

From: Vanessa Wideman <vwideman@uppersavannah.com>
To: Aging, PSA Help@aging.sc.gov
Kester, Tonykester@aging.sc.gov
Date: 10/1/2014 3:50:52 PM
Subject: FW: HDM Meal Temps AND Essential Shopping

Tony,

I still don't have an answer from you on how to handle the below-listed issue regarding 30 HDM meal routes and temperatures.

Additionally, I have not heard back from you on how to handle the Wal-Mart trips (Essential Shopping) and entering that into AIM. We have new procedures with AIM that we have been using since July 1 that we've had no training on. For example, there are new procedures in AIM for tracking point-to-point transportation for Essential Shopping. According to the training portal (which my staff has reviewed numerous times), I understand putting in the number of clients and dividing the mileage by those clients, but there are some things that the training portal does not cover. I shared this concern verbally with Tony on July 31 (as we were waiting to meet with Lt. Gov. McGill) that according to the training portal for transportation, the AAA understands how to calculate mileage from the center to Wal-Mart. However, the provider takes the clients home from Wal-Mart (they don't go back to the center). The AAA needs to know how to not only calculate this leg of the Essential Shopping, but also how do we show it in AIM. I still do not know how to accomplish this task. There has been no training or further discussion with me or any of my staff so that we, in turn, can share such information back with our providers. I have a provider that has not been putting this transportation in for reimbursement, because we don't know how to capture it. The training portal does not cover this and the portals are not conducive to two way communication.

Please let me know how to handle these issues.

Thanks so much.

Vanessa Wideman
AAA Director

-----Original Message-----

From: Vanessa Wideman
Sent: Wednesday, September 17, 2014 1:17 PM
To: Kester, Tony
Subject: FW: HDM Meal Temps

Tony,

I need help with the below mentioned issue from Piedmont Agency on Aging. The policy from the LGOA P & P Manual, Section 503. Paragraph V. #7 (on page 42) reads:

7. On a monthly basis, there shall be at least one test meal ordered for each corresponding delivery route. The temperature readings shall be tracked and maintained on file by the provider/contractor and made available for program monitoring.

As you can see from the email below from Kathy Dublin, PAOA has 30 meal routes agency-wide before they begin services in Laurens County on October 1. The volunteers do not come back to the kitchen or nutrition

sites after meal delivery and it is very costly for her to have 30 extra meals each month for "temperature testing". Once the thermometers are poked through the HDM coverings--those meals are wasted and not served. None of their routes have 2 hour delivery times.

Would her suggestion for incremental testing at the kitchen suffice.

Thanks.

Vanessa

-----Original Message-----

From: Kathy Dublin [mailto:kdublin@piedmontaoa.com]

Sent: Wednesday, September 17, 2014 11:13 AM

To: Vanessa Wideman

Cc: 'Kim Harrison'; lcockrell@piedmontaoa.com

Subject: Meal Temps

Vanessa,

I don't want to let this get away from me -- so checking back in with you to see if there's been any further explanation or clarification about the monthly meal temp testing we talked about in last week's meeting. Kim has verified that we have about (30) meal routes agency wide (that's before we begin services in Laurens.)

We're still looking at the practicality of sending thermometers out by volunteers and how we'll get them back into the office, when we don't require volunteers to make return trips to the kitchen or other sites after they finish their meal routes.

This may not fly at all, but I also had the idea of doing test meal temperatures at the Nutrition Center (kitchen) based on a variable time log.

For instance, if we can verify that meals are always delivered by 12:45 p.m. agency wide, we could test (4) meals and log temperature results at fifteen minute increments -- 12:00 p.m., 12:15 p.m., 12:30 p.m. and 12:45 p.m.

We know that over half of our meals are delivered before noon each day -- but this scan of time would capture the latest meal deliveries we operate.

That would allow us to 1) control the temperature readings 2) take away the likelihood of inaccurate readings by volunteers 3) eliminate the investment of funds to purchase so many thermometers and 4) eliminate the volunteer's gas and time to return thermometers used on a testing day.

At some point, good common sense should prevail. We're more than willing to support the underlying spirit of the regulation -- which is ensuring safe temperatures to the last possible meal delivery. We're hoping the reasonable and common sense solution can also be volunteer and expense friendly.

Let me know. As we begin services in Laurens in two weeks, this is an issue we're anxious to nail down.

Thanks Vanessa!