

Table of Contents
Chapter 6

<u>Section</u>	<u>Page Number</u>
Section 6-1: Description of Program/Service	1
Section 6-2: Older Americans Act and State Funding	2
6-2-.01: General Requirements	2
6-2-.02: Eligible Organizations	2
Section 6-3: Minimum Requirements to Receive Funding	3
6-3-.01: Not-for-Profit Status	3
6-3-.02: Policy and Procedures	5
6-3-.03: State and Local Licensure	6
6-3-.04: Emergency Requirements	7
6-3-.05: Safety and Accessibility Requirements	8
6-3-.06: Posting Requirements	9
6-3-.07: Civil Rights and Diversity Requirements	10
6-3-.08: Fiscal Integrity and Management	10
6-3-.09: Annual Report	13
6-3-.10: Community Focal Point	13
Section 6-4: Programs and Services Requirements	14
6-4-.01: Non-Registered Services	14
6-4-.02: Evidenced-based and Documented Programs and Services	16
6-4-.03: Information and Assistance (I&A)	17
6-4-.04: Accreditation	18
Appendices	
Appendix A: Guidelines for Organizational Structure and Planning Process	
Appendix B: Fiscal Resources and Recommendations	
Appendix C: Guidelines for Solicitation by For-Profit Vendors	
Appendix D: Background Check	
Appendix E: Participant Registration Form (PRF)	

Chapter 6

SENIOR CENTERS

Section 6-1: Description of Program/Service

Through the Older American's Act, Title III, Part B, Section 321 (b) (2) U.S.C, the purpose of the Senior Center is to facilitate the social, emotional, and physical well-being of Tennessee adults age 60 and over as part of a comprehensive and coordinated system of community-based services and activities. Senior Centers provide access to community resources that maintain independence and wellness.

The Area Agency on Aging and Disability (AAAD) serves as the agency designated by the Tennessee Commission on Aging and Disability (TCAD) to administer a comprehensive and coordinated system of services for adults age 60 and over and adults with disabilities, including Senior Centers, as a part of the system done within the boundaries of a defined planning service area (PSA). Each AAAD will carefully take into consideration when choosing a site giving preference to location in areas with the greatest incidence of older individuals with social or economic need, with particular attention to low-income older persons (including low-income minority, older individuals, older individuals with limited English proficiency, and older individuals living in rural areas) and adults with disabilities. Special consideration will be given to transportation accessibility, neighborhood safety and security of participants and staff, convenience for collocation of services, and availability of supportive and nutritional services to be provided at the Senior Center.

A Senior Center may be: 1) a single purpose agency with programs and activities designed and operated only for the benefit of adults age 60 and over; or 2) a multi-purpose agency with a broad spectrum of services, which shall include, but not limited to, provision of health, social, nutritional, and educational services and the provision of facilities for recreational activities for adults age 60 and over.

Section 6-2: Older Americans Act and State Funding

6-2-01: General Requirements:

In order for an organization to receive state appropriations or Older Americans Act (OAA) funds, the organization must demonstrate to the Area Agency on Aging and Disability (AAAD) the ability to meet the administrative, fiscal, and programmatic requirements set forth in this section and comply with the applicable state and federal laws, regulations or orders which prohibit discrimination on the grounds of race, sex, color, religion, disability or national origin.

6-2-02: Eligible Organizations:

Groups or organizations eligible for state and OAA funds for the operation of a senior center must be chartered public or private agencies, organizations, or institutions. Non-governmental agencies must be chartered under the laws of the State of Tennessee. A Senior Center may be part of a city or county government and must operate in accordance with the charter and policy and procedures of the city or county government. Governmental agencies must be created by statute, resolution, or ordinance.

- (1) The following organizations may qualify as eligible applicant agencies provided that the above conditions are met:
 - (a) county governments,
 - (b) city governments,
 - (c) local housing authorities,
 - (d) community councils on aging, county commissions on aging,
 - (e) senior citizens clubs,
 - (f) senior citizens not-for-profit corporations,
 - (g) educational institutions,
 - (h) churches, synagogues, or religious organizations, and/or
 - (i) civic organizations.
- (2) The following may not qualify as eligible applicants:
 - (a) federal operating agencies and departments,
 - (b) state operating departments or agencies, and/or
 - (c) individuals.

Section 6-3: Requirements to Receive Funding for Programs and Services

This section identifies the requirements that **must be met** in order for any Senior Center to receive funding for programs and services to adults age 60 and over from TCAD and AAAD.

- **Funding:** The Senior Center shall receive funding to provide programs and services only. The programs and services available for funding are identified in Chapter 6, Section 6-4.
- **Evaluation:** The *Requirements to Receive Funding* shall be monitored triennially (every three years). AAADs may choose to conduct annual fiscal monitoring for those senior centers that do not have an independent audit. If Senior Center is unable to meet one or more of the *Requirements to Receive Funding* as indicated on the Quality Assurance Compliance Review, the monitor shall provide a copy of the findings identifying the unmet requirement(s). In order to receive funding for the following year, the Senior Center must submit a written Plan of Corrective Action (including a due date for completing the implementation) to the AAAD within thirty (30) days of the receipt of the monitor's findings. The Plan of Corrective Action must be approved by the AAAD and implemented by the Senior Center prior to receiving a contract for funding. The Senior Center may seek technical assistance from the AAAD to address the monitoring deficiencies.
- **Annual Report:** Once the *Requirements to Receive Funding* are met, the Senior Center is eligible to receive funding for programs and/or services. During the years that a Quality Assurance Compliance Review is not conducted by the AAAD, the Senior Center must submit an annual report to the AAAD that includes a copy of the senior center's 990 Form for the most recent fiscal year (if applicable). See *Chapter 6-3-.09: Annual Report* for the information to be included in the Annual Report.

