/VS
Deborah Britton, Division Director, Community Services, TCHHS/VS

Item 17



Travis County Commissioners Court Agenda Request

Meeting Date:

May 21, 2013

Prepared By/Phone Number:

Juanita Jackson

Elected/Appointed Official/Dept. Head:

Sherri E. Fleming,
County Executive for Health and Human Services and Veterans Service

Commissioners Court Sponsor: Judge Samuel T. Biscoe

AGENDA LANGUAGE:

Consider and Take Appropriate Action on Request from Meals on Wheels and More to Increase Its' Fiscal Year 2013 Contract by \$61,000.

BACKGROUND/SUMMARY OF REQUEST AND ATTACHMENTS:

In Fiscal Year 2013, Travis County Health and Human Services and Veterans Services has partnered with Meals on Wheels and More, who in conjunction has partnered with Area Agency on Aging, to provide meals and social recreation to seniors at five Travis County community centers. In recent years, Meals on Wheels and More reports that the agency has self-funded some services in an effort to maintain service levels.

STAFF RECOMMENDATIONS:

Staff recommends approval of the recommended increase to Meals on Wheels and More to meet the increased demand on services for FY 2013. Additional requests for funding have been submitted for the FY 2014 Budget Process.

ISSUES AND OPPORTUNITIES:

Due to the increasing needs in the indigent and aging population, Meals on Wheels and More has had an increase in demand for the Congregate Meal Program. By providing the additional funding, the agency reports that it will be able to meet the current demand in this fiscal year.

Should additional funding not be available, the agency reports that it will need to explore options to reduce the number of meals and/or number of

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participants. The number of meals and participants affected would depend on how much services need to be reduced.

FISCAL IMPACT AND SOURCE OF FUNDING:

See attached budget and presentation.

REQUIRED AUTHORIZATIONS:

Mary Etta Gerhardt, Assistant County Attorney

Leslie Browder, County Executive, Planning and Budget Office

Cyd Grimes, C.P.M., Travis County Purchasing Agent

Nicki Riley, Travis County Auditor

Kathleen Hass, HHS Finance Manager

Diana Ramirez, Budget Analyst IV, Planning and Budget Office

Aerin Toussaint, Budget Analyst

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Meals on Wheels and More Congregate Program

Providing meals and social
programming at County
Community Centers since 2008

Program Impacts

- 77% say that outside of family, the Congregate Meal Program is the only social contact they have
- 87% say it's an "important weekly food source"

From 2008 to 2012, the County Congregate Meals Program has seen incredible growth.

- 29% increase in participants
2008 – 296 2012 – 381
- 52% increase in meals
2008 – 14,520 2012 – 22,039
- 138% increase in activities
2008 – 263 2012 – 624



Unfortunately, from FY 2009
to FY 2013, funding has not
kept pace with the growth

- 23% growth in CAPCOG funding
FY09 – \$63,680 FY13 – \$78,250
- 8% growth in Travis County funding
FY09 – \$76,000 FY13 – \$81,981

From FY 2009 to FY 2013 (cont'd)

- During this period, program growth was subsidized
 - Additional CAPCOG funds
 - American Recovery and Reinvestment Act funding
 - Profits from food sales contracts
 - MOWAM general fund

Attempts have been made to secure additional funding

- St. David's Foundation grant \$140,000 over 2 years
- Application pending to Texas Veterans Commission
- Application pending to A Glimmer of Hope



Even with these efforts
additional funding is still
needed.

With sequestration and other funding concerns, Meals on Wheels and More is unable to continue allocate additional funds to the Congregate Meals Program.

Possible options

One or a combination of options may be needed

- Reduce number of meals and/or participants
- Adjust days and/or hours of operation
- Increase Travis County funding for the Congregate Program.

We request Travis County increase funding for the Congregate Program this year:

Expenses	Amounts
Meals/Food	\$24,867
Food Transportation	\$2,366
Personnel & Benefits/Taxes	\$19,469
Programming Supplies	\$4,988
Printing	\$1,351
Overhead (15%)	\$8,037
TOTAL	\$61,078

This funding would help provide approximately 10,500 meals.

Going Forward

- Revise next contract (January 2014) to reflect total amount needed to fund the program - \$157,247

Congregate Meals Program Supplemental Request FY 13

Administrative Salaries - Regular Time		\$ 6,000 *
Direct Service Salaries - Regular Time		\$ -
Administrative Salaries - Overtime		\$ -
Direct Service Salaries - Overtime		\$ -
Benefits		\$ 13,469 **
Subtotals: Personnel		\$ 19,469
General Operating Expenses		\$ 12,373
<i>programming supplies</i>	\$ 4,988	
<i>printing/publishing</i>	\$ 1,351	
<i>telephone</i>	\$ 1,070	
<i>postage</i>	\$ 498	
<i>utilities</i>	\$ 2,924	
<i>building maintenance/custodial</i>	\$ 1,250	
<i>burglar alarm</i>	\$ 21	
<i>space rental</i>	\$ 87	
<i>internet services</i>	\$ 183	
Insurance/Bonding		\$ 2,198
Audit Expenses		\$ -
Consultants/Contractual		\$ -
Staff Travel - In County		\$ 1,456
Conferences/Seminars/Training		\$ -
Subtotals: Operating Expenses		\$ 16,027
Food/Beverage for Clients		\$ 23,172
Financial Assistance for Clients		\$ -
Other - Food Transportation		\$ 715
Other - Meal Supplies		\$ 1,695
Subtotals: Direct Assistance		\$ 25,582
GRAND TOTAL		\$ 61,078

*The current contract with Travis County includes funding for all direct personnel costs and some administrative costs. The amount requested here for administrative costs would ensure that all personnel costs for the program are covered.

**The current contract with Travis County includes some funding for benefits, but it does not cover the total benefit amount associated with the salaries that Travis County funds. The amount requested here would ensure that all benefits are covered proportional to the funded salaries.

