

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Backing Policy
Effective Date:	May, 2020
Revised Date:	2026
Policy	

Vehicle Backing Safety Policy

The purpose of this policy is to reduce the risk of accidents involving County vehicles when backing. This policy applies to all San Juan County Area Agency on Aging employees and volunteers operating County vehicles, including vans, buses, and pickups, and is consistent with County-wide vehicle safety practices.

Employees must recognize that backing vehicles is one of the leading causes of avoidable accidents. Therefore:

- Prior to leaving any area where a vehicle has been parked, the driver shall walk completely around the vehicle and check for other vehicles, persons, children, and objects.
- This requirement applies at all times, even if the vehicle has only been parked briefly with the engine running.

Backing Requirements

- Avoidance of Backing
 - Whenever possible, employees shall park County vehicles in such a manner that backing is not required when leaving.
 - This principle shall be emphasized in staff meetings and reinforced as a standard safety practice.
- Use of a Spotter
 - If two or more employees are present when backing a vehicle, one employee shall act as a spotter.
 - Departments shall provide instruction on standardized hand signals to avoid confusion.

- The spotter must remain visible to the driver in the rearview mirror at all times.
 - If the spotter is not visible, the driver shall stop immediately and only proceed when visibility is restored.
- Children and Pedestrians
 - Employees shall never back a vehicle when small children are present unless another employee is guiding the driver.
 - A simple walk-around is not sufficient when children are nearby due to their quick, unpredictable movements and limited visibility from mirrors.
 - If necessary, drivers must call for assistance before attempting to back.
 - In locations with high pedestrian traffic (e.g., fairgrounds, events, or community gatherings), drivers are required to seek assistance from another employee or law enforcement before backing.

Department Responsibilities

- Supervisors shall provide training on proper hand signals and spotter procedures.
- Safety meetings shall reinforce backing safety requirements and emphasize the prevention of accidents. (Backing policy should be addressed at the minimum of one time a year by supervisors)

DRIVER SAFETY BACKING CHECKLIST

SAN JUAN COUNTY AREA AGENCY ON AGING



**DO A
WALK-AROUND**



**USE A SPOTTER
IF AVAILABLE**



**CHECK MIRRORS
AND BLIND SPOTS**



**STOP IF
UNCERTAIN**

SAN JUAN COUNTY AREA AGENCY ON AGING

SAN JUAN COUNTY AREA AGENCY ON AGING

HAND SIGNALS FOR BACKING



MOVE BACKWARD



MOVE FORWARD



TURN LEFT



TURN RIGHT



SLOW DOWN



STOP

San Juan County Area Agency on Aging

Vehicle Backing Safety Policy Acknowledgment

I, the undersigned, acknowledge that I have received, read, and understand the San Juan County Area Agency on Aging Vehicle Backing Safety Policy.

I understand that:

- I am required to perform a walk-around before backing any County vehicle.
- I must avoid backing whenever possible and park vehicles to reduce the need to back.
- I must use a spotter when available, and follow standardized hand signals.
- If small children or pedestrians are present, I may not back a vehicle unless guided by a spotter.
- I must stop immediately if I lose sight of the spotter.
- Failure to comply with this policy may result in disciplinary action consistent with County personnel policies.

By signing below, I agree to comply with this policy and to prioritize safety in all vehicle operations.

Employee Name (Print): _____

Employee Signature: _____

Date: _____

Supervisor Name (Print): _____

Supervisor Signature: _____

Date: _____

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Bingo, Card Games, and Pool Tournaments
Effective Date:	2026
Revised Date:	
Policy	

It is the policy of San Juan County Senior Centers to maintain a safe, inclusive, and lawful environment for all participants. In accordance with federal, state, and county regulations, gambling of any kind is strictly prohibited at all Senior Center facilities and during any Senior Center–sponsored events or activities.

This policy applies to all staff, volunteers, participants, contractors, and visitors at San Juan County Senior Centers.

Prohibited Activities

The following activities are considered forms of gambling and are not permitted at any Senior Center location:

- Bingo games involving the exchange of money, or anything of value between participants.
- Card games where participants wager money, or other items of value.
- Pool tournaments or similar competitions where entry fees, buy-ins, or wagers are collected and prizes of monetary value are awarded.

Allowable Recreational Activities

- Senior Centers may offer non-gambling social and recreational activities such as friendly games of cards, pool, or bingo without any exchange of money or valuables between participants.
- To encourage participation and maintain a fun environment, the County may provide small, non-monetary prizes (e.g., small promotional items, or other token prizes) for winners of approved games or tournaments.

- Under no circumstances may participants collect entry fees, pay to play, or exchange cash, checks, or anything of monetary value before, during, or after the activity.
- Activities must be conducted in a manner that is strictly recreational and open to all participants equally.

Guidelines

- Staff are responsible for ensuring that activities remain compliant with this policy.
- Any activity found to involve gambling or unauthorized prize exchanges will be immediately discontinued.
- Individuals who violate this policy may be subject to disciplinary action or removal from the facility.

Center Directors and designated staff will monitor compliance. Violations of this policy may result in:

- A verbal or written warning;
- Suspension of activity privileges;
- Further action consistent with county policy and applicable laws.

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Fiscal Policy for Older Americans Act Funding
Effective Date:	May 2020
Revised Date:	2026
Policy	

Older Americans Act (OAA) Funding Policy

San Juan County Area Agency on Aging (SJAAA) shall utilize Older Americans Act (OAA) and related State/County funds in full compliance with County, State, and Federal requirements. This policy applies to all SJAAA programs, contracts, subcontracts, and staff handling or authorizing OAA and Adult Services funds.

Authority

- Older Americans Act (OAA) and implementing regulations.
- Utah Department of Health & Human Services, Division of Aging & Adult Services (DAAS/DHHS) contracts and guidance.
- 2 CFR 200 (Uniform Guidance), including §200.306 (cost sharing/match).
- Applicable Utah Administrative Code and County fiscal policies.

A. Older Americans Act Funds

Awards & Contracting

- Area Agency funds and State General Funds (GF) are awarded annually to SJAAA by DAAS via State contracts aligned to the State fiscal year.
- Remaining funds are allocated per the DAAS funding formula.

Administrative Caps

- SJAAA may expend up to 10% of Title III-B and III-C combined allocations for Area Agency Administration (AAD). (Title III-D excluded from the 10% calc.)
- One time per year, SJAAA may move Federal (FF) and State General Funds (GF) to AAD in the budget (service code "AAD"), subject to caps:
 - Up to 25% of State General Fund may be used in AAD.

- Up to 10% of total Title III allocation may be used in AAD (excludes III-D).
- 25% required cash match applies to State Service lines noted below.

Program Cost Share

- Title III funds not used for administration may cover up to 90% of supportive and nutritional service costs under the approved Area Plan.

B. Transfers of Funds

- SJAAA does not currently elect to transfer between Title III-B and III-C.
- (Reference authority: OAA permits—budget allocations may allow up to 40% between III-C1/III-C2 and up to 30% between III-B and III-C when elected and approved.)

C. Restrictions on Use of OAA Funds

Program Purpose Limits

- III-B: Supportive services only.
- III-C-1 (CMM): Congregate meals & nutrition services only.
- III-C-2 (HDM): Home-delivered meals & nutrition services only.
- III-D (PHP): Evidence-based health/disease prevention (see Section H).

No Supplanting

- OAA funds shall not replace non-federal funds; SJAAA shall continue efforts to obtain support from private/public sources.