6-3-01: Not-for-Profit Status

- (1) A Senior Center must be chartered by the State of Tennessee and provide charter and tax exemption documents unless the Senior Center is a part of the city or county government.
- (2) The Senior Center must have a governing entity that is responsible for the overall operation and fiscal integrity of the organization with a written set of bylaws that defines the governing entity and establishes its organizational structure. The governing entity is a group of individuals responsible for the administration and fiscal integrity of the Senior Center and the Senior Center's policy and procedures, programs, and services. The bylaws shall include the roles and responsibilities of the governing entity, advisory entity,

Senior Center director, staff, participants, and fiscal integrity and responsibilities. An advisory entity represents a collection of individuals with unique knowledge and skills that complement the knowledge and skills of the governing entity members in order to more effectively govern the organization.

- (3) Senior Center paid staff **shall be prohibited** from serving as voting members of the governing entity. In order to avoid a conflict of interest, it is not recommended that representatives of other agencies that receive OAA funds serve on the governing entity; however, there are no restrictions concerning their serving on the senior center's advisory board.
- (4) The governing entity shall be responsible for:
 - (a) serving as the grantee agency for receiving federal and state funds;
 - (b) financial integrity, management, and accountability including the adoption and implementation of an annual budget and review of all applications for funding prior to submission to the funding sources, contracting, maintaining financial records, and providing for regular, independent audits;
 - (c) selecting, overseeing, and evaluating the Senior Center director;
 - (d) approving annual plans, goals and objectives of the Senior Center;
 - (e) approving Senior Center policies and procedures;
 - (f) approving contracts and memorandums of understanding entered into by the Senior Center;
 - (g) ensuring the Senior Center meets quality standards;
 - (h) ensuring compliance with all mandated state and federal regulations that govern Senior Centers;
 - (i) assisting in resource development, fundraising, and public relations;
 - (j) holding regularly scheduled meetings at least quarterly and making minutes available upon request to the public;
 - (k) maintaining adequate Senior Center facilities, grounds and equipment. A senior center's governing entity shall have full responsibility for senior center facilities. This responsibility may be delegated to a board member or to a designated staff member; and
 - (l) other duties as deemed necessary.

6-3-.02 Policy and Procedures

The Senior Center must have policy and procedures that address the administrative and fiscal policies that govern the operation and management of the Senior Center. The policy and procedures establish minimum operating standards for the Senior Center. If the Senior Center is a part of a city or county government, the city or county government must have policy and procedures that address the administrative and fiscal policies that govern the operation and management of the Senior Center. The policy and procedures must include the following:

- (1) Administrative/personnel requirements that includes staffing requirements, responsibilities of the Senior Center director, volunteers, and personnel policies and procedures;
- (2) Organizational Chart identifying the chain of command, job titles, and channels for communication:
 - (a) The organizational chart should identify the relationships of all components, such as the governing entity, advisory entity, staff, participants, volunteers, and responsibilities.
 - (b) The Senior Center's relationship to other entities should be clearly defined if it is part of a larger organization, a network of organizations, city or county government or a department, or program of a local public agency.
 - (c) If the Senior Center is part of a network of organizations, its relationship to the other organizations in the network and to the network administration should be indicated on the organizational chart.
- (3) Conflict of interest policy that prohibits paid staff or members of paid staff's family from serving as members of the governing entity. The Senior Center director, by virtue of his/her position in the Senior Center, will serve as staff support to the governing entity to provide technical assistance. Full disclosure is required when a potential or obvious conflict exists due to staff or board member having some type of personal or business interest;
- (4) Code of conduct policy that prohibits Senior Center employees, volunteers, board members or agents from soliciting or accepting gratuities, favors, or anything of monetary value from senior center participants, service providers, contractors, or

potential contractors;

- (5) Nepotism policy prohibits a Senior Center from hiring staff that are relatives of each other;
- (6) Confidentiality requirements for participant, volunteer and personnel information, including background checks;
- (7) Drug-Free Workplace policy;
- (8) Harassment policy that identifies and defines the behavior(s) and action(s) that constitute harassment in the workplace;
- (9) Background Checks shall be conducted on staff and volunteers *who go into the homes*.
 - (a) According to Tennessee Code Annotated subcontractors must verify individual background information for newly hired employees and volunteers who provide direct care for, have direct contact, with, or have direct responsibility for the safety and care of disabled or elderly persons in their homes;
 - (b) The following registries must be used in Background Checks:
 - National Sex Offender Registry (<http://www.nsopr.gov/>) which will link back into the Tennessee Bureau of Investigation (TBI) where the background check is completed;
 - Tennessee Felony Offender Registry (<https://apps.tn.gov/foil/>);
 - Tennessee Abuse Registries (<http://health.state.tn.us/AbuseRegistry/default.aspx>) and (http://tennessee.gov/didd/protection/abuse_reg.shtml) as well as a local or state law enforcement background check. For the newly hired employees or volunteers for in-home workers, who have less than 24 months residency in the State of Tennessee, verification of the state abuse and felony registries and local law enforcement background check, from which the city and state where the potential worker or volunteer relocated, if those registries are available.
- (10) Training for the senior director, staff, and volunteers; and
- (11) Fiscal policies and procedures that ensure appropriate financial management and fiscal integrity.

6-3-.03: State and Local Licensure

The Senior Center must meet existing state and local licensure, certification, and safety

requirements for the provision of services. Each senior center director is responsible for determining the requirements applicable in the area(s) it serves and being in compliance with the requirements.