MODIFICATION OF CONTRACT NUMBER: PS090095RE - Supportive Svcs for Independent Living Page 1 of 21ISSUED BY: **PURCHASING OFFICE**
P.O. Box 1748
Austin, Texas 78767PURCHASING AGENT ASST: Shannon Pleasant
TEL. NO: (512) 854-1181
FAX NO: (512) 854-9185DATE PREPARED:

August 7, 2013ISSUED TO:
Meals on Wheels and More, Inc.
3227 E. 5th St.
Austin, Texas 78702

MODIFICATION NO.:

8

EXECUTED DATE OF
ORIGINAL CONTRACT:

January 1, 2009ORIGINAL CONTRACT TERM DATES: January 1, 2009 - December 31, 2009 CURRENT CONTRACT TERM DATES: January 1, 2013 - December 31, 2013**FOR TRAVIS COUNTY INTERNAL USE ONLY:**Original Contract Amount: \$ 115,026Current Modified Amount \$ 310,435**DESCRIPTION OF CHANGES:** The Contract is amended according to the terms of the attachment to this Modification, all of which is hereby made a part of the Contract and constitutes promised performances by the Contractor in accordance with all terms of the Contract, as amended.

The above-referenced contract is hereby modified to reflect the following changes, as well as those more completely set forth in the attachment:

1. The Parties agree to amend Section 5.2, "Attachments," of the Contract, as to the Amendment Term, by adding the following:

- 2013 Program Cover Page - Form # 2
- 2013 Program Work Statement - Form # 3
- 2013 Program Budget - Form # 4
- 2013 Program Budget Narrative - Form # 5
- 2013 Total Program Staff Positions & Time - Form # 6
- 2013 Total Program Funding Summary - Form # 7
- 2013 Subcontracted Expense Form - Form # 8
- 2013 Performance Report Definition Tool - Form # 9

2. The new contract not to exceed amount is \$310,435; an increase of \$61,078 from \$249,357.

Except as provided herein, all terms, conditions, and provisions of the document referenced above as heretofore modified, remain unchanged and in full force and effect.

Note to Vendor/City:

[X] Complete and execute (sign) your portion of the signature block section below for all copies and return all signed copies to Travis County.

[] DO NOT execute and return to Travis County. Retain for your records.

LEGAL BUSINESS NAME: Meals on Wheels and MoreBY: [Signature]

SIGNATURE

BY: Don Parnett

PRINT NAME

TITLE: President & CEO

ITS DULY AUTHORIZED AGENT

☐ DBA☐ CORPORATION☐ OTHERDATE: 8/9/13

TRAVIS COUNTY, TEXAS

BY: [Signature]

CYD.V. GRIMES, C.P.M., CPPO TRAVIS COUNTY PURCHASING AGENT

DATE:

TRAVIS COUNTY, TEXAS

BY: _____

SAMUEL T. BISCOE, TRAVIS COUNTY JUDGE

DATE:

**AMENDMENT OF CONTRACT BETWEEN
TRAVIS COUNTY AND
MEALS ON WHEELS AND MORE, INC.**

PARTIES

This Amendment ("Amendment") of Contract is entered into by the following Parties: Travis County, a political subdivision of the State of Texas ("County"), and Meals on Wheels and More, Inc. ("Contractor").

RECITALS

County and Contractor entered into an agreement to provide services for the care of indigents, for public health education and information and/or for other authorized services ("Contract") the Initial Term of which began January 1, 2009, and terminated December 31, 2009 ("Initial Contract Term").

Under the Contract, Contractor agreed to provide personal and professional services for the care of indigents and other qualified recipients and for public health education and information, in accordance with the terms of the Contract, thus providing services which further a public purpose.

The Contract provides for renewal of the agreement and changes to the agreement by the written agreement signed by both Parties.

The Contract has been previously renewed for additional terms with the latest term beginning January 1, 2013, and ending December 31, 2013 ("2013 Renewal Term").

County and Contractor desire to amend the Contract as to services provided during the 2013 Renewal Term.

NOW, THEREFORE, in consideration of the mutual benefits received by these changes, and other good and adequate consideration as specified herein, the Parties agree to renew the Contract as follows:

1.0 GENERAL TERMS.

1.1 **2013 Amendment Term Services.** The Parties acknowledge and agree that this Amendment references services to be provided by Contractor for the portion of the 2013 Renewal Term beginning May 31, 2013 and terminating December 31, 2013 ("Amendment Term").

2.0 CONTRACTOR PERFORMANCE

2.1 **Contractor Services.** During the Amendment Term, Contractor shall perform, in a satisfactory manner as determined by County, through County Department, services and activities in accordance with the terms and conditions stated in this Amendment and all other terms and conditions of the Contract, as amended.

3.0 FINANCIAL PROVISIONS

3.1 **Contract Funds.** Contract Funds Amount. The Parties agree to amend Section 3.1, "Contract Funds Amount," by adding the following:

3.1-2013 – Amendment. Subject to the requirements of the Contract, as amended, in consideration of the full and satisfactory performance of the services and activities provided by Contractor under the terms of the Contract, as determined by County, County shall provide Contract Funds in an

additional amount of Sixty One Thousand and Seventy Eight Dollars (\$61,078.00), for a total Maximum Contract Funds for the 2013 Renewal Term in an amount not to exceed the following:

\$ 310,435.00

3.2 **Maximum Funds.** The Parties agree to amend Section 6.1, "Maximum Funds," by adding the following:

6.1-2013 - Amendment. Subject to the requirements of this Contract, as amended, County shall provide Contract Funds not to exceed the following amount during the 2013 Renewal Term:

\$ 310,435.00

3.3 **Fiscal Year Limitations on Funding.** The Parties agree to amend Section 6.2.2, "Fiscal Year Division," by adding the following:

6.2.2(a) and (b) -2013 – Amendment. During the 2013 Renewal Term, the fiscal year limitations under 6.2.2(a) shall be:

(a)-2013- Amendment
January 1, 2013 - September 30, 2013 (75% of Total Fiscal Year Funding)

\$ 147,756.00

(b)- 2013- Amendment
January 1, 2013 – December 31, 2013 (100% of Single-Term Funding)

\$ 113,428.00

(c)-2013 - Amendment
October 1, 2013 - December 31, 2013 (25% of Total Fiscal Year Funding)

\$49,251.00

All other provisions of Section 6.2.2 not specifically changed herein shall remain in full force and effect.