Title III-C Project Income Use

- May be used only to expand meal numbers, facilitate access (transportation/outreach), or provide nutrition-related supportive services (e.g., nutrition education, shopping assistance, SNAP procurement).

USDA Cash-in-Lieu (NSIP)

- NSIP (CIC/CIH) funds/revenue are used only to offset raw food costs; foods must be domestically produced. (Please see policy for accounting for NSIP funding)

D. Project Income (All Title III Programs)

The following will be considered, accounted for, and expended as project SJCAAA Income and ownership by the County.

What Counts as Project Income (County-Owned)

- Donations from eligible participants/others on their behalf.
- Guest fees for ineligible recipients at full cost.
- Donations of food, supplies, materials (become County property).

Voluntary & Confidential Contributions

- Older persons are offered an opportunity to voluntarily and confidentially contribute.
- Suggested amounts may be posted (based on community income ranges).
- No denial of service due to inability/unwillingness to contribute.
- No written solicitations; no tracking of who donates/how much.

Safeguards & Handling

- Separate locked collection boxes per service.
- Two-person count (one counts with another present); both sign a receipt/log.
- Funds stored securely until deposit at SJAAA Administration Office.
- Losses reported immediately to SJAAA and local authorities.

Additive method: Project income is added to expand the funded service (OAA requires the addition method; deduction is not allowed for OAA).

E. Fees/Collections – Adult Services Programs

Definitions

- Fees: Charges paid by eligible recipients.
- Donations: Contributions by recipients/others toward service cost.

Standards

- Fee schedules follow DAAS rates.
- Alternatives Program (ALM/TAP): Additive method (add to program to expand).
- All other adult service programs: Deductive method (reduce total project cost before DAAS reimbursement).

Controls

- Each program shall implement procedures to safeguard and account for fees/collections.

F. Accounting & Audit

Accounting

- Maintain minimum standards for collection, handling, safeguarding, reporting of all monies; document internal controls and time coding.

Audit

- Comply with Utah Administrative Code, DAAS contract audit terms, and 2 CFR Part 200.

G. Conflict of Interest

- SJAAA staff shall not serve on boards/advisory councils of organizations receiving or applying for OAA/Adult Services funds.

- SJAAA staff shall not hold dual employment with SJAAA and any SJAAA contractor or applicant.

H. Program Codes, Allowed Uses & Match (Summary)

AAD – Area Agency Administration

- Match: 25% cash match (State service lines); document all admin expenses in Area Plan; time sheets must reflect OAA duties.
- Allowed: General Operating expenses, Rent, Utilities, Insurance, Office Supplies, Fiscal Management and Reporting, Budgeting, reporting related to OAA grants, Preparing & submitting SPR & data, Staff and Personnel Costs, Salaries and fringe benefits for director, fiscal and administrative staff, etc, Time sheets must be allocated, appropriately to document OAA duties
- Not Allowed: Direct service positions (e.g., case managers, meal drivers) — charge to direct grants.

PDS – Title III-B Supportive Services & State Service/Transportation

- Goal: Help older adults remain independent at home.
- Match: 15% required cash match (1/3 covered by SUA).
- Minimums (per Utah code; each SFY): 2% Legal, 8% Access, 8% In-Home (report quarterly).
- Allowed: Senior Center Operations, Assisting in the operations of senior centers. Covering all or part of the costs of compensating professional and technical personnel required for the operation of senior centers. Supporting salaries and fringe benefits for senior center staff whose duties directly support the III-B grant. Access Services, Transportation services, Outreach activities, Information and Assistance (I&A), Case management, Translation and interpretation services, public information efforts, Advocacy activities, In-Home Services, Housekeeping and chore services, Personal care assistance, Yard work and maintenance related to safety or access, Reassurance and check-in services (e.g., telephone reassurance, wellness visits), Minor home modifications to improve safety or accessibility, Health-related in-home services, Legal Assistance: access to legal assistance resources, including partnerships with pro bono organizations (e.g., ProBono.net).

PHP – Title III-D Preventive Health

- Use: Funds may only be used for Evidence-Based diseases prevention and health programs.
- No required cash match

- Allowed: Personnel costs for teachers or class leader of activities or classes, Subcontracts to provide training or classes, Operating expenses related to the equipment or materials needed for classes, Exercise machines, workbooks, etc., Outreach
- Not Allowed: Do not use PHP funds for non-evidenced based services

Respite – Title III-E NFCSP & State Respite

- Funds used to provide temporary relief to caregivers
- 25% required cash match
 - AAA's must report funding on quarterly basis
 - Administration
 - Case Management
 - Respite Care
- Allowed: In-home/out-of-home respite; outreach/education.

PEA – Title VII Ch. 3 Elder Abuse Prevention

- Federal funds only; no match.
- AAA's decide each year how to distribute
- Allowed: AAA training on elder abuse and exploitation, Prevention and advocacy of abuse & neglect, ProBono.net

ALM – Alternatives Program (SSBG + State GF)

- Federal Funds from Social Services Block Grant and,
- State General Funds,
- No required cash match,
- TAP funding formula used to allocate funds,
- AAA's must report case management, services and administrative breakdown on quarterly basis,
- Emphasis should be placed on client services
- TAP may provide whatever services necessary to keep the older adult in their own home avoiding having to be placed in a nursing home,
- Must meet financial eligibility,
- Any client fees (project income) must be used prior to drawing down any funding
- Allowed: In-home attendant/homemaker/chores; PERS; minor home modifications to keep the individual safely inside the home; case management.

Ombudsman – Long-Term Care Ombudsman (Title VII Ch. 2 + State GF)

- DAAS continues to manage grant funding while the State of Utah LTCO program administrator is with DHHS Division of Customer Experience,

- No required cash match,
- Program reimburses costs of trained and certified staff and volunteers serving as advocates and complaint evaluators for residents in long-term care facilities.
- Please document any local funding contributions to the program. While not mandated, we report local contributions to ACL.
- Funding Formula each year by assisted living and nursing home bed counts for each AAA; DAAS manages grant; formula based on bed counts.
- Allowed: Personnel/admin; complaint investigation; advocacy/training.

Congregate Meals – Title III-C1 Congregate Nutrition

- Funding to cover expenses cost of preparing and serving meals in a congregate setting
- 15% required cash match
- 1/3 covered by SUA
- Project income collected for CMM must be used prior to any drawdown and must stay within CMM
- The cost of providing Grab and Go meals may be applied to CMM. The cost shall not exceed 25% of the Title IIIC-1 funds expended
- Interstate Funding Formula used to allocate funds
- Meals must meet mandated nutritional standards
- Allowed: Meal service supplies; procurement/preparation of meals; nutrition education/screening/assessments.

HDM – Title III-C2 Home-Delivered Nutrition

- Funding to cover expenses cost of preparing and
- delivering meals
- 15% required cash match
- $\frac{1}{3}$ covered by SUA
- Project income collected for HDM must be used prior to any drawdown and must stay within HDM
- Client eligibility for homebound 60 and older
- Interstate Funding Formula used to allocate funds
- Meals must meet mandated nutritional standards
- Allowed: Meal service supplies; procurement/preparation of meals; nutrition education/screening/assessments; fuel/vehicle/insurance; paid driver salaries/fringe; volunteer mileage; containers/packaging.