6-3-.04: Emergency Requirements

The Senior Center must meet all the required operational standards regarding the health and safety of Senior Center participants and staff.

- (1) Emergency plan must be developed by the center director (in consultation with the local emergency management agency and other relevant agencies) for dealing with emergencies, such as, but not limited to, heart attack, stroke, medical emergencies, fire, power failure, and natural disasters in the Senior Center and on trips sponsored by the Senior Center.
- (2) A written record of all incidents shall be filed by the center director and reported to the governing entity whether or not there is apparent injury or property damage.
- (3) Personnel shall be designated and trained as emergency preparedness officers in the center and on trips.
- (4) Written emergency procedures shall include appropriate individuals to contact in case of an emergency. The following shall be posted in conspicuous places throughout the center:
 - (a) Telephone numbers for fire department, police, ambulance, hospital emergency room, and local emergency management office;
 - (b) Steps to be taken in each type of emergency;
 - (c) Location of first aid kits, fire extinguishers and other supplies; and
 - (d) Evacuation routes.
- (5) Written procedures for fire safety shall be adopted, including instructions for conducting fire drills and inspection and maintenance of fire extinguishers and smoke detectors annually.
- (6) Periodic drills and training shall be scheduled and carried out, as follows:
 - (a) Evacuation drill is a method of practicing the evacuation of a building for an emergency and shall be held quarterly. Fire department personnel do not have to be present.

- (b) Emergency disaster drill teaches the skills and procedures to be used during the threat of disaster, whether natural, technological, or manmade which results in or may result in substantial injury or harm to the population and/or substantial damage to or loss of property. This drill shall be held annually. The Senior Center shall request the assistance of the local emergency management office, if feasible.
- (c) First aid training, including such techniques as cardiopulmonary resuscitation and the Heimlich maneuver for staff and volunteers, shall be held annually.
- (7) The Senior Center shall have a written Emergency Preparedness Plan for coordination with the AAAD on aging disaster preparedness plan.
- (8) The Senior Center shall be equipped with adequate supplies and equipment for emergency first aid. Personnel trained in first aid shall be on hand whenever the Senior Center is open.

6-3-05: Safety and Accessibility Requirements

The Senior Center must meet all the required operational standards regarding the health and safety of Senior Center participants and staff. The Senior Center must comply with all safety requirements.

- (1) The facility shall be designed, constructed and maintained in compliance with all applicable federal, state and local building safety and fire codes, including the Occupational Safety and Health Act of 1970 and The Tennessee Occupational Safety and Health Act of 1972.
- (2) The Senior Center shall take necessary actions to create barrier-free access and movement within the facility in conformance with the requirements of Section 504 of the Rehabilitation Act of 1973, the Architectural Barriers Act of 1973 and the Americans with Disabilities Act of 1990. State requirements for compliance with section 120-201-120-204 Chapter 68 of the Tennessee Public Accessibility Act of July 1, 2006 places responsibility for enforcement of this Act with the State Fire Marshal's Office, Tennessee Department of Commerce and Insurance.
- (3) If, in the judgment of the AAAD or the State Agency, existing fire and safety laws, ordinances or codes are inadequate to protect the health and safety of participants, the State Agency or the AAAD may require a recipient of grant funds to comply with

provisions of the applicable building occupancy classification of the National Fire Protection Association “Life Safety Code” (NFPA, No. 101, 2013 edition).

- (4) Where necessary, arrangements should be made with local authorities to provide safety zones for those arriving by motor vehicle and adequate traffic signals for pedestrian crossings.
- (5) The exterior and interior of the facility shall be safe and secure, with well-lighted areas, paved exterior walkways, all stairs and ramps equipped with handrails.
- (6) Bathrooms and kitchens shall include safety features appropriate to their special uses (such as non-skid floors, kitchen fire extinguishers, bathroom grab-bars.)

6-3-06: Posting Requirements

The Senior Center must meet Federal and State posting requirements. The Senior Center shall post the following:

- (1) Participant Grievance Procedures,
- (2) Emergency Procedures,
- (3) Evacuation Routes,
- (4) Proof of Quarterly Fire Drill,
- (5) Proof of Annual Fire/Building Inspection,
- (6) Proof of Annual Fire Extinguisher Inspection,
- (7) Title VI Civil Rights Notice,
- (8) Equal Employment Opportunity Poster,
- (9) TOSHA Safety and Health Poster,
- (10) Tennessee Unemployment Insurance Poster,
- (11) Fair Labor Standards Act Poster,
- (12) Public Accountability Poster (800# TN Comptroller’s Office),
- (13) Telephone numbers of fire department, police, physicians, ambulance, hospital, emergency room and local emergency management office,
- (14) Steps to be taken in each type of emergency,
- (15) Location of First Aid Kits, Fire Extinguishers and other supplies, and
- (16) Monthly Calendar of Events.

6-3-.07: Civil Rights and Diversity Requirements

The Senior Center must meet civil rights and diversity requirements as noted in Title VI of the Civil Rights Act of 1964.

- (1) The services and programs shall be available to eligible persons regardless of race, sex, national origin, religion, or presence of disability.
- (2) Training for staff and education for participants should include understanding and respecting the individual needs, interests, rights, and values of all potential adults age 60 and over and adults with disabilities.
- (3) A Senior Center shall have policies that are responsive to the Americans with Disabilities Act (ADA) relating to access to services, programs and facilities. The staff shall be trained on the policies and procedures.
- (4) A Senior Center program shall respond to individual differences, such as culture, ethnicity, economic level, values, experiences, needs, interests, abilities, skills, and health status by providing flexible programming and operating hours.