4.0 ENTIRE AGREEMENT

4.1 **Attachments.** The Parties agree to amend Section 5.2, "Attachments," of the Contract, as to the Amendment Term, by adding the following:

5.2-2013 - Amendment Attachments.

- 5.2.1-2013- 2013 Program Cover Page - Form # 2
- 5.2.2-2013- 2013 Program Work Statement - Form # 3
- 5.2.3-2013- 2013 Program Budget - Form # 4
- 5.2.4-2013- 2013 Program Budget Narrative - Form # 5
- 5.2.5-2013- 2013 Total Program Staff Positions & Time -Form # 6
- 5.2.6-2013- 2013 Total Program Funding Summary - Form # 7
- 5.2.7-2013- 2013 Subcontracted Expense Form - Form # 8
- 5.2.8-2013- 2013 Performance Report Definition Tool - Form # 9

The attachments listed in Section 4.1 above are included in this Amendment as Exhibit 1, and are hereby made a part of the Contract, as amended, and constitute promised performance by Contractor in accordance with all terms of the Contract, as amended.

5.0 OTHER PROVISIONS.

5.1 **Limitations.** Unless otherwise specifically stated herein, the performance required under this Amendment is performable only during the Amendment Term, and performance requirements and payment shall not carry over from one contract term to another.

6.0 INCORPORATION

6.1 County and Contractor hereby incorporate the Contract into this Amendment. Except for the changes made in this Amendment, County and Contractor hereby ratify all the terms and conditions of the Contract as amended. The Contract with the changes made in this Amendment constitutes the entire agreement between the Parties and supersedes any prior undertaking or written or oral agreements or representations between the Parties. All provisions in the Contract not specifically amended herein remain the same and in full force and effect.

7.0 EFFECTIVE DATE

7.1 This Amendment is effective May 31, 2013, when it is approved and signed by both Parties. This Contract, as amended, shall remain in effect until further modified or terminated in writing by the Parties, or until the termination date.

Form # 2:

PROGRAM COVER PAGE
 for 2013 Social Service Contracts funded by Travis County

Date prepared: 5/22/2013

1. Agency Name as provided in <u>Articles of Incorporation</u>: Meals on Wheels and More, Inc.		2. Tax ID Number: 23-7202594	
3. Program Name: Congregate Meals			
4. a) Physical Street Address (Street, City, State, Zip): 3227 E. 5 th St. Austin, Texas 78702 4. b) Mailing Address (if different from above): 4. c) Payee Address (if different from above):		5. Board President/Chair: Name: Michael C. Brown Address: 114 W. 7 th St., Ste. 300, Austin, TX 78701 Email: Mike.Brown@texascapitalbank.com Phone: (512) 236-6771	
6. Agency Executive Director (name): Dan Pruett Phone: (512) 476-6325 Fax: (512) 476-6478 Email: dpruett@mealsonwheelsandmore.org		7. Name of <u>person authorized to sign contracts for Agency</u>: Dan Pruett Phone: (512) 476-6325 Fax: (512) 476-6478 Email: dpruett@mealsonwheelsandmore.org	
8. Program Director (name): Andrea Torres Phone: (512) 476-6325 Fax: (512) 476-6478 Email: atorres@mealsonwheelsandmore.org		9. Agency Financial Officer (name): Larry Cosper Phone: (512) 476-6325 Fax: (512) 476-6478 Email: lcosper@mealsonwheelsandmore.org	
10. Contact person for PROGRAM issues (name): Andrea Torres Phone: (512) 476-6325 Fax: (512) 476-6478 Email: atorres@mealsonwheelsandmore.org		11. Contact person for FINANCIAL issues (name): Sue Laurent Phone: (512) 628-8132 Fax: (512) 476-6478 Email: slaurent@mealsonwheelsandmore.org	
12. Primary contact for Quarterly Program Performance Report issues (name): Andrea Torres Phone: (512) 476-6325 Email: atorres@mealsonwheelsandmore.org		13. Person responsible for submitting Quarterly Program Performance Reports (name): Andrea Torres Phone: (512) 476-6325 Email: atorres@mealsonwheelsandmore.org	
14. Program funding amounts by source: Travis County Social Service Contract \$ <u>61,078</u> All OTHER Sources + \$ <u>803,727</u> TOTAL Program Funding = \$ <u>864,805</u>		15. Primary contact person for this contract packet (name): Sue Laurent Position Title: Asst VP/Director of Finance Phone: (512) 628-8132 Fax: (512) 476-6478 Email: slaurent@mealsonwheelsandmore.org	

Form #3: PROGRAM WORK STATEMENT
for 2013 Social Service Contracts funded by Travis County

Date prepared: 5/30/2013

Agency: Please answer the following questions as they pertain to only those programs and services in which Travis County invests. Note: the information contained in this document will be used in reports to the Travis County Commissioners Court and the community.

Agency: Meals on Wheels and More Program: Congregate Meal Program

1. Program goals and objectives:

Briefly describe the goals and objectives of the services purchased by Travis County in this contract.

- A. To provide high quality, nutritious meals to adults, age 60 or older, that meet one-third of the Recommended Dietary Reference Intakes and the USDA's Dietary guidelines for Americans meeting federal meal pattern requirements.
- B. To promote and assist the congregate site participants in maintaining their highest level of cognitive and physical functioning by promoting good nutritional choices, while attending an inviting active social setting.
- C. To solicit direct client feedback so that our meals not only meet the nutritional needs of the participants but also incorporate client choice in the selection of menu items.
- D. To provide periodic supplemental nutrition, health education, exercise and other community resource information to participants about the programs offered through Meals on Wheels and More and other service providers in Travis County.

2. Program clients served:

Describe the eligibility requirements to participate in the program or in each component of the program (for example: Travis County residency, income level, age).

The congregate meal program is targeted to reach adults who are 60 or older. The meal sites are located in diverse communities and each site reflects the culture and ethnicity of the neighborhood.