CIC / CIH – NSIP (Nutrition Services Incentive Program)

- Although the same grant, CIC and CIH are used to distinguish if funding was spent on home delivered meals or congregate meals
- No required cash match
- Federal Funds only
- Must be domestically produced food. This means food, beverages, and other food ingredients grown, processed and prepared in the United States, including its territories or possessions, the Commonwealth of Puerto Rico or the Trust Territories of the Pacific Islands.
- AAA's and senior centers should work with vendors to source and document domestically produced foods or verify origins of products on labels.
- If you cannot verify food is domestically produced, DO NOT use NSIP funds.
- Allowed: Food purchases for raw food, ingredients, milk, meats, vegetables, fruit, etc. Food ingredients only. No admin or labor costs.

SHIP / SMP / MIPPA – Federal Only, No Match

Senior Health Insurance Program

SHIP is a national program that offers one-on-one assistance, counseling, and

education to Medicare beneficiaries, their families, and caregivers

Senior Medical Patrol

- SMP is to assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report healthcare fraud, errors, and abuse.

I. Funding Formulas (Summary)

- Title III (IFF): Geography & population distribution.
- Alternatives (ALM): Base + geography + population (age/minority/disability).
- LTCO (OMB): Assisted living & nursing home bed counts.
- NSIP: Prior-year meal counts (HDM and CMM).
- ADRD, SMP, SHIP, SMP: Program manager allocation.

J. Drawdown Order & Match

Drawdown Guideline

- Must use project income first.
- Meet cash match early (or draw in predetermined monthly amounts).
- Draw State Funding next.
- Draw OAA funds last.

Cash & In-Kind Match (2 CFR 200.306)

- Report required cash match on quarterly reports; do not wait until Q4.

- In-kind allowed if from a third party, verifiable, reasonably valued, auditable, and compliant with 2 CFR 200.306.
- Examples: Volunteer time (reasonable hourly rate × hours), donated supplies/equipment/space/utilities/food, donated transport, non-federally funded staff time.

Match Calculation Example

- State contributes 5% and AAA contributes 15% (of total Federal + State).
- Example: \$100 Federal + \$100 State = \$200 / .85 × .15 = \$35.29 AAA match.

K. Payments & Carryover

Payments

- Submit billings/claims within 20 days after the billing period in DAAS format.
- Final billings due within 20 days of contract termination.
- Contract must be fully executed before reimbursement.
- Late requests are subject to DAAS review/approval.

Carryover

- Adult Services funds unspent at SFY end revert to DAAS/State General Fund.
- Title III funds unspent at SFY end are re-contracted to SJAAA in the succeeding year's contract.

L. Monitoring, Risk, and Corrective Action Plans (CAPs)

Two-Tier Monitoring

- Tier 1 (DHHS/DAAS → AAAs): Annual on-site visits (governance, fiscal, compliance, 2 CFR Part 200), monthly desk reviews; may require CAPs and follow-ups.
- Tier 2 (AAA → Subcontractors): Annual reviews of each subcontractor (service quality, contract compliance, proper use of funds, improvements/training). Maintain current list of subcontractors/agreements; verify cash match and project income processes. (Please see SJCAAA Subcontractors Corrective Action Plan Policy)

Corrective Action Plans (CAPs)

- Required for fiscal/program non-compliance.
- AAA must submit CAP within 30 calendar days of findings; provide progress reports.
- CAP must identify deficiencies, root causes, solutions, timeline.
- Failure to submit CAP may result in withholding of funds and/or additional award conditions (e.g., increased reporting, technical assistance, prior-approval steps).

- DHHS ranks findings, conducts follow-ups, and may conduct additional site visits.

M. Compliance, Governance & Records

- Maintain internal fiscal controls (segregation of duties, approvals, reconciliations), time coding, equipment purchase/rental rules, and recordkeeping (GLs, invoices, checks, contracts).
- Ensure program eligibility, client intake/assessment, authorized services, service delivery/care planning, outreach, grievance procedures, and meal standards are documented and monitored.
- Submit all required reports (e.g., quarterly, SPR, data) accurately and on time.

AAA Monitoring Requirements

- Use a standardized risk assessment tool (financial history, internal controls, past findings, experience); define acceptable risk levels.
- Request and review documentation justifying OAA expenditures prior to paying subcontractors.
- Document monitoring methods (financial/performance reports, programmatic file reviews, sampling transactions, receipts/invoices, personnel interviews, procurement reviews).
- Follow up on deficiencies and document actions.

Enforcement

Failure to comply with this policy, OAA, DAAS contracts, or 2 CFR 200 may result in corrective action, CAPs, delayed/withheld payments, or other sanctions per grant agreements and County policy.

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Home Delivered Meal Labeling, Safety, and Education
Effective Date:	2026
Revised Date:	
Policy	

To promote food safety, client education, and consumer protection, San Juan County Senior Centers will implement the following requirements for all Home Delivered Meal (HDM) services. These practices ensure compliance with food safety standards and provide clients with essential information to safely handle and consume meals, while also supporting fraud prevention education.

Best By Date Labeling

- Home Delivered Meal containers will be clearly stamped with a “Best By” date at the time of packaging.
- The “Best By” date will reflect the safe consumption period, consistent with local, state, and federal food storage guidelines.
- Meals not consumed by the “Best By” date should be discarded to protect client health and safety.
- Best By dates are 3 days after the date of delivery.

Refrigerator Magnet Distribution

- Home Delivered Meal clients will receive a refrigerator magnet containing the following information:
 - Storage and reheating instructions for Home Delivered Meals.
 - Medicare fraud awareness tips to help protect seniors from scams.
- The magnet is intended for permanent display in the home for quick and easy reference.

3. Semi-Annual Educational Flyer

- Twice per year, all Home Delivered Meal clients will receive a printed educational flyer containing the same information featured on the magnet.
- Flyers will be distributed during regular meal deliveries to reinforce:
 - Proper meal storage and reheating safety practices.
 - Consumer protection against Medicare fraud and related scams.
- Flyers will also be available at all Senior Centers upon request.

Staff Responsibilities

- Senior Center staff must ensure that all meals are stamped with a “Best By” date prior to delivery.
- Staff and volunteers delivering meals will confirm that each new client receives a magnet upon program enrollment.
- Educational flyers will be distributed in April and October each year, or as otherwise determined by the Senior Center Director.

Compliance & Review

- This policy will be reviewed annually by the San Juan County Senior Services Program to ensure continued alignment with current food safety standards and federal/state aging program guidelines.
- Any updates to food safety requirements or fraud prevention information will be reflected in the magnet and flyer materials and distributed accordingly.

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Meal Contributions
Effective Date:	May, 2020
Revised Date:	2026
Policy	

Voluntary Confidential Contributions Policy

The purpose of this policy is to comply with State and Federal Guidelines under the Older Americans Act (OAA) regarding the acceptance of voluntary contributions for meal programs. This policy applies to all San Juan County Senior Centers, the Congregate Meal Program, and the Home-Delivered Meals Program (Meals on Wheels).

It is the policy of the San Juan County Area Agency on Aging that:

Voluntary Confidential Contributions

- Clients are encouraged, but not required, to make voluntary confidential contributions toward the cost of their meals.
- Contributions shall be placed by the client directly into a locked donation box located at each Senior Center or provided with Meals on Wheels delivery.
- It is **not permissible** for clients, staff, volunteers, or others to make change out of the contribution box. Contributions must be deposited as given.

Counting & Documentation of Donations

- When contributions are removed from the locked box, at least two staff members must be present.
- Both staff members shall count the contributions together and sign off on the contribution log to verify accuracy.
- Contributions must be counted at a minimum of once per week.
- In compliance with State and County audit requirements, all contributions must be turned in within 24 hours of being counted.

