



9549 Koger Blvd, Suite 100, St. Petersburg, FL 33702 • 727-570-9696 • www.aaapp.org

June 10, 2021

Stacey Silver, Manager of Healthcare Partnerships – Florida
Mom’s Meals NourishCare
3210 SE Corporate Woods Drive
Ankeny, Iowa 50021

Dear Ms. Silver,

Enclosed please find the programmatic monitoring report of Mom’s Meals as part of the Area Agency on Aging of Pasco-Pinellas Home-Delivered Meals Project.

We are pleased to report that no findings were noted and no follow-up response or action is required. We would like to thank you for your continued efforts to provide quality care to those you serve in this program.

Sincerely,

A handwritten signature in black ink, appearing to read "Ann Marie Winter", is positioned above a horizontal line.

AnnMarie Winter (Jun 10, 2021 15:43 EDT)

Ann Marie Winter
Executive Director

Enclosures

Vendor Name:	Mom's Meals	
Vendor Representative(s):	Stacey Silver, Manager of Healthcare Partnerships - Florida	
Monitoring Date:	Wednesday, June 2, 2021	
AAAPP Monitor:	Christine Didion, GR Program Manager, AAAPP	

Standards		Yes	No	N/A
1. The Vendor's information on file is current to include:				
a. Applicable licensure		X		
b. Certificate of Liability insurance		X		
c. Inspection reports (kitchen, storage facility, etc.)		X		
2. AAAPP was notified of any changes in ownership?				
				X
3. Is the billing submitted by the vendor to the AAAPP on time?				
		X		
4. Are the appropriate forms submitted each month?				
a. Client Billing Summary with certification statement?		X		
5. Service authorizations match the billing submitted to the AAAPP by the Vendor?				
Cary Coney		X		
Tina Lockhart		X		
Willie Jones		X		

6. For the files reviewed, was the meal delivery verified for all clients via signature or alternate system?

Cary Coney	X		
Tina Lockhart	X		
Willie Jones	X		

7. Is the Vendor providing services in compliance with the Standard Vendor Agreement?

X		
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Services authorized to provide per Vendor Agreement: Home Delivered Meals

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8. Has the Vendor submitted key metrics, including client satisfaction, on a quarterly basis to the AAAPP?

X		
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9. As observed during the site and route observation, are the meals individually packaged, **WAIVED**

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packed in secondary insulated food carries, and transported immediately under conditions that ensure temperature control during delivery and prevent contamination and spillage?

**See Client Survey attachments (completed during route observation)*

10. As observed during site and route observation, if frozen meals are delivered are they frozen **WAIVED**

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at the time of delivery and at a maximum of 20 degrees or frozen solid?

Standards

Yes No N/A

11. Has the Vendor received any complaints for this fiscal year?

	X	
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Review vendor's complaint log.

If there are complaints, have they been resolved appropriately?

		X
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Complaint procedure and log received?

X		
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Grievance procedure and log received?

X		
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12. Have all issues identified in prior error exception reports been resolved?

X		
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13. Are there any other concerns or issues?

	X	
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14. The Vendor maintains client files containing appropriate paperwork to include:

(Service authorizations, billing with client signatures, case documentation)

X		
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15. Has any work been assigned to a subcontractor?

If yes, was the AAAPP notified?

Does the subcontractor have the required licenses and insurances?

	X	
		X
		X

16. Is the Vendor in compliance with Level 2 background screening requirements

per Florida Statute Sections 430.0402, 435.04, 435.01(2), and Chapter 2012-73, Laws of Florida, as verified through completion of Affidavit of Compliance- Employer form annually.

X		
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17. Has the current menu been approved by a Registered or Licensed Dietitian to ensure that they are commensurate with the current Recommended Dietary Allowances?

X		
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*Copy of approved menus and/or Dietitian's Statement required for vendor file.

X		
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Additional Comments:

Vendor continues to provide quality services to authorized clients. Throughout the year, Vendor's intake team has communicated extensively with AAAPP staff regarding client needs and changes to clients' condition if a client has moved, or other need for change to existing authorization or client data. Vendor submits all billing documentation on time each month and there has only been one error on submitted billing material: revised error and submitted corrected billing materials. This fiscal year, Vendor has also hired a state representative who has met with AAAPP staff. This representative has been a helpful, local resource to discuss and provided quarterly key metrics.

No issues, concerns, or recommendations are noted this monitoring. Vendor is commended on providing continued quality services throughout the COVID-19 pandemic to elders through this home delivered meal program.

Christine Dixon

AAAPP Monitor: _____

Date: 06/1

Kristina Galago

Supervisor: _____

Date: 06/1

Mom's Meals 2021-2022 Monitoring

Final Audit Report

2021-06-10

Created:	2021-06-10
By:	Christine Didion (christine.didion@aaapp.org)
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