More women attend the Congregate Sites and the percentages are the same regardless of where older adults live; 66% of women as compared to 34 % of men at both the rural and city sites. 26 percent of attendees at the Travis County Sites are Hispanic or Latino compared to 33% of attendees at the City Sites. A higher percentage of African Americans (20%) attend the City Sites as opposed to the County Sites (16%). A slightly higher percentage of participants are 81 or older at the City Sites (27%) when compared to their County co-hort where 26% of participants represent the oldest, old of a generation. Between 10 – 15% of participants in the Congregate Meal Program report having incomes at or below 100% of the federal poverty guidelines which represents \$11,170.00 a year for a household of one person or \$15,130.00 for two people. An income at this level is an indication that other supportive services could be needed. 51% of County participants and 67% of City participants report an income at or below 200 % of the Federal Poverty Level. Information about supportive services from Meals on Wheels and More is more readily available to participants in the Congregate Program because Meals on Wheels and More plays an active role at the sites. Our social workers have acted as a bridge to services and promote easy access to needed services provided by our agency. Generally, the recipients on our meal program are physically less active and it is difficult for them to attend the congregate sites, but as they recover from an illness, or surgery, our social workers promote the benefits of the congregate program. If a participant at the Congregate Site becomes more frail, Meals on Wheels and More can provide support

services in the home while the participant improves his or her health status. With support from Travis County, Meals on Wheels and More will continue to promote nutritional health, independent living with supportive services, and social engagement for our Central Texas neighbors.

3. Program services and delivery:

Describe the Travis County funded services and how they are provided by the agency. Provide enough detail so that the contract reviewer is able to have a comprehensive understanding of your services and how they are delivered to clients.

Meals on Wheels and More prepares and delivers prepackaged meals to the individual sites from our state of the art kitchen and business facility located in East Austin. Our registered dietician oversees the kitchen operation and menu preparation. Meals are delivered to the sites for a noon day meal at each one of the Congregate Sites. Participants receive hot, nutritious meals Monday through Friday based on the site days of operation. At each one of the current Congregate Meal Program locations, older adults receive a nutritious meal and are welcomed into an extended social network.

Each meal is a balanced meal based on the Recommended Dietary Reference Intakes as advanced by the National Academy of Sciences and the Administration on Aging with recommendations of what healthy Americans should eat. Each meal includes an entrée, two servings of vegetables or a serving of fruit and vegetables, with milk, bread and an occasional dessert.

With an emphasis on volunteerism, the Congregate Meal Program participants assist in the serving of meals, volunteer for hospitality committees that make phone calls, visits and cards for sick/hospitalized members and "We Missed You" calls for those who unexpectedly missed a meal. The Congregate Meal Program is open to volunteers under the age of 60, and these volunteers add valuable experiences and support to our senior participants. Volunteers note their expertise when they fill out an official application to be a Congregate Meal Program volunteer. Once their application is processed and vetted, volunteers are trained using the Volunteer Training Manual.

A wide variety of activities are planned by committees in conjunction with the site manager(s), and the staff of the Congregate Program including the Director of the Congregate Programs for the Travis County Congregate Sites. In June, Meals on Wheels and More added the previously run PARD Durwood Site to the list of sites where we offer social recreation activities. The array of activities at all of the sites runs the gamut from "how to make jewelry" to walking clubs to Tai Chi, talent shows and holiday celebrations. The Healthy Aging Fairs continue to be a major success each year and were launched this year in April. This yearly activity has expanded from a one day event to a Healthy Aging Series in 2012.

Congregate Meal Program participants are encouraged to fill out comment forms available at every meal. All participants are encouraged to take part in semi-annual food surveys, as well as an annual client satisfaction survey specifically geared to the Congregate Meal Program.

Within an organization of professionals that directly serve the Congregate Meal Program and the support of an extensive network of professional social workers, nutritionists, and customer service specialists within Meals on Wheels and More Organization, a highly skilled workforce focuses on connecting those in our programs with services that can help them to remain active, independent and vital members in rural Travis County Communities.

4. Service coordination and collaboration strategies:

Describe how the agency coordinates its services with services being provided by other agencies and describe how the agency collaborates with other agencies. If you are not currently collaborating with other agencies, what is your plan for increasing collaboration?

Meals on Wheels and More is an agency that has always been at the forefront of collaborations that benefit the community. The organization has been an active member of the Basic Needs Coalition, the Best Single Source, One Voice Central Texas and the Aging Services Council and the Citizens Corp of the Office of Homeland Security and Emergency Management. These organizations are planning bodies that work to benefit the individuals we collectively serve each day.

Another new collaboration developed over the past few years is entitled the *Home Repair Coalition*. It is a coalition of non-profit agencies, Travis County Weatherization and Home Repair Representatives, City of Austin ABRP Representatives, and Austin Energy employees working together and focusing on helping the elderly and disabled homeowner. Meals on Wheels and More was able to expand our existing minor home repair program, as a partner agency, and created our own Home Repair Program. Now that Meals on Wheels and More has entered the housing repair field, our goal along with the other member agencies is to improve the quality of life within the home, so that older and disabled individuals can live safely in their own homes for as long as they are able to care for themselves.

The Aging Services Council is a group of over 20 different service providers who support older adults in the community. The Program Manager of the Congregate Program has served as a member of the Neighborhood Ambassador's Committee, which is a planning committee of the Aging Services Council. The focus of this group is to highlight ways for congregate participants to be neighborhood representatives and improve neighborhood awareness about issues and/or concerns of the participants. The Aging Services Council developed a community newsletter and the topical newsletter is distributed by volunteers of the Neighborhood Ambassadors Program.

The Congregate Meal program has partnered with the Travis County Health and Human Services and Veteran Services Staff, and the Area Agency on Aging of the Capital Area to develop a quality congregate program. Staff from the Area Agency on Aging have attended the sites and continue presenting their effective Falls Prevention Program for older adults.

In order to ensure safe practices at the sites and in the home, representatives from various emergency services have provided presentations. These have included the Travis County Sheriff's Department, the Jonestown EMS/Fire Rescue, Jonestown Police, the Pflugerville Fire Department, and the Oak Hill Fire Department. Faculty and interns from Texas State University have also presented informative sessions, focusing on food insecurity and good nutrition choices. The University of Texas School of Nursing partnered with the Rural Congregate Program to introduce topics related to good health and involved the students by having them present educational sessions on relevant topics to older adults. Two interns from the University of Texas School of Social Work completed their internships by holding focus groups at various Congregate Sites. The 5-week reminiscence group was an experience enjoyed by all participants. This group activity ended in March of this year. Topics varied each week from historical dates, to music over time, to old photographs and to the memories of days gone by.