Non-Discrimination

- In accordance with the Older Americans Act, no client aged 60 or older shall be denied a meal service due to inability or unwillingness to contribute.
- Staff and volunteers are prohibited from pressuring, requiring, or suggesting a required amount for contributions.

Required Wording for Contribution Boxes and Notices

- All San Juan County Senior Centers shall display the following standardized language with contribution boxes and in dining areas:

“Voluntary Confidential Contributions” Aging Meal Program – Contributions

Our meal program is supported by voluntary confidential contributions.

No one is ever denied a meal because of their ability to contribute.

- To help keep contributions truly confidential, starting in September 2025, we are no longer able to accept checks.

Responsibilities

Senior Center Directors

- Ensure contribution boxes are locked and accessible to clients.
- Ensure that
- Oversee the counting of contributions with two individuals present and sign-off completed.
- Post required contribution wording at each center.

Employees & Volunteers

- Respect client confidentiality regarding contributions.
- Never request, require, or record specific donation amounts by individual clients.

Senior Center Money Deposit

Center: _____

Date: _____

Cash \$ _____

Change \$ _____ (Only turn in rolled
change)

Transportation Money \$ _____

Total _____

Signed Off

SAMPLE

Senior Center Money Deposit

Center: Monticello

Date: 11/1/22

Cash \$ 30 =

Change \$ ND (Only turn in rolled change)

Transportation Money \$ 1 -

Total 31

Signed Off

Jane Doe

John Doe

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Meal Prioritization Policy and Guidelines
Effective Date:	2026
Revised Date:	
Policy	

The purpose of this policy is to establish consistent guidelines for the provision of meals under the Older Americans Act Title III Nutrition Program in San Juan County. These guidelines ensure equitable access to nutrition services for older adults, with priority given to those in the greatest economic and social need, and ensure compliance with federal and state regulations.

Definitions

Greatest Economic Need (GEN):

Older adults with income at or below the Federal Poverty Level, and as further defined by state and area plans based on local and individual factors such as geography, cost of living, and personal expenses.

Greatest Social Need (GSN):

Older adults experiencing conditions that restrict independence, threaten safety, or limit daily living, including but not limited to:

- Physical or mental disabilities
- Language barriers
- Cultural, social, or geographical isolation (e.g., due to race/ethnicity, Native American identity, religion, sexual orientation, gender identity, sex characteristics, or HIV status)
- Chronic health conditions
- Housing instability, food insecurity, lack of clean water, transportation, or utility assistance
- Interpersonal safety concerns
- Rural or remote residence

- Other conditions defined by state or area plans that restrict daily activities or threaten independent living

Meal Priority Guidelines

Meal service eligibility and prioritization will follow these categories to ensure that those most in need receive services first in the event of capacity constraints, emergencies, or limited resources:

High Priority

- Medically fragile individuals
- Individuals living alone with little or no social support
- Geographically isolated residents
- Dependent on life-support equipment (e.g., respirator, continuous oxygen, tube feeding)
- Severe cognitive or mental health impairment affecting decision-making
- Individuals significantly impacted by any interruption of service

Medium Priority

- Living alone or with someone unable to meet care needs
- Limited or inconsistent social support (e.g., neighbors who check in occasionally)
- Intermittent use of oxygen or other medical devices
- Able to function during short service interruptions
- Able to follow back-up or emergency plans

Low Priority

- Living with family or dependable social support
- Residing in a supportive care environment (e.g., assisted living)
- Able to function during temporary loss of service
- Able to follow back-up or emergency plans

- Whole Grains (¼ of the plate): Options include brown rice, oatmeal, quinoa, whole wheat bread/pasta, barley, or farro.
- Dairy or Alternatives: Yogurt, cheese, or other calcium/vitamin D-rich options.
- Desserts: Provide two per week—fruit-based, pudding, or small baked treats.

Menu Changes:

- Approved menus: directors may rearrange meals within a single week but may not substitute meals across weeks.
- Any requests for changes must be made only by the Senior Center Director and initialed.
- A copy of the changed menu must be emailed to the SJAAA Director for submittal to the Nutritionist for review and approval.
- Menus cannot be changed until approval is given by the nutritionist.

Reporting Requirements

- SJCAAA must submit monthly/quarterly reports to the State Nutritionist using DRI to ensure compliance with nutritional standards.
- Report will include:
 - Nutritionist Approval of DRI for meals server per month/quarter
 - Yearly training sheets signed off by employees on serving size training.

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Menus
Effective Date:	May, 2020
Revised Date:	2026
Policy	

It is the policy of the San Juan County Area Agency on Aging (SJAAA) to establish consistent standards for menu planning, reporting, and cost accounting across all Senior Centers (Blanding, Bluff, La Sal, and Monticello). This policy ensures compliance with the Older Americans Act (OAA), the Dietary Guidelines for Americans (DGA), and state program requirements.

Menu Requirements

- All menus must comply with the Dietary Guidelines for Americans (DGA) and reflect appropriate serving sizes for older adults.
- Menus must provide balanced nutrition that meets the needs of the senior population served.
- Each center is required to complete one quarterly menu calendar using the standard format provided. Calendars must be submitted according to the schedule established by SJAAA staff for nutritionist approval.
- Center staff must use the monthly lunch calendar template to enter menu suggestions.
- To promote balanced meals:
 - Protein ($\frac{1}{4}$ of the plate): Include varied sources such as chicken, turkey, beef, pork, fish, eggs, tofu, beans, lentils, or low-sodium cottage cheese/Greek yogurt. Avoid repeating the same protein type more than 2 days per week.
 - Fruits & Vegetables ($\frac{1}{2}$ of the plate): Aim for colorful variety (leafy greens, carrots, berries, etc.). Use fresh, frozen, or canned (low sodium/packed in juice).

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Meal Preparation
Effective Date:	May, 2020
Revised Date:	2026
Policy	

It is the policy of the San Juan County Area Agency on Aging (SJCAA) that all staff members at senior centers have a duty to be good stewards of county funds and county-purchased items. Staff must be mindful of food costs, avoid waste, and ensure that resources are used only for their intended purpose in compliance with federal, state, and county guidelines.

Home-Delivered Meals

- **Exact Meal Counts:** On Home-Delivered Meal days, kitchen staff will prepare only the exact number of meals required based on the official Home-Delivered Meal list.
- **No Extra Meals:** Under no circumstances should additional meals be prepared beyond the required number. Preparing extra meals constitutes misuse of county funds.
- **Missed Deliveries:** If a Home-Delivered Meal client is not home on the day of delivery, the meal intended for that client shall be handed out to the next person on the delivery route. This procedure allows that client to receive two meals (the scheduled meal and the unused meal) in order to eliminate waste.

Congregate Meals

- **Meal Estimates:** On Congregate Meal days, it is recognized that exact meal counts may not always be possible due to the nature of walk-in participation.
- **Authority to Cook Additional Meals:** Only the Center Director or the Aging Director has the discretion to authorize preparing more meals than originally planned for that day.

Serving Sizes

- **Standard Portions:** All meals must be served according to USDA and DAAS nutrition guidelines and follow established portion sizes for each food group (e.g., protein, grain, vegetable, fruit, dairy).
- **Consistency:** Staff are required to use standardized serving utensils (e.g., scoops, ladles, measuring cups) to ensure portion control.
- **Waste Prevention:** Over-serving is considered wasteful and inconsistent with stewardship of county funds. (Please see county serving size training sheet)

Training

- **Annual Training Requirement:** All kitchen and serving staff must participate in yearly training on meal preparation, portion sizes, and cost stewardship.
- **Documentation:** Training completion will be documented and maintained by the Aging Director's office as part of compliance records.