6-3-.08: Fiscal Integrity and Management

The Senior Center must ensure fiscal integrity and management. This section identifies the minimum standards regarding the fiscal integrity of the Senior Center and to ensure transparency and reliability in common fiscal activities conducted in the Senior Center operations. The Senior Center must have policies and procedures to ensure the fiscal integrity of the organization receiving funding from the Tennessee Commission on Aging and Disability (TCAD). The governing entity is responsible for ensuring the fiscal integrity of the Senior Center.

- (1) Matching Requirements
 - (a) Federal Funds: Federal funds may be used to pay part of the cost of operation of a multipurpose Senior Center with the following provision: The AAAD will designate match requirements with at least a minimum of 10% local cash or in-kind.
 - (b) State Funds: State appropriations must be equally matched by local resources – 50% state and 50% local.
- (2) Bookkeeping
 - (a) Accurate and complete bookkeeping records shall be maintained.

- (b) A Senior Center shall have written procedures for centralized cash control, including:
- Recording cash receipts and expenditures;
 - Depositing cash;
 - Separation of cash handling from record-keeping; and
 - Periodic checks of petty cash and other cash funds.
- (3) Purchasing
- A Senior Center shall have written purchasing procedures, including:
- An approval system for all purchases;
 - Names of persons authorized to contract or purchase for the Senior Center;
 - Obtaining competitive price quotes or bids (see requirements for different costs in Fiscal Chapter under “*Methods of Procurement*”); and
 - Separation of staff responsibilities for ordering and receiving functions.
- (4) Charges and Fees
- State and federal funds should only be used for participants age 60 and over. Other resources such as charges, fees, or local funds should be used to serve participants under the age of 60.
- (5) Contributions
- Senior Center participants may contribute toward the cost of services and activities as appropriate and according to their ability to pay. Senior Centers shall ensure that adults age 60 and over are not required to contribute. Contributions shall be handled according to the written procedures developed by the governing entity and approved by the AAAD.
- (6) Risk Protection
- A Senior Center shall have a risk protection program (participant/site liability insurance coverage) that adheres to all policies set forth in TCAD Program Policy manual, Chapter 5, “*Service Provider Responsibilities and Requirements*”
- (7) Accountability and Reporting
- (a) The Senior Center shall prepare fiscal reports disclosing its full financial condition.

- (b) At least quarterly, the Senior Center shall prepare a financial report on a form provided by the AAAD that may include balance sheets, statements of income and expenses, year-to-date budget, and request for reimbursement.
- (d) In-kind contributions shall be recorded and documented in compliance with income source regulations as set forth in the Fiscal Chapter of this manual.
- (e) All funds by the Senior Center are subject to audit and shall follow fiscal reporting practices.

(8) Records and Reports

The Senior Center must maintain appropriate program records and reports.

- (a) A Senior Center shall establish and maintain complete, appropriate standardized participant records, using the TCAD standardized Participant Registration Form to record basic information about the participant.
- (b) A Senior Center shall maintain data on participation in programs and services monthly in order to be entered into the SAMS database.
- (c) A Senior Center shall submit to the AAAD program reports and financial reports at least quarterly as determined by the AAAD.
- (d) The Senior Center shall file an Emergency Preparedness Plan with AAAD and update annually.

(9) Retention of Records

All records shall be retained for a period of three (3) years plus the current year with the following qualifications:

- (a) The records shall be retained beyond the three (3) year period if an audit is in progress or exceptions have not been resolved.
- (b) Records for equipment that was acquired with federal funds shall be retained for three (3) years after final disposition of the property.
- (c) For project awards continued or renewed on an annual or essentially annual basis, the retention period for each year's records starts from the date of submission of the annual expenditure report for that year.
- (d) Original documents, such as invoices, checks, time records, and payrolls in support of direct costs, may be retained by the grantee or the Senior Center provided the accounting records contain adequate references for identifying and

locating the original documents. Electronic copies of documents may be substituted for original records.

(11) Confidentiality

Each Senior Center shall meet the requirements for confidentiality compliance as specified in its contract with the AAAD.

6-3-.09: Annual Report

The Senior Center shall prepare an Annual Report that includes a summary of the programs and services being offered, the number of unduplicated participants served, and accomplishments for the fiscal year. In the Annual Report, the Senior Center will ensure and document that all of the quarterly and annual milestones identified in Quality Assurance Compliance Review have been met, particularly those associated with the emergency requirements (Chapter 6, Section 6-3-.04), safety and accessibility requirements (Chapter 6, Section 6-3-.05), and fiscal integrity and management (Chapter 6, Section 6-3-.08). The Senior Center shall identify any changes to the *Requirements to Receive Funding* (Chapter 6, Section 6-3) that have occurred since the previous Quality Assurance Compliance Review.

6-3-.10: Community Focal Point

If the Senior Center functions as the focal point to make community services more available to adults age 60 or over by forming cooperative service and referral linkages with community agencies and organizations, the Senior Center must address the following:

- (1) The Senior Center shall target resources to meet the needs of adults age 60 and over with the greatest economic and/or social need with particular attention to low-income minority persons.
- (2) The Senior Center shall implement a minimum of two (2) activities targeting low-income minority adults age 60 and over on an annual basis.
- (3) If membership dues are required, no adult age 60 and over may be denied a service provided by the Older Americans Act or state funds because of non-payment of dues and provision shall be made for those unable to pay dues.
- (4) The Senior Center may invite vendors to the facilities to provide education on specific topics such as insurance, health care, etc.; however, vendors shall not sell any products and/or enroll adults age 60 and over or adults with disabilities in any programs and/or services, as such actions may be interpreted as an endorsement of such products,

programs, and/or services by the Senior Center. The vendor may provide on-site handouts such as, but not limited to, key chains, pencils, candy, and/or calendars, but not provide any gratuities that must be redeemed off Senior Center property such as, but not limited to, free dinners. The vendor shall not collect contact information from any of the participants on the Senior Center premises. (See Appendix C for Guidelines for Solicitation by For-Profit Vendors)

Section 6-4: Programs and Services Requirements

This section identifies the programs and services that shall be funded for adults age 60 and over from TCAD and AAAD.