Working with Travis County Health and Human Services and Veteran's Services, the Congregate Team helped facilitate focus groups at 2 different sites.

New partner agencies collaborating this year with Meals on Wheels and More will bring a new level of expertise to the Healthy Aging Fairs in a variety of fields relevant to aging. Each rural site will offer participants innovative information on ways to remain independent in their homes with special presentations this year that focus on the benefit of staying active and physically engaged, and good nutrition. One popular segment this past year was presented by Linda Perez and offered assistance in locating area resources for older adults. With changes in Medicare and the passage of the Affordable Care Act 2012, a representative from the Area Agency on Aging will be asked to speak about changes impacting seniors. This series has been spread over numerous months as opposed to a one-time event and this new format has been well received by the participants.

5. **OUTPUT** Performance Measures (replace the blue text and shaded spaces below with the actual wording of your measures and their corresponding 12-month goal amounts):
 Please enter the output performance measures to be reported for your program. You must report the number of unduplicated clients served by funding source and at least one other output. Actual total program performance data for these outputs will be reported in the quarterly program performance reports.

<u>OUTPUT # 1</u>	<u>Travis County Annual Goal</u>	<u>All Other Funding Sources Annual Goal</u>	<u>TOTAL</u> (Travis County + All Other) Annual Goal
Number of unduplicated clients served	150	1350	1500

<u>OUTPUT # 2</u>	<u>Travis County Annual Goal</u>	<u>All Other Funding Sources Annual Goal</u>	<u>TOTAL</u> (Travis County + All Other) Annual Goal
Number of meals provided	10,500	76,500	87,000

<u>OUTPUT # 3</u>	<u>Travis County Annual Goal</u>	<u>All Other Funding Sources Annual Goal</u>	<u>TOTAL</u> (Travis County + All Other) Annual Goal
Total number of nutrition presentations including Healthy Aging Fair Sessions	0	31	31

<u>OUTPUT # 4</u>	<u>Travis County Annual Goal</u>	<u>All Other Funding Sources Annual Goal</u>	<u>TOTAL</u> (Travis County + All Other) Annual Goal
Total number of activities and special events	0	105	105

(If approved for additional Output measures, copy and paste the blocks above and re-number accordingly)

6. **OUTCOME** Performance Measures (replace the blue text in the left column below with the actual wording of your measures' numerators, denominators, and outcome rates):
 Please enter the outcome performance measures to be reported for your program. For any outcome which will not have a percentage rate, use only the first (numerator) row and edit as needed. In the middle column's shaded blocks, include the corresponding 12-month goal amounts and percentages (as applicable) for each line. If an Outcome will NOT be reported every quarter, in the right column indicate for which quarterly report(s) you WILL be reporting that measure (for example, you might report for Q2 and Q4 only).

Total Program Performance – OUTCOME # 1	<u>Total Program Annual Goal</u>	If <u>not</u> reported <u>every</u> Quarter, in which Quarter(s)?
Number of returned surveys where participants reported they would attend another Healthy Aging Series (numerator)	70	Depending on scheduling the survey results should be reported during the 3 rd quarter
Total number of returned surveys of participants attending the Healthy Aging Series (denominator)	75	
Percentage of returned surveys from participants who reported they would attend another Healthy Aging Series in the future (outcome rate)	93%	

Total Program Performance – OUTCOME # 2	<u>Total Program Annual Goal</u>	If <u>not</u> reported <u>every</u> Quarter, in which Quarter(s)?
Number of...(description of the measure's numerator) (numerator)		

Total number of...(description of the measure's denominator)	(denominator)		
Percentage of...(description of the outcome percentage)	(outcome rate)	%	

Total Program Performance – OUTCOME # 3	<u>Total Program Annual Goal</u>	If <u>not</u> reported every Quarter, in which Quarter(s)?
Number of...(description of the measure's numerator)	(numerator)	
Total number of...(description of the measure's denominator)	(denominator)	
Percentage of...(description of the outcome percentage)	(outcome rate)	%

Total Program Performance – OUTCOME # 4	<u>Total Program Annual Goal</u>	If <u>not</u> reported every Quarter, in which Quarter(s)?
Number of...(description of the measure's numerator)	(numerator)	
Total number of...(description of the measure's denominator)	(denominator)	
Percentage of...(description of the outcome percentage)	(outcome rate)	%

(If approved for additional Outcome measures, copy and paste the blocks above and re-number accordingly)

7. Community planning activities:

Describe your agency's involvement in community planning activities that are specific to the services provided under this contract.

Meals on Wheels and More is an active member of numerous community planning bodies, Best Single Source, The Basic Needs Coalition of Central Texas, the Aging Services Council, and One Voice Central Texas. The President and C.E.O. is a former chair of One Voice Central Texas, and was a founding member and a leading voice. Through Best Single Source Plus, dedicated social service agencies work collectively to provide for the basic needs of shelter and utility assistance for those least able to provide for themselves or their families. The Aging Services Council is a group of 25 agencies dedicated to providing services to older adults and identifying ways to collaborate with community partners.

The President and C.E.O. has maintained a leadership position with the Meals on Wheels Association of Texas and continues to represent the interests of Meals on Wheels providers at the State and National level.

Working with successful planning bodies reduces or eliminates the likelihood of duplication of services and increases awareness of gaps in services so that the collaborations can focus on ways to best address unmet needs in the community. By working closely with other like-minded collaborators, the needs of our clients are better served in our community, locally, statewide and nationally.

8. Program Evaluation Plan

• Performance evaluation:

Describe how the agency will evaluate the program's performance in achieving program goals. Note: if any survey(s) or questionnaire(s) are used in the evaluation of the program or its performance, please provide a brief description of survey procedures (for example: how the survey is distributed and to whom).

Meals on Wheels developed a customized database to report necessary data to funders. Our Congregate Database System is used to store and compile statistical data. Daily meal delivery is tracked on a unit basis. Each unit represents one meal. On each new participant, an intake form is completed, and the information is stored in a secure Congregate Database. The number of unduplicated participants is tied to a unique I.D. number and other unique identifiers, such as name, address and limited demographic information that identifies the individual.