San Juan County Senior Centers
Serving Size Training Sheet for Older Adults

Why Serving Sizes Matter

- Ensures nutritional balance for older adults
- Prevents waste and food shortages
- Keeps meals consistent and fair across all participants
- Supports compliance with Title III Nutrition Program standards

Standard Serving Sizes (Per Meal Component)

Protein (Meat, Fish, Poultry, Eggs, Beans)

- **3 ounces cooked (about the size of a deck of cards or the palm of a hand)**
- **Example: 1 chicken breast, 2 eggs, or ½ cup beans**

Vegetables

- ½ cup cooked vegetables
- 1 cup raw leafy greens
- Visual: about the size of a fist

Fruits

- ½ cup fresh, canned, or cooked fruit
- 1 small whole fruit (apple, orange, banana)
- Visual: about the size of a tennis ball

Grains / Starches (Bread, Pasta, Rice, Potatoes)

- 1 slice bread
- ½ cup cooked pasta, rice, or potatoes
- Visual: about the size of a computer mouse

Dairy (Milk, Yogurt, Cheese)

- 1 cup milk or yogurt
- 1½–2 ounces cheese (about the size of 2 dice)

Fats & Oils

- 1 teaspoon butter, oil, or margarine
- Visual: about the tip of a thumb


Desserts / Extras (if offered)

- Small portion, aligned with nutrition goals
- Example: ½ cup pudding, 1 small cookie


Portion Control Tips for Staff

- Use standard scoops, ladles, and serving spoons (color-coded if available).
- Always serve the same portion size to each participant.
- Do not “heap” or “short” — level scoops provide consistency.
- Follow menus as planned; do not substitute without approval.
- Check meals before delivery to ensure all required components are included.

Quick Visual Guide

 Protein = palm of hand


 Veggies = fist

 Fruit = tennis ball

 Grain = computer mouse

 Cheese = 2 dice

 Fats = tip of thumb

 Remember: Older adults may eat less, but still need balanced nutrition to stay healthy and independent. Serving sizes help make every meal count!

By signing below, I agree to comply with this policy

Employee Name (Print): _____

Employee Signature: _____

Date: _____

Supervisor Name (Print): _____

Supervisor Signature: _____

Date: _____

San Juan County Senior Services
Nutritionist Menu Approval Sign-Off Sheet

Agency Name: _____

Month/Year: _____

Menu Period Covered (Dates): _____

Statement of Review

I hereby certify that I have reviewed the attached menu for the above-listed Senior Center. The menu has been analyzed in accordance with the State of Utah Dietary Reference Intake (DRI) requirements and meets the nutritional adequacy standards established by the Utah Department of Health & Human Services and the Older Americans Act.

All meals comply with the Dietary Guidelines for Americans (DGA), and provide appropriate nutritional balance for older adults as outlined in the State of Utah DRI Chart.

Nutritionist Approval

Reviewed By (Printed Name): _____

Professional Title/Certification: _____

Signature: _____ Date: _____

Agency Use Only

- ☐ Approved – Meets all requirements
- ☐ Approved with noted modifications (see attached comments)
- ☐ Not Approved – Resubmission required

Comments/Notes:

Monday	Tuesday	Wednesday	Thursday	Friday
Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:
Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:
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SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Monitoring Sub Contractors
Effective Date:	2026
Revised Date:	
Policy	

It is the policy of the San Juan County Area Agency on Aging (AAA) to implement a structured system for subrecipient monitoring and the corrective action process (CAP) to ensure that subcontractors and subrecipients comply with applicable federal and state regulations, the Older Americans Act (OAA), contractual terms, and performance expectations. This policy provides practical guidance on monitoring procedures, communication protocols, financial oversight, and required follow-up actions to address deficiencies.

Regulatory Authority

This policy is established pursuant to the following authorities:

- 2 CFR § 200.208 (Specific Conditions)
- 2 CFR § 200.332(d) (Requirements for Pass-Through Entities)
- 45 C.F.R. § 1321.9 (AAA Responsibilities)
- Older Americans Act (OAA)
- Utah Department of Health and Human Services (DHHS) directives

Definitions

- Subrecipient: A non-federal entity (e.g., AAAs, senior centers, subcontractors) that receives a subaward to carry out part of a federal program.
- Subrecipient Monitoring: The systematic observation and review of the expectations outlined in agreements to ensure that subcontractors are providing quality services, complying with contractual and regulatory requirements, properly using funds, and achieving performance goals.

- **Corrective Action Plan (CAP):** A formal, written plan developed in response to monitoring findings to address identified deficiencies, root causes, and to prevent recurrence.

Monitoring Requirements

A. Scope of Monitoring

Monitoring by the AAA (recipient) and subrecipients must cover each program, function, or activity to ensure:

- Compliance with applicable laws, regulations, and contract terms;
- Appropriate use of federal and state funds;
- Delivery of authorized services to eligible clients;
- Achievement of performance objectives.

Required Monitoring Components

AAAs shall conduct at least one annual review of each subcontractor, which includes:

1. **Programmatic Review**
 - Evaluate service quality and client outcomes.
 - Review client intake, eligibility determinations, and service records.
 - Verify compliance with program rules and authorized services.
2. **Financial Review**
 - Sample transactions, review source documentation, invoices, and ledgers.
 - Verify proper use of funds, time coding, internal controls, and cost match reporting.
 - Identify signs of potential financial irregularities, including:
 - Slow or accelerated expenditure rates
 - Major budget shifts or rebudgeting restricted funds without approval
3. **Personnel and Procurement Review**
 - Interview staff, review training and policy adherence.
 - Verify procurement and equipment transactions for compliance with contract and internal control rules.
4. **Documentation and Record-Keeping Review**
 - Verify subcontractor agreements, program income ledgers, contributions, and supporting financial records.
 - Ensure required documentation is retained and available for audits.

Risk Assessment and Planning

AAAs must develop a standardized risk assessment tool to evaluate subcontractors based on:

- Financial history and stability
- Internal control systems
- Past audit findings or monitoring results
- Staff experience and turnover
- Program performance history

The risk assessment shall be used to:

- Prioritize monitoring frequency and intensity;
- Tailor monitoring activities to identified risk levels;
- Specify in the Area Plan how subcontractors will be monitored.

Corrective Action Process (CAP)

A. Purpose

The corrective action process is designed to:

- Ensure timely resolution of noncompliance;
- Identify and address root causes of deficiencies;
- Prevent recurrence;
- Ensure accountability for federal and state funds.

CAP Implementation

When monitoring identifies findings or deficiencies, the following steps will be taken:

1. Notification
 - Provide written notice to the subcontractor detailing the findings, regulatory basis, required corrective actions, and timelines.
 - Notify DHHS if required by state guidance.
2. CAP Development
 - Subcontractor must submit a written CAP addressing each finding, root cause, corrective measure, responsible party, and completion timeline.
3. Review and Approval
 - AAA reviews the CAP for adequacy and approves or requests revisions.
4. Follow-Up Monitoring
 - AAA monitors CAP implementation through documentation reviews, site visits, or follow-up meetings.
5. Escalation

- If deficiencies remain unresolved, AAA may impose additional conditions, temporarily withhold payments, or recommend termination of the contract, consistent with 2 CFR § 200.208.