Funding: If the Senior Center meets the *Requirements to Receive Funding*, under section 6-3, then the AAAD may contract to provide the programs and/or services identified in Chapter 6, Section 6-4. This section outlines the requirements for funding specific programs and/or services.

Evaluation: The *Program and Services Requirements* will be monitored on an annual basis. If the Senior Center does not meet one or more of the requirements, the Senior Center must submit a written Plan of Corrective Action (including a due date for completing the implementation) to the AAAD within thirty (30) days of the receipt of the monitor's findings. The Plan of Corrective Action must be approved by the AAAD and implemented by the Senior Center. The AAAD will conduct a follow-up review to document compliance with the Plan of Corrective Action.

- (1) If the Senior Center is in compliance, the Senior Center will continue to receive funding for programs and/or services for the next year.
- (2) If the Senior Center is not in compliance by the end of the fiscal year, the Senior Center may not receive funding until such time as the Senior Center is in compliance with the *Program and Service Requirements*.

6-4.01: Non-Registered Services

The AAAD may choose to contract with the Senior Center to provide non-registered services: resource information, health promotion, physical fitness, recreational activities, educational activities, telephone reassurance, and /or transportation. The Senior Center must meet the requirements for the operation of Senior Centers prior to implementation of these services. Participant information must be recorded on the Participant Registration Form (PFR) and

maintained on file. (Appendix E) Appropriate documentation of the identified services must be recorded in the SAMS database.

(1) Resource Information (RI):

A Senior Center designated by the AAAD can act as a location in the community in which anyone residing in the community can access information about programs, services, and resources available through the aging network to assist adults age 60 or over and adults with disabilities. Providing RI enhances the Administration for Community Living's (ACL) "no wrong door" approach to receiving services. The "no wrong door" approach is designed to empower adults age 60 and over and adults with disabilities to make informed choices about the needed services and supports. To accomplish this, Senior Center staff and/or volunteers can provide resource information that links the adult age 60 and over and adults with disabilities to community services and/or programs. If the Senior Center has the community services contact information available, the Senior Center can directly refer the individual. The Senior Center can also refer the individual to the AAAD/ Aging and Disability Resource Center (ADRC). The ADRC is a part of the AAAD and provides I&A services.

(2) Health Promotion

The Senior Center should provide opportunities for participants to learn about healthy aging and to participate in activities that promote healthy living. Activities may include, but not limited to health screening and health education about diabetes, arthritis, pain management, healthy eating, healthy cooking, and handling caregiver stress.

(3) Physical Fitness and Exercise

The Senior Center should provide opportunities for participants to engage in physical fitness and exercise activities or classes which may include, but not limited to treadmills, exercise bikes, walking clubs, dancing, exercise, aerobics, stretching, etc.

(4) Recreation

The Senior Center should provide opportunities for participants to engage in social activities including, but not limited to card games, board games, crochet/knitting/ quilting club, bingo, dominoes, painting, book clubs, karaoke, choir, music, craft making, jewelry making, etc.

(5) Education

The Senior Center should provide opportunities for participants to engage in classes such as, but not limited to computer skills, navigating Medicare benefits, music lessons, acting lessons, art classes, photography classes, community interests, etc.

(6) Telephone Reassurance

The Senior Center should provide a telephone reassurance service provided by volunteers or staff who make daily calls to home bound individuals to provide comfort and companionship.

(7) Transportation

The Senior Center should provide transportation services that may include but not be limited to Senior Center activities, nutrition sites, grocery store, pharmacy, shopping, and medical trips not reimbursed by TennCare.

6-4-.02: Evidenced-Based and Documented Programs and Services

The AAAD may choose to contract with the Senior Center to provide evidence-based programs that are funded with federal OAA Title IIID funds. Programs recognized as evidence-based have demonstrated the highest level of evidence of effectiveness based on identified criteria. Depending on the evidenced-based program, the Senior Center must meet the requirements, as specified in the contract and in accordance with OAA regulations regarding evidence-based programs, including adherence with conducting the program with fidelity to the program guidelines, such as the number of sessions and curriculum standards. For example, if the AAAD contracts with the Senior Center for the provision of the Chronic Disease Self Management Program (CDSMP), then the course must be provided by certified trainers and under the license with Stanford University. A course taught by a CDSMP trainer that does not work under a license and/or does not teach the program completely with fidelity, does not constitute an evidence-based program. Other evidence-based health promotion programs eligible for funding under Title IIID include Matter of Balance; Healthy Eating for Successful Living among Older Adults; Tai Chi for Arthritis; Tai Chi for Diabetes; Tai Chi for Osteoporosis; Silver Sneakers; Stay Strong Stay Healthy; Healthy IDEAS; Chronic Pain Self-Management; and Walk with Ease. Please check the National Council On Aging website (<http://www.ncoa.org/>) for further information on approved evidence-based models.