The number of unduplicated clients served and the number of meals provided are compiled on a daily basis. Monthly and quarterly reports are compiled from the Meals Table in the Congregate Database.

Client Satisfaction surveys are distributed to participants and completed on an annual basis. Returned survey results are entered into an excel spreadsheet. The responses can serve as a benchmark with two years of survey results. 94 % said that the site is kept clean and comfortable compared to 96.5% last year. More participants enjoy the food quality compared to our two previous years. Last year, 80% of participants were satisfied with the food quality compared to 83.6% this year. A second survey is administered by our registered dietician that focuses on food quality and preferences, along with the importance of food safety. In 2011, the most popular entrees were the hamburger, baked chicken, oven fried chicken and meatloaf. The survey results are shared with the client services staff and used as a teaching tool for our staff to better understand the nutrition needs of the congregate and Meals on Wheels clients. The registered dietician compiles the survey results and shares them with the C.E.O. and senior staff, and the Board of Directors by reporting the results in management reports. Internally, the results are also used for menu and meal planning.

- **Quality improvement:**

Describe the process for identifying problems or other issues in service delivery, designing activities to overcome these problems, and following up to ensure corrective actions have been effective.

Procedures are in place to address problems that arise within all the Meals on Wheels Programs. Meals on Wheels and More depends on and encourages feedback from the participants at the sites by distributing an annual participant satisfaction survey. The survey focuses on their experiences and interaction with the Site Manager, program activities, food quality/taste, the social importance of the site in their life, transportation to the site from CARTS and site cleanliness. A food survey is also provided annually to all active participants and tabulated by our Registered Dietician. These surveys are filled out anonymously and returned to the main office for compilation. Results are used to make program adjustments and for strategic planning program wide. Results are also used in the assessment of Site Manager Performance, directly relating participant satisfaction to administrative expectations for site operations.

In an effort to continually improve on a quality program, there is an opportunity for each participant to fill out comment and suggestion cards to solicit new ideas and directions on ways to improve the program. All site managers have the authority and responsibility to help resolve any concerns expressed by the participants and volunteers. If a concern cannot be resolved, a complaint procedure is in place. Our in-house dietician is responsible for handling food and dietary concerns.

Our site managers work collaboratively with Travis County Personnel at each rural congregate site and solicit feedback based on the comments and interactions of the participants.

Date prepared: **5/30/2013**

FORM #4: PROGRAM BUDGET

for 2013 Social Service Contracts funded by Travis County

Agency: **Meals on Wheels and More, Inc.**

Program: **Congregate Meals**

Instructions: Provide whole dollar amounts for each applicable line item. IMPORTANT: DO NOT INCLUDE ANY PROGRAM INCOME.

ON THIS PAGE. Note that the line items with asterisks ** will require prior approval - Refer to your Contract Language.

IMPORTANT: All \$ amounts must be whole dollars only (no cents)			
PERSONNEL	Requested COUNTY Amount	Amount Funded by ALL OTHER Sources	* TOTAL Budget (ALL funding sources)
Administrative Salaries - Regular Time	6,000	59,722	65,722
Direct Service Salaries - Regular Time	4,000	341,043	345,043
Administrative Salaries Overtime	0		0
Direct Service Salaries - Overtime	0		0
Benefits	9,469	95,347	104,816
A. SUBTOTALS: PERSONNEL	19,469	496,112	515,581
OPERATING EXPENSES			
General Operating Expenses	14,783	70,212	84,995
Insurance/Bonding	2,198	10,719	12,917
Audit Expenses <i>(provide details for this line item in the Subcontracted Expenses form)</i>	0	3,919	3,919
Consultants/Contractual <i>(provide details for this line item in the Subcontracted Expenses form)</i>	0	4,749	4,749
Staff Travel - <u>within</u> Travis County	1,456	6,081	7,537
Conferences/Seminars/Training - <u>within</u> Travis County	0	2,607	2,607
** Staff Travel - <u>out of</u> County			0
** Conferences/Seminars - <u>out of</u> County			0
B. SUBTOTALS: OPERATING EXPENSES	18,437	98,287	116,724
DIRECT ASSISTANCE			
Food/Beverage for Clients <i>(NOTE: Alcoholic beverage expenditures are not eligible or allowable)</i>	23,172	209,328	232,500
Financial Assistance for Clients (e.g. rent, mortgage, utilities)			0
Other (specify)			0
			0
C. SUBTOTALS: DIRECT ASSISTANCE	23,172	209,328	232,500
GRAND TOTAL (A + B + C)	61,078	803,727	864,805
PERCENT SHARE of Total for Funding Sources:	7.1%	92.9%	100.0%

FORM # 5: Program Budget Narrative
 for 2013 Social Service Contracts funded by Travis County

Date prepared: 5/28/2013

Agency: Meals on Wheels and More

Program: Congregate Meals

Instructions: Add details below (not to exceed 20 words per line item) to justify proposed expenses from your Program Budget form. DO NOT INCLUDE ANY DOLLAR AMOUNTS OR PERCENTAGES ON THIS PAGE. Delete the examples below and replace them with your narrative.

PERSONNEL	NARRATIVE
Salaries - Regular time	<i>Do not provide staff detail here- use Total Program Staff Positions and Time form #6 Instead</i>
Salaries – Overtime	
Benefits	<i>20 % includes FICA, TUCA, Workers Comp, Health Insurance and retirement contributions at 4% for 401(k) plan</i>
OPERATING EXPENSES	
General Operating Expenses	<i>Social programming materials, utilities, mortgage interest, janitorial, repair, security, advertising, printing, copying, office supplies, postage, telephone, internet services, Van gasoline, repairs/maintenance, license and registration; Kitchen supplies, meal packaging, equipment repairs/maintenance</i>
Insurance/Bonding	<i>Property, Vehicles, Liability</i>
Audit Expenses	<i>Annual Audit</i>
Consultants/Contractual	<i>Do not provide detail here- use Subcontracted Expenses form #8</i>
Staff Travel	<i>Travel to congregate sites, errands and meetings</i>
Conferences/Seminars/Trng	<i>Registration fees</i>
** Staff Travel - <u>out of County</u>	
** Conferences/Seminars/Trng. – <u>out of County</u>	
DIRECT ASSISTANCE	
Food/Beverage for Clients (NOTE: Alcoholic beverage expenditures are not eligible or allowable)	<i>Congregate meals</i>
Financial Assistance for Clients (e.g. rent, mortgage, utilities)	
Other (specify)	