6. Reporting

- AAA reports subcontractor CAPs and resolution measures to DHHS, including timeframes and final outcomes.

Program Areas Subject to Monitoring

The following functional areas must be reviewed as part of the monitoring process:

- Eligibility & Client Intake: Eligibility determinations, assessments, and intake documentation.
- Authorized Services: Scope and content of services, meal standards, and program limits.
- Service Delivery: Provider qualifications, care planning, and case management.
- Outreach & Client Relations: Outreach practices and grievance procedures.
- Funding & Revenue: Handling of funding sources, voluntary contributions, cash match, and project income.
- Financial & Internal Controls: Expenditure controls, time coding, equipment procurement rules.
- Record Keeping: Documentation, invoices, check copies, and agreements.
- Program Rules: Adherence to OAA principles, general provisions, and state directives.
- Contractual Obligations: Compliance with grant and subcontract terms.
- Reporting: Submission of required financial and programmatic reports.

Documentation and Retention

AAAs must:

- Maintain monitoring reports, CAPs, correspondence, and supporting documents in accordance with state and federal record-keeping requirements.
- Keep an updated list of subcontractors and agreements available for DHHS upon request.

Roles and Responsibilities

- AAA:
 - Develop and enforce monitoring policies and procedures.
 - Conduct annual reviews and risk assessments.

- Notify DHHS of subcontractor CAPs.
 - Maintain records and provide technical assistance.
- Subrecipient/Subcontractor:
 - Cooperate with monitoring activities.
 - Maintain accurate program and financial records.
 - Comply with OAA and all applicable regulations.

X. References

- 2 CFR § 200.208
- 2 CFR § 200.332(d)
- 45 C.F.R. § 1321.9
- Older Americans Act
- Utah DHHS Policies and Directives

San Juan County AAA

Subcontractor Risk Assessment Tool

Policy Area: Subrecipient Monitoring

Effective Date: October 2025

Revised Date:

Completed By: _____

Date of Assessment: _____

Subcontractor/Agency: _____

Contract Term: _____

Purpose

This tool provides a standardized method to evaluate subcontractor risk to ensure appropriate oversight and monitoring strategies. Risk ratings are based on key performance, financial, and administrative indicators. The resulting risk level determines the frequency, intensity, and scope of monitoring activities, and must be reflected in the Area Plan.

Scoring Method

Each category below is rated on a 1–5 scale, where:

- 1 = Low Risk (Strong performance, stable operations)
- 3 = Moderate Risk (Some concerns or gaps identified)
- 5 = High Risk (Significant issues or repeated findings)

Total Risk Score = Sum of all category scores

Risk Level:

- Low: 5–10
- Moderate: 11–17
- High: 18–25

Category	Criteria	Score (1–5)	Comments / Evidence
1. Financial History & Stability	Stability of funding, financial statements, ability to meet match requirements, timeliness of billing, absence of major cash flow issues.		
2. Internal Control Systems	Existence of clear policies/procedures, segregation of duties, time coding, purchasing controls, oversight mechanisms.		
3. Past Audit Findings / Monitoring Results	History of clean audits, response to findings, unresolved deficiencies, frequency/severity of prior issues.		
4. Staff Experience & Turnover	Tenure and qualifications of key personnel, turnover rates, availability of trained fiscal and program staff.		
5. Program Performance History	Consistency in meeting contractual goals, quality of service delivery, timeliness of reporting, client satisfaction, innovation and problem-solving.		

Corrective Action Plan (CAP)

Policy Area: Subrecipient Monitoring and Compliance

Subcontractor/Agency: _____

Contract Term: _____

Date CAP Issued: _____

CAP Due Date: _____

Follow-Up Review Date: _____

Purpose

This Corrective Action Plan (CAP) template is used when monitoring or audit activities identify deficiencies, findings, or areas of noncompliance. The CAP documents the issue, required corrective measures, responsible parties, and timelines to ensure resolution and prevent recurrence. All subcontractors are required to submit a completed CAP within the specified timeframe.

Finding Information

Monitoring Report Reference	Finding/Deficiency	Regulatory/Contract Citation
e.g., FY25 Site Visit, p.3	Missing documentation for match reporting	2 CFR § 200.306; Contract § IV.B

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Occupational Health and Safety /Back Safety
Effective Date:	May, 2020
Revised Date:	2026
Policy	

It is the policy of San Juan County Area Agency on Aging that our senior centers follow the San Juan County policy in regards to Occupational Health & Safety

No job is so important and no service so urgent that time cannot be taken to perform work safely. Equipment, materials and operations must be understood before they are utilized. It is the intent of the County to comply with all applicable rules and regulations pertaining to the Occupation Safety and Health Act (OSHA) as established under federal law or state law. To that end, San Juan County has instituted a Comprehensive Health and Safety Program and its provisions are found in a separate manual entitled, "San Juan County Comprehensive Health and Safety Program, for Compliance with OSHA General Rules and Regulations."

Proper Lifting Techniques

Safe lifting involves:

- Standing as close to the load as possible
- Planting your feet shoulder-width apart with one foot slightly ahead of the other
- Bending at the hips and knees only until you're deep in a squatting position
- Keeping your head up and straight with your shoulders back to keep your back straight
- Holding the load close to your body at waist height
- Engaging your core muscles as you push against the ground and straighten your legs

Here are a few essential don'ts to keep in mind for good lifting ergonomics:

- Never twist your torso while lifting. Stay "nose between your toes."
- Never lift a heavy item above shoulder level.
- Never carry a load that obstructs your vision.
- Never hold your breath while lifting, moving, and setting the load down.

Carrying Heavy Things Safely

As you carry the load to its destination, you want to maintain good ergonomics.

That means:

- Holding the load as close to your body as possible, level with your belly button
- Keeping your shoulders in line with your hips as you move – don't twist your trunk
- Changing direction with your feet and leading with your hips
- Taking small steps and keeping a good grip with all your fingers

Setting Down Heavy Things Safely

Setting down a heavy object is just as dangerous as picking it up. You'll want to reverse the lifting process, following the same ergonomic lifting principles:

- Keep the load close to your body and your back straight or slightly arched
- Squat down, bending only at the knees and hips
- Tighten your stomach muscles (engage your core) as you lower yourself
- Kneel on one knee if necessary
- Remember not to rush the lifting process and to carry a heavy load. Also, keep in mind that the most dangerous lifting tasks are repetitive and for sustained periods. You need to monitor your exertion level and take breaks. Stop before you become too tired to lift safely.

Safe Lifting and Carrying Practices Training Sheet

Proper Lifting Techniques

- Stand close to the load
- Feet shoulder-width apart, one foot slightly ahead
Bend at hips and knees (not your back)
- Keep head up, shoulders back, and back straight
- Hold the load close to your body at waist height
- Engage your core, push through legs to lift

Don'ts:

- Don't twist your torso ("Keep nose between your toes")
- Don't lift heavy items above shoulder level
- Don't carry loads that block your vision
- Don't hold your breath while lifting

Carrying Heavy Objects Safely

- Hold load close to body at belly button level
- Keep shoulders aligned with hips – no twisting
- Turn using feet, lead with hips
- Take small steps and maintain a solid grip

Setting Down Heavy Objects Safely

- Keep load close to body, back straight or slightly arched
- Squat by bending at knees and hips
- Engage core muscles while lowering
- Use one knee if necessary for stability
- Take your time – avoid rushing or repetitive overexertion

Key Reminders

Take breaks during repetitive lifting tasks.