6-4-.03: Information and Assistance (I&A)

If the AAAD chooses to provide funding for Information and Assistance (I&A) through the

Senior Center, the requirements in Chapter 12 of the TCAD Program and Policy Manual apply. If the Senior Center cannot meet the requirements for I&A, it cannot be designated as providing I&A services and cannot document the client in SAMS as having received I&A services. In such incidences, the service provided must be recorded in SAMS as Resource Information only. I&A staff must collect basic client information and assist the individual and/or the family in arranging for, directing, and managing services. I&A staff will assist the individual in identifying immediate and long term needs, developing options to meet those needs, accessing supports and services to meet those needs, and establishing adequate follow-up procedures. I&A staff serves the entire community of adults age 60 and over and adults with disabilities, particularly those with the greatest social and/or economic need and those at risk for institutional placement. I&A also provides Options Counseling and Long-Term Care Screening. The following standards must be met:

- (1) The Senior Center staff person(s) providing Information and Assistance must have Alliance Information and Referral Systems (AIRS) certification or working toward certification. AIRS certification is a professional credentialing program for staff working in the I&A component of the AAAD/ADRC. For further information, check the website. (<http://www.airs.org/i4a/pages/index.cfm?pageid=1>)
- (2) The Senior Center staff person(s) must have direct access to the SAMS-IR database only for the clients for whom Senior Center staff are providing services.

6-4-.04: Accreditation

If the AAAD chooses to provide funding for Senior Center accreditation, minimum requirements must be met. Accreditation is the official recognition that the Senior Center is meeting its mission in a nationally accepted, professional manner. Accreditation for Senior Centers is based on compliance with nine standards of Senior Center operations as developed by the National Institute of Senior Centers (NISC). The nine standards address the areas of purpose, community, governance, administration, program planning, evaluation, fiscal management, records and reports, and facility. See the following <http://www.ncoa.org/national-institute-of-senior-centers/standards-accreditation/> for further information.

It is recommended that Senior Centers strive for accreditation by the NISC. Accreditation provides a center with national recognition, a written strategic plan, assistance in determining outcome measurements, highlights best practices, heightens awareness of the center

activities to funding sources, communities and families. If the Senior Center is in the process of seeking accreditation, funding may be used for the following items:

- (1) application fee(s);
- (2) training; and/or
- (3) consultant fees.

Appendix A

Guidelines for Organizational Structure and Planning Process

Guidelines for organizational structure and planning process for the Senior Center is provided and intended to build upon the current **Requirements For Funding** as outlined in the Senior Center Chapter 6. Although the following are guidelines and *not required* for funding, many of the guidelines are requirements for applying for federal and/or state grants, foundations, other sources of funding, and accreditation.

Governing Entity

The following list are suggested as possible representatives on the governing entity:

1. government officials;
2. social service agency representatives;
3. community business representatives; and/or
4. program participants.

Advisory Board

The Senior Center may choose to implement an advisory entity or entities depending on the needs of the organization. The advisory entity usually provides guidance to the governing entity on any or all of the following:

1. development of written by-laws pertaining to the advisory entity;
2. conducting fundraising activities;
3. coordinating with other community agencies and services;
4. overseeing the development of program activities; and/or
5. other duties as deemed necessary.

The advisory entity might include the following individuals such as:

1. Senior Center participants;
2. community services representatives;
3. community leaders;
4. local attorney and/or city council representatives
5. Adult Protective Services representatives;
6. Minority representatives, possibly in the same proportion as to the general public; and/or
7. Low income representatives, possibly in the same proportion as to the general public.

Mission Statement

Although a Mission Statement is not a requirement for funding, a Mission Statement is often a requirement to apply for other sources of funding. A Mission Statement expresses the organization's basic purpose and can be developed by the governing entity, staff, and/or participants. The Mission Statement should be written in a form suitable for distribution to funders and the public. The Mission Statement should be reviewed annually and modified, as needed.

Goal(s) and Objective(s)

Goals and objectives are often required to receive funding from other sources. Should goals and objectives be needed, consider the following for inclusion:

1. identification of the target population and geographic service area;
2. identification of resources to meet the needs of the target population, including community resources;
3. assessment of the needs and interests of the target population;
4. establishment of priorities for programs, services, and/or activities;
5. must be measurable;
6. developed by (at a minimum) the governing entity, advisory entity, staff, and/or participant; and
7. developed to meet the needs of the organization and/or funding source(s) as goals and objectives are often required for federal grants.

Policy and Procedures Manuals

The Policy and Procedures Manual is a written document that details the operation of the organization and should be provided to staff and the governing entity.

1. In addition to the requirements identified in Chapter 6, Section 6-3-.02, the following are additional, but not limited to, considerations in the development of policy and procedures.
 - a. Insurance;
 - b. Leave, vacation, holidays, and other benefits;
 - c. Grievances and disciplinary actions;
 - d. Performance appraisal and promotion;
 - e. Channels for staff input to management;
 - f. Special policies regarding volunteer staff;

- g. Health and safety procedures;
 - h. Emergency procedures; and
 - i. Dress code.
2. Ensure that wages, salary, and hiring practices are consistent with the requirements of funding sources and all applicable government laws and regulations.
 3. Evaluate each staff person's performance at least annually according to established procedures. Performance appraisal might include:
 - a written performance appraisal based on objective and job-related criteria;
 - review of the appraisal in a face-to-face interview; and
 - opportunity for written dissent to be part of the personnel record.
 4. Although staff records are confidential and should be handled accordingly, each staff person has the right to see his/her own file. Staff records might, at a minimum, contain the following:
 - a. application for employment, including resume and proof of education;
 - b. Background Check (See TCAD Program and Policy Manual, Chapter 15 and Appendix ____: Background Check
 - c. signed notice of Background Check to the individual;
 - d. documentation that references have been checked;
 - e. job description signed by employee;
 - f. letter of employment showing date of hire;
 - g. record of compensation, promotion, and salary adjustments;
 - h. evaluation and commendations;
 - i. disciplinary actions;
 - j. correspondence of personnel matters;
 - k. record of training received, and
 - j. completed I-9 Form.
 5. Job descriptions

Written job description for all full-time, part-time, and temporary positions that defines responsibilities may, at a minimum, include the following:

 - a. position title;
 - b. position classification (if applicable);

- c. qualifications;
- d. duties and responsibilities;
- e. scope of authority; and
- f. lines of communication for supervision and reporting.