** These line items require prior approval – Refer to your Contract Language.

Form # 6: Total Program Staff Positions & Time
for 2013 Social Service Contracts funded by Travis County

Date prepared: 5/22/2013

Agency: Meals on Wheels and More

Program: Congregate Meals

TOTAL PROGRAM STAFF: INDIVIDUAL POSITIONS & TIME ASSIGNED

AGENCY: List below all program staff individually by their position titles only (do not include their names), indicate whether each is direct service staff or administrative staff and indicate the percentage of their total time which is assigned to this specific program. **IMPORTANT: If two or more staff members with the same position title work on this program, be sure to list each position separately, with their individual percentages of total time for this program.**

List ALL Program Positions Individually by Titles	Percent of Time for this Program
PRESIDENT/CEO (ADMIN)	15.2 %
EXECUTIVE VP/CFO (ADMIN)	15.2 %
M.I.S. MANAGER (ADMIN)	15.2 %
V.P. HUMAN RESOURCES (ADMIN)	15.2 %
EXECUTIVE ASSISTANT (ADMIN)	15.2 %
DATABASE MANAGER (ADMIN)	15.2 %
ASST VP/DIRECTOR OF FINANCE (ADMIN)	15.2 %
SUPERVISOR OF PAYROLL/PAYABLES (ADMIN)	15.2 %
ACCOUNTING SPECIALIST (ADMIN)	15.2 %
H.R. ASSISTANT (ADMIN)	15.2 %
DIRECTOR OF PURCHASING & FACILITIES (ADMIN)	15.2 %
DIRECTOR OF NUTRITION SERVICES (DIRECT SERVICE)	15.0 %
NUTRITION SERVICE COORDINATOR (DIRECT SERVICE)	15.0 %
DIRECTOR OF CONGREGATE PROGRAMS (DIRECT SERVICE)	100 %
CONG SITE MANAGER-MANOR (DIRECT SERVICE)	100 %
CONG SITE MANAGER-JONESTOWN (DIRECT SERVICE)	100 %
CONG SITE MANAGER-PFLUGERVILLE (DIRECT SERVICE)	100 %
CONG SITE MANAGER-DEL VALLE (DIRECT SERVICE)	100 %
CONG SITE MANAGER-OAK HILL (DIRECT SERVICE)	100 %
CONG PROGRAM ASSISTANT (DIRECT SERVICE)	100 %
CONG PROGRAM ASSISTANT (DIRECT SERVICE)	100 %
CONG/ MEAL MANAGER (DIRECT SERVICE)	100 %
CONG/ MEAL MANAGER (DIRECT SERVICE)	100 %
CONG/ MEAL MANAGER (DIRECT SERVICE)	100 %
CONG/ MEAL MANAGER-PRN (DIRECT SERVICE)	100 %
CONG/ MEAL MANAGER (DIRECT SERVICE)	100 %
CONG/ MEAL MANAGER (DIRECT SERVICE)	100 %
CONG/ MEAL MANAGER (DIRECT SERVICE)	100 %

CONG/ MEAL MANAGER-PRN (DIRECT SERVICE)	100 %
CONG/ MEAL MANAGER (DIRECT SERVICE)	100 %
CONG/ MEAL MANAGER (DIRECT SERVICE)	100 %
CONG/ MEAL MANAGER (DIRECT SERVICE)	100 %
CONG SITE MANAGER (DIRECT SERVICE)	100 %
ADMINISTRATIVE ASSISTANT (ADMIN)	2.0 %
V.P. CLIENT SERVICES (DIRECT SERVICE)	10.0 %
V.P. VOLUNTEER SERVICES (DIRECT SERVICE)	25.0 %
ROUTING/MAPPING SPECIALIST (DIRECT SERVICE)	8.0 %
SITES & DISTRIBUTION MANAGER (DIRECT SERVICE)	13.0 %
DELIVERY CLERK (DIRECT SERVICE)	0.5 %
DELIVERY CLERK (DIRECT SERVICE)	0.5 %
ASSISTANT MANAGER (DIRECT SERVICE)	13.0 %
HOT SHOT VAN DRIVER (DIRECT SERVICE)	0.5 %
BACK UP DRIVER (DIRECT SERVICE)	13.0 %
DRIVER-CONGREGATE NORTH (DIRECT SERVICE)	95.0 %
DRIVER-CONGREGATE SOUTH (DIRECT SERVICE)	90.0 %
DRIVER-FLOATER (DIRECT SERVICE)	0.5 %
CONG PROGRAM DRIVER (DIRECT SERVICE)	10.0 %
DRIVER (DIRECT SERVICE)	13.0 %

FORM # 7: PROGRAM FUNDING SUMMARY

Date prepared: 5/22/2013

for 2013 Social Service Contracts funded by Travis County

Agency Name: <u>Meals on Wheels and More, Inc.</u>	Program Name: <u>Congregate Meals</u>
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Funding Sources	Grant/Contract Name	Funding Period	Funding Amount
Travis County	Social Service Contract (Travis County prgm. budget)	1/1/2013 - 12/31/2013	\$81,981
Travis County	Social Service Contract (One Time Renewal)	7/1/2013-12/31/2013	\$61,078
Travis County			
City of Austin/CAPCOG	City of Austin Interlocal Agreement with CAPCOG	10/1/2012 - 9/30/2013	\$182,000
City of Austin	Program Activities - So. Austin Durwood	10/1/2012 - 9/30/2013	\$15,000
City of Austin			
Federal	CAPCOG	10/1/2012 - 9/30/2013	\$250,713
Federal			
State			
State			
United Way			
Contributions			
Program Income/ Fees		10/1/2012 - 9/30/2013	\$20,000
Other (Specify)	Fundraising-Grants, contributions, special events	10/1/2012 - 9/30/2013	\$254,033
Other (Specify)			
Other (Specify)			
Other (Specify)			
TOTAL PROGRAM FUNDING:			\$864,805

Form #8: SUBCONTRACTED EXPENSES FORM
for 2013 Social Service Contracts funded by Travis County

Date prepared: 5/22/2013

Agency: Meals on Wheels and More

Program: Congregate Meals

Please provide TOTAL PROGRAM information for all of this program's subcontractors whose professional services will be charged to this program. Include all subcontracts regardless of funding source.