Monitor your exertion level and stop before you are too tired to lift safely.

Protect yourself and others by working with safety first in mind.

Employee Acknowledgment

I acknowledge that I have reviewed and understand the San Juan County Area Agency on Aging Occupational Health & Safety Policy and lifting/carrying safety guidelines.

Signature: _____ Date: _____

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Online Senior Center Activities
Effective Date:	May, 2020
Revised Date:	2026
Policy	

It is the policy of San Juan County Area Agency on Aging that the Online Senior Center Program is a program that provides pre-scheduled activities to individuals who have registered to join the activities. This offers participants a chance to connect with others and helps to reduce loneliness.

Due to staff availability, there is a requirement of 10 or more participants to be signed up for a class before the course is scheduled.

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Second/Third Meals Plate Leftovers
Effective Date:	2026
Revised Date:	
Policy	

This policy establishes clear guidelines for second/third meals, plate leftovers, and unused prepared food in San Juan County Senior Centers. It ensures compliance with food safety codes, consistency in service delivery, and responsible stewardship of limited federal, state, and county resources.

Second/Third Meals

- Participants may request a second or third meal only if it is a full packaged meal prepared in accordance with established nutrition and food safety standards.
- Each second or third meal carries the same suggested contribution as the first meal.
- Distribution of additional meals is subject to food availability and program resources. Meals will not be held or guaranteed in advance.

Leftovers from Plates

- Participants may take home leftovers from their own plate only if this complies with local and state food safety codes.
- Budgetary Constraint: Due to funding reductions and budget cut requests at the federal, state, and county levels, San Juan County Senior Centers will not provide to-go containers.
- Clients wishing to take food home must bring their own clean, food-safe containers for packaging. Staff are not responsible for cleaning or supplying containers.

Food Safety Disclaimer

The following disclaimer must be posted at the entrance and serving line in each Senior Center:

“For Your Safety: Food removed from this center must be kept hot or refrigerated promptly. We cannot be responsible for illness or problems caused by improperly handled food.”

Unused Prepared Food

All unused prepared food must be handled according to health regulations:

- Refrigerate or freeze immediately after service to maintain safe temperatures.
- May be safely incorporated into future meals only in compliance with local health codes and guidelines.
- Food that has been served to participants or left out of temperature control may not be reused under any circumstances.

Serving Size Guidelines

- All meals must follow established portion size requirements to ensure nutritional compliance and fairness for all participants.
- Staff and volunteers must receive annual training on proper portion control and serving techniques to ensure consistency across all centers. (See Serving Size Policy and training guide)

Food Safety Notice

“For Your Safety: food removed from this center must be kept hot or refrigerated promptly.

We cannot be responsible for illness or problems caused by improperly handled food.”

Food Handling Reminder



Hot Foods must be kept hot (above 140°F).



Cold Foods must be kept cold (below 41°F).



Do not leave food out for more than 2 hours.



Your safety is our top priority. Please help us keep meals safe by handling them properly at home.

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Temperature checks
Effective Date:	May, 2020
Revised Date:	2026
Policy	

The purpose of this policy is to ensure that all food prepared and served through the San Juan County Senior Centers and Home-Delivered Meal programs meets required food safety standards. Proper temperature control prevents foodborne illness and ensures compliance with County, State, and Federal health regulations.

It is the policy of the San Juan County Area Agency on Aging that all food temperatures must be checked and documented at specific intervals during preparation, service, and delivery. These requirements apply to Congregate Meals and Home-Delivered Meals.

Required Temperature Checks

- Before Serving (Immediately After Preparation)
 - Hot foods must be 165°F or higher.
 - Cold foods must be 41°F or lower.
- After Meal Service / Return
- Temperatures of returned hot and cold foods must be checked.
- Any food not within safe temperature ranges must be discarded immediately.

Ongoing Temperature Maintenance

- Hot Foods: Must remain at 140°F or above from preparation through completion of service.
- Cold Foods: Must remain at 40°F or below from initial service through completion of service.

- Internal Cooking Temperatures:
- Beef: 155°F
- Poultry: 165°F
- Pork: 165°F

Refrigeration Cooling Requirements for Hot Food:

- Must cool to 70°F within 2 hours, and to 45°F or below within the following 2 hours.
- The total cooling period shall not exceed 4 hours.

Thermometer Calibration

- All food thermometers must be calibrated bi-weekly.
- Acceptable methods include:
 - Ice water test (should read 32°F)
 - Boiling water test (should read 212°F)
- Calibration checks must be documented on the Thermometer Calibration Log.

HotShot Vehicle Requirements

- All HotShot delivery vehicles must be equipped with functioning thermometers to monitor food temperatures during transport.
- Drivers are responsible for checking and documenting food temperatures in HotShot vehicles at the start and end of delivery.

Reporting Requirements

- All temperature checks must be documented using the current reporting system or software designated by the San Juan County Area Agency on Aging.
- Logs must be maintained at each Senior Center and available for review during audits or health inspections.

Responsibilities

- Senior Center Staff: Responsible for performing and recording all temperature checks.
- Drivers/Delivery Staff: Responsible for monitoring food temperatures during delivery, including HotShot vehicles.
- Senior Center Directors: Responsible for oversight, ensuring logs are complete, thermometers are calibrated, and faulty thermometers are replaced immediately.

[illegible]

[illegible]

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Time Clock
Effective Date:	May, 2020
Revised Date:	2026
Policy	

It is the policy of San Juan County Area Agency on Aging (SJCAAA) to ensure accurate and complete reporting of employee work hours in compliance with County timekeeping, payroll, and audit standards. This policy outlines employee responsibilities for clocking in/out, reporting time worked, and submitting accurate timesheets.

Timekeeping Requirements

- All employees are responsible for clocking in and out daily using the County-designated Timekeeper system or any successor system/software.
- If the electronic system is unavailable, employees must maintain a written record of daily start/end times and meal breaks, to be entered once the system is restored.
- Supervisors must approve and process any adjustments to an employee's timesheet.

For Full Time Employees Weekly Work Hours & Time-Off Requests

- Each work week should total 40 hours.
- If weekly recorded time is under 40 hours:
- Employees must submit a time-off request in the system.
- The order of use is:
- Overtime accruals first
- Vacation leave
- Sick leave (for sick purposes only)

- Employees must ensure time-off requests are submitted before payroll deadlines.

Overtime & Pay Periods

- Overtime does not begin until the end of the full pay period.
- Additional hours worked in one week will not roll into overtime if the total for the two-week pay period does not exceed 80 hours.
- Employees may be required to adjust schedules or submit leave requests to maintain compliance with time reporting.

Exempt Employees

- Exempt employees are required to submit requests for any time off taken during each pay period, regardless of hours worked.

Holiday & Special Pay

- Holiday pay is automatically included in the Timekeeper system.
- Additional pay for snow days, emergency closures, or extra holidays will be communicated by Administration with instructions for proper recording.

Payroll Submission Deadlines

- All timesheets must be completed and submitted before 12:00 p.m. on the Monday payroll is due.
- Employees who will be absent on payroll day must ensure their time is accurate and submitted before the cutoff.
- Supervisors are responsible for ensuring their staff complete and submit payroll on time.
- Employees are responsible for the accuracy of their timesheets.
- Repeated failure to comply with timekeeping requirements may result in corrective action.
- This policy will be updated if changes are made to the County's designated timekeeping or payroll systems.