Personnel

The following section identifies considerations for staffing patterns and identifying the roles and responsibilities of personnel.

1. Staffing:

- a. Have a sufficient number of qualified personnel, paid and unpaid, to implement the activities and services planned to meet the center's goals and objectives, and to ensure adequate staffing for the number of persons served and the frequency of service provided.
- b. Written and clearly delineated duties and responsibilities and adequate supervision.
- c. Utilization of community manpower resources to assist personnel by:
 - recruiting adults age 60 and over to participate in the work of the Senior Center;
 - recruiting volunteers from service, civic, and religious organizations, and
 - making agreements with other agencies for mutual references, shared staff, and collocation of services to better reach the community's adults age 60 and over.

2. Responsibilities of the Senior Center Director

The following provides guidelines in the development of a job description for the Senior Center Director.

- a. Administrative:
 - development of the Senior Center's overall work plan and supervision of day-to-day operation, including contingency plans for keeping the center open in the event staff is not available;
 - involvement of adults age 60 and over in the Senior Center's operation and program;
 - involvement in all aspects of human resource management and the recruitment, training, and retention of volunteers;
 - review and preparation of reports on the center's programming, operations, facility, and equipment for the AAAD and the governing/advisory entity;

- development and annual review of the emergency plan. The director, or person designated by the director, should represent the Senior Center as a member of the local Emergency Management Team to provide information on the needs of adults age 60 and over; and
 - provision staff support for the governing and advisory entities.
- b. In cooperation with the governing and advisory entities:
- planning and development;
 - resource development and fundraising;
 - community relations, and
 - fiscal management and budgeting.

3. Volunteers

Suggested policies governing volunteers:

- written duties and responsibilities and lines of authority;
- system for recruitment and hiring;
- orientation, training, and supervision;
- channel for volunteer input into the Senior Center planning and operation;
- ongoing formal and informal recognition;
- formal method for termination for unsatisfactory performance; and
- definition of the relationship between paid and volunteer workers.

Training

Although training is required as included in Chapter 6, Section 6-3-.02 (10) in order to receive funding, the Chapter does not specify the types of training required. Although the following is a list of training to consider, additional training may be required as specified by other funding sources or for accreditation:

1. The Senior Center Director should participate in a minimum of twenty-four (24) hours of training annually that emphasizes areas such as, but not limited to, program management, fund-raising, and volunteer recruitment.
2. The Senior Center should design a program of training and development that will enhance skills and performance by utilizing available community or other resources and require fifteen (15) hours of training and staff development for paid staff and regular administrative or program volunteers.

3. Documentation of training and staff development should be placed in personnel records.

Acceptable activities might include:

- orientation;
- ongoing in-service education;
- periodicals, books, and other resource materials;
- staff seminars and student groups;
- conference, seminars, and training sessions related to the field of aging and/or Senior Center program and operation;
- attendance at any training required by the state and/or the AAAD;
- visits to other Senior Centers for the purpose of training;
- individual training provided by membership in professional organizations (e.g., Tennessee Federation for the Aging, National Council on Aging; National Institute of Senior Centers; regional and state Senior Center directors' associations, and other relevant groups);
- webinars, TCAD, and AAAD sponsored training teleconferences, free resource material from Administration on Community Living; and
- any formal education courses pertaining to Senior Center programs and functions offered by accredited educational entities.

Strategic Plan

Strategic planning describes the organization's purpose(s) and the use of resources to pursue that purpose(s). Strategic planning identifies where the organization is going over the next year or more (long range planning), how it is going to get there, and measures how well the organization succeeded. Developing a strategic plan often depends on, but not limited to, the organization's leadership, the size of the organization, and the organization's environment. Developing a strategic plan usually considers the following components:

1. Vision statement: the organization's purpose in terms of its values or guiding beliefs.
2. Mission statement: the organization's purpose, the objectives, and measure(s) of success.
3. Stakeholders: groups, organizations, systems, and/or individuals that can be impacted by the organization's actions and provide input into the strategic plan.

4. Assessment: strengths, weaknesses, opportunities, gaps, problems, successes, and critical issues of the organization that provide information used to make decisions about the organization and what needs to be done. Some assessment methods include, but not limited to:
 - SWOT Analysis that evaluates the organization's Strengths, Weaknesses, Opportunities, and Threats.
 - Needs Assessment identifies priorities, the gaps in programs and services, needs, barriers, resources, and possible solutions for the organization
5. Goals and Objectives:
 - Goal: describes an overarching principle that guides the organization's decision making process and is usually broad, intangible, abstract, and generally difficult to measure.
 - Objective: describes specific, measurable steps that can be taken to meet the goal and are usually narrow, precise, tangible, concrete, and measurable.
6. Resources: staff, volunteers, funds, support system, and other items needed to implement the plan
7. Strategic Plan: consider the assessment, the goals and objectives, the target population of adults age 60 and over and adults with disabilities, the size and accessibility of the facility, the community support, funding, range of programs to be offered, needs and interests of the target population (e.g, social, intellectual, cultural, economic, emotional, and physical), and activities and services that promoted personal growth and improve the self-image. Some suggestions include, but not limited to:
 - promote a healthy lifestyle,
 - learn new skills,
 - develop satisfying interpersonal relationships,
 - develop leadership capabilities,
 - develop creative capacities,
 - develop cultural enrichment,
 - assume responsibilities and increase independence,
 - participate in activities of interest,
 - promote volunteer opportunities,

- promote intergenerational activities,
 - develop employment skills, and/or
 - assist in planning for long-term care and/or financial security.
8. Implementation timeline: describe how and when the strategic plan is to be implemented
 9. Evaluate the strategic plan: measures what is being done and not being done
 10. Review the strategic plan annually: update as needed

Coordination of Community Services and Resources

As a focal point in the community, the Senior Center should form cooperative service and referral linkages with community agencies and organizations. In order to achieve coordination, the Senior Center may:

1. Partner with organizations that offer services to adults age 60 and over, such as but not limited to, Social Security Administration, hospitals, community colleges, and libraries, and make appropriate agreements for mutual referrals and cooperative services.
2. Document the partnerships with a cooperative agreement between the Senior Center and the partner organizations.
3. If feasible, encourage providers to co-locate their services within the Senior Center to make their services more accessible or arrange for the Senior Center to use the facilities of other organizations.
4. Encourage cross-training, joint planning, and mentoring efforts.
5. Coordinate services to ensure that the services currently being provide by the Senior Center and other agencies are not duplicated

Public Information and Marketing

Public information and marketing provide information on the availability of programs and services available to adults age 60 and over and adults with disabilities. A Senior Center should develop and implement a marketing plan that can be designed to utilize all of the community resources through the use of available media, such as television, radio, newspaper, newsletters, websites, and social media, such as Facebook).

Evaluation

The governing entity should independently conduct an annual evaluation of the Senior Center's progress to ensure that the Senior Center is being managed appropriately and is maintaining fiscal integrity according to all fiscal management and accounting procedures.

Funding sources often require an evaluation component to demonstrate that what is being funded is making an impact on the target population. The following items should be considered for inclusion in an evaluation, but the evaluation will also depend on the requirements of the funding source:

1. the extent to which the programs and services are meeting the stated goals and objectives;
2. the extent to which the funding is meeting the needs and interests of the target population;
3. the involvement of the community agencies and other service organizations in the development and implementation of the funded program and/or service;
4. the effectiveness of linkages with other agencies and community organizations in making services more accessible to the target population;
5. the adequacy of the facilities to meet the requirements of the funding source to implement the program and/or service;
6. the cost and resources required to implement each activity, program, and/or service;
7. the effectiveness of communication among the applicant organization and with other organizations and agencies within the community that provide programs and services; and
8. the extent to which participants are involved in the program and/or service and are satisfied with the program and/or service.

Documents Maintained On-Site

Specific documents are often required by funding sources and/or grants. In order to be prepared, the following documents should be maintained in a file for an immediate response. Any documents in this file need to be reviewed and revised, if needed, annually so that the information is current.

Documents, such as, but not limited to, the following should be maintained by the organization:

1. A copy of the organization's Charter
2. A copy of the bylaws developed by the governing entity
3. A list of members of the organization's governing entity and advisory entity, if any advisory entities exist, that includes the individual's name, contact information, and current or past employment, if retired.
4. Organizational Chart
5. The most recent copy of the Policy and Procedures Manual
6. A copy of the Annual Report

7. A description of the organization that includes the organization's vision, mission, and/or purpose, organizational structure, and a description of each program and/or service provided by the organization.
8. A copy of the current budget as approved by the governing entity.
9. A copy of the most current audit
10. Job description for all of the organization's positions
11. Up-to-date resume or job application for all personnel
12. A copy of the most current evaluations, such a participant satisfaction surveys

Appendix B

Fiscal Resources and Recommendations

A senior center can secure the financial resources necessary to meet its obligations by seeking funding from other sources such as local sources, corporate gifts, individual donations, bequests and endowments, grants and contracts, contributions, and fundraising activities. Funding should be compatible with the requirements of the sponsoring organization and/or major funding sources and assure accountability for the funds received.

Tax Exemptions

1. State Sales Tax

To obtain a tax exemption from state sales and use tax on tangible personal property as provided in T.C.A. 67-6-322, the senior center must contact the Tennessee Department of Revenue, Sales and Use Tax Division. A copy of the senior center's charter or governing document must accompany the application. A letter must be requested both from the cognizant Area Agency on Aging and Disability (AAAD) and the Tennessee Commission on Aging and Disability (TCAD).

2. Federal Income Tax

- To be eligible for a federal income tax exemption under Section 501(c)(3) of the Internal Revenue Code of 1954, a senior center must be a non-profit corporation whose purpose falls within certain guidelines.
- Information concerning the application process on this exemption is contained in IRS publication 557, "How to Apply for Recognition of Exemption for an Organization." This publication may be obtained from any IRS service Center.
- Advice on this procedure should be obtained from a tax professional familiar with this aspect of the law.

Fundraising

1. Fundraising activities conducted by senior center groups, such as participant or membership organizations, Retired Senior Volunteer Program (RSVP), senior aides, and other appropriate groups should be approved by the senior center director and the governing entity.

2. Fundraising activities should be in keeping with the mission of the senior center and should be a decision of the governing board, advisory board, and the grantee entity.
3. Funds generated should be handled according to the guidelines with the financial chapter of the senior center's Policy and Procedures Manual.
4. Fundraising activities must be conducted in accordance with the Tennessee Charitable Solicitations Act and the Charitable Gaming Implementation Law administered by the Secretary of State, Division of Charitable Solicitations and Gaming.

Contributions

Written procedures that make provisions for the suggested contributions should be developed and approved by the governing board and approved by grantee entity. These suggested contributions