SUBCONTRACT #1		
Name of Subcontractor	ADP	
Term of Subcontract	Month to month	
Services to be Subcontracted	Payroll	
Number of Clients to be Served (if applicable)	N/A	
Dollar Amounts by Funding Source:		
TRAVIS COUNTY amount \$ 0	ALL OTHER Sources amount \$ 3,481	TOTAL \$ 3,481

SUBCONTRACT #2		
Name of Subcontractor	Flexcorp	
Term of Subcontract	Benefit year	
Services to be Subcontracted	Managing flex plan	
Number of Clients to be Served (if applicable)	N/A	
Dollar Amounts by Funding Source:		
TRAVIS COUNTY amount \$ 0	ALL OTHER Sources amount \$ 332	TOTAL \$ 332

SUBCONTRACT #3		
Name of Subcontractor	Employee Assistance Plan	
Term of Subcontract	Month to month	
Services to be Subcontracted	Counseling for employees	
Number of Clients to be Served (if applicable)	N/A	
Dollar Amounts by Funding Source:		
TRAVIS COUNTY amount \$ 0	ALL OTHER Sources amount \$ 936	TOTAL \$ 936

SUBCONTRACT #4		
Name of Subcontractor	Atchley & Associates, LLP	
Term of Subcontract	Annual	
Services to be Subcontracted	Audit	
Number of Clients to be Served <i>(if applicable)</i>	N/A	
Dollar Amounts by Funding Source:		
<u>TRAVIS COUNTY amount</u> \$ 0	<u>ALL OTHER Sources amount</u> \$ 3,919	<u>TOTAL</u> \$ 3,919

(If needed for additional subcontracts, copy blocks above to a new page and re-number them accordingly)

**Form #9: Travis County Health and Human Services & Veterans Service Department
 2013 Performance Measure Definition Tool**

Meals on Wheels and More - Congregate Meals Program (One-time funding)

Date Report was Generated: 5/22/2013

To assist you in completing this form, the red triangles located in the upper right-hand side of some cells provide additional instructions related to the information requested.

Type	Performance Measure	Calculation Method	What is the Data Source for this Measure?	Notes	Who Produces this Measure
OUTPUT MEASURES:					
Output #1	Number of unduplicated clients served	Extracting unique Client IDs from all meal records within the date range using a query, so that no client is counted more than once.	Microsoft Access. (Congregate Database)		queries set up by database manager, David Thompson
Output #2	Number of meals provided	Extracting the sum of meals prepared from the meals records within the date range using a query.	Microsoft Access. (Congregate Database)		queries set up by database manager, David Thompson
Output #3	Total number of nutrition presentations including Healthy Aging Fair Sessions	Each month, the type and number of nutritional events is entered in the congregate database by an administrative assistant in the Client Services Department. At the end of each quarter, a report is generated by the Director of Congregate Programs.			Director of Congregate Programs
Output #4	Total number of activities and special events	Each month, the type and number of special activities/events is entered in the congregate database by an administrative assistant in the Client Services Department. At the end of each quarter, a report is generated by the Director of the Congregate Program.			queries set up by database manager, David Thompson
OUTCOME MEASURES:					
Outcome #1a (numerator)	Number of returned surveys where participants reported they would attend another Healthy Aging Series	After the Healthy Aging Fair, participants are asked to take part in a survey by the Program Administrator or the Site Manager to determine if the Fair met their needs and solicit comments. Results from all 7 questions are tabulated by the Director of the Congregate Program.		Results are tabulated.	Director of the Congregate Program
Outcome #1b (denominator)	Total number of returned surveys of participants attending the Healthy Aging Series	Count of the number of returned surveys			Director of the Congregate Program

Outcome Rate #1c	Percentage of returned surveys from participants who reported they would attend another Healthy Aging Series in the future	Divide Outcome # 1a by Outcome # 1b		Director of the Congregate Program provides Vice President of Client Services a tabulated copy to the results which is reported annually on the Performance Report.	Mary Teeters, VP of Client Services
DEMOGRAPHIC AND ZIP CODE REPORT					
Gender, Race, and Ethnicity	Number of unduplicated clients by their gender, race, and ethnicity	Extracting unique Client IDs from all meal records within the date range using a query, so that no client is counted more than once.	Microsoft Access. (Congregate Database)	Each new client fills out a Client Intake Form that includes demographic information, emergency contact information and the name and phone number of the participant's primary physician which is entered by the Congregate Assistant in the congregate database	Query is set up by the Database Manager, David Thompson and report format run on a quarterly basis by Mary Teeters.
Age	Number of unduplicated clients by their age at start of program and grouped into age categories		Microsoft Access. (Congregate Database)	Each new client fills out a Client Intake Form that includes demographic information, emergency contact information and the name and phone number of the participant's primary physician which is entered by the Congregate Assistant in the congregate database	Query is set up by the Database Manager, David Thompson and report format run on a quarterly basis by Mary Teeters.
Income Status	Number of unduplicated clients by their income status at start of program and grouped into income categories		Microsoft Access. (Congregate Database)	Each new client fills out a Client Intake Form that includes demographic information, emergency contact information and the name and phone number of the participant's primary physician which is entered by the Congregate Assistant in the congregate database	Query is set up by the Database Manager, David Thompson and report format run on a quarterly basis by Mary Teeters.

Zip Code	Number of unduplicated clients by their zip code at start of program		Microsoft Access. (Congregate Database)	Each new client fills out a Client Intake Form that includes demographic information, emergency contact information and the name and phone number of the participant's primary physician which is entered by the Congregate Assistant in the congregate database	Query is set up by the Database Manager, David Thompson and report format run on a quarterly basis by Mary Teeters.
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