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Meal Preparation
Effective Date:	May, 2020
Revised Date:	2026
Policy	

It is the policy of the San Juan County Area Agency on Aging (SJCAA) that all staff members at senior centers have a duty to be good stewards of county funds and county-purchased items. Staff must be mindful of food costs, avoid waste, and ensure that resources are used only for their intended purpose in compliance with federal, state, and county guidelines.

Home-Delivered Meals

- **Exact Meal Counts:** On Home-Delivered Meal days, kitchen staff will prepare only the exact number of meals required based on the official Home-Delivered Meal list.
- **No Extra Meals:** Under no circumstances should additional meals be prepared beyond the required number. Preparing extra meals constitutes misuse of county funds.
- **Missed Deliveries:** If a Home-Delivered Meal client is not home on the day of delivery, the meal intended for that client shall be handed out to the next person on the delivery route. This procedure allows that client to receive two meals (the scheduled meal and the unused meal) in order to eliminate waste.

Congregate Meals

- **Meal Estimates:** On Congregate Meal days, it is recognized that exact meal counts may not always be possible due to the nature of walk-in participation.
- **Authority to Cook Additional Meals:** Only the Center Director or the Aging Director has the discretion to authorize preparing more meals than originally planned for that day.

Serving Sizes

- **Standard Portions:** All meals must be served according to USDA and DAAS nutrition guidelines and follow established portion sizes for each food group (e.g., protein, grain, vegetable, fruit, dairy).
- **Consistency:** Staff are required to use standardized serving utensils (e.g., scoops, ladles, measuring cups) to ensure portion control.
- **Waste Prevention:** Over-serving is considered wasteful and inconsistent with stewardship of county funds. (Please see county serving size training sheet)

Training

- **Annual Training Requirement:** All kitchen and serving staff must participate in yearly training on meal preparation, portion sizes, and cost stewardship.
- **Documentation:** Training completion will be documented and maintained by the Aging Director's office as part of compliance records.

San Juan County Senior Centers
Serving Size Training Sheet for Older Adults

Why Serving Sizes Matter

- Ensures nutritional balance for older adults
- Prevents waste and food shortages
- Keeps meals consistent and fair across all participants
- Supports compliance with Title III Nutrition Program standards

Standard Serving Sizes (Per Meal Component)

Protein (Meat, Fish, Poultry, Eggs, Beans)

- **3 ounces cooked (about the size of a deck of cards or the palm of a hand)**
- **Example: 1 chicken breast, 2 eggs, or ½ cup beans**

Vegetables

- ½ cup cooked vegetables
- 1 cup raw leafy greens
- Visual: about the size of a fist

Fruits

- ½ cup fresh, canned, or cooked fruit
- 1 small whole fruit (apple, orange, banana)
- Visual: about the size of a tennis ball

Grains / Starches (Bread, Pasta, Rice, Potatoes)

- 1 slice bread
- ½ cup cooked pasta, rice, or potatoes
- Visual: about the size of a computer mouse

Dairy (Milk, Yogurt, Cheese)

- 1 cup milk or yogurt
- 1½–2 ounces cheese (about the size of 2 dice)

Fats & Oils

- 1 teaspoon butter, oil, or margarine
- Visual: about the tip of a thumb


Desserts / Extras (if offered)

- Small portion, aligned with nutrition goals
- Example: ½ cup pudding, 1 small cookie


Portion Control Tips for Staff

- Use standard scoops, ladles, and serving spoons (color-coded if available).
- Always serve the same portion size to each participant.
- Do not “heap” or “short” — level scoops provide consistency.
- Follow menus as planned; do not substitute without approval.
- Check meals before delivery to ensure all required components are included.

Quick Visual Guide

 Protein = palm of hand


 Veggies = fist

 Fruit = tennis ball

 Grain = computer mouse

 Cheese = 2 dice

 Fats = tip of thumb

 Remember: Older adults may eat less, but still need balanced nutrition to stay healthy and independent. Serving sizes help make every meal count!

By signing below, I agree to comply with this policy

Employee Name (Print): _____

Employee Signature: _____

Date: _____

Supervisor Name (Print): _____

Supervisor Signature: _____

Date: _____

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Menus
Effective Date:	May, 2020
Revised Date:	2026
Policy	

It is the policy of the San Juan County Area Agency on Aging (SJAAA) to establish consistent standards for menu planning, reporting, and cost accounting across all Senior Centers (Blanding, Bluff, La Sal, and Monticello). This policy ensures compliance with the Older Americans Act (OAA), the Dietary Guidelines for Americans (DGA), and state program requirements.

Menu Requirements

- All menus must comply with the Dietary Guidelines for Americans (DGA) and reflect appropriate serving sizes for older adults.
- Menus must provide balanced nutrition that meets the needs of the senior population served.
- Each center is required to complete one quarterly menu calendar using the standard format provided. Calendars must be submitted according to the schedule established by SJAAA staff for nutritionist approval.
- Center staff must use the monthly lunch calendar template to enter menu suggestions.
- To promote balanced meals:
 - Protein ($\frac{1}{4}$ of the plate): Include varied sources such as chicken, turkey, beef, pork, fish, eggs, tofu, beans, lentils, or low-sodium cottage cheese/Greek yogurt. Avoid repeating the same protein type more than 2 days per week.
 - Fruits & Vegetables ($\frac{1}{2}$ of the plate): Aim for colorful variety (leafy greens, carrots, berries, etc.). Use fresh, frozen, or canned (low sodium/packed in juice).

- Whole Grains ($\frac{1}{4}$ of the plate): Options include brown rice, oatmeal, quinoa, whole wheat bread/pasta, barley, or farro.
- Dairy or Alternatives: Yogurt, cheese, or other calcium/vitamin D-rich options.

Menu Changes:

- Approved menus: directors may rearrange meals within a single week but may not substitute meals across weeks.
- Any requests for changes must be made only by the Senior Center Director and initialed.
- A copy of the changed menu must be emailed to the SJAAA Director for submittal to the Nutritionist for review and approval.
- Menus cannot be changed until approval is given by the nutritionist.

Reporting Requirements

- SJCAAA must submit monthly/quarterly reports to the State Nutritionist using DRI to ensure compliance with nutritional standards.
- Report will include:
 - Nutritionist Approval of DRI for meals served per month/quarter
 - Yearly training sheets signed off by employees on serving size training.

San Juan County Senior Services
Nutritionist Menu Approval Sign-Off Sheet

Agency Name: _____

Month/Year: _____

Menu Period Covered (Dates): _____

Statement of Review

I hereby certify that I have reviewed the attached menu(s) for the above-listed Agency. The menu(s) has been analyzed in accordance with the State of Utah Dietary Reference Intake (DRI) requirements and meets the nutritional adequacy standards established by the Utah Department of Health & Human Services and the Older Americans Act.

All meals comply with the Dietary Guidelines for Americans (DGA), and provide appropriate nutritional balance for older adults as outlined in the State of Utah DRI Chart.

Nutritionist Approval

Reviewed By (Printed Name): _____

Professional Title/Certification: _____

Signature: _____ Date: _____

Agency Use Only

- ☐ Approved – Meets all requirements
- ☐ Approved with noted modifications (see attached comments)
- ☐ Not Approved – Resubmission required

Comments/Notes:

Monday	Tuesday	Wednesday	Thursday	Friday
Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:
Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:	Main: Side: Side: Fruit/Dessert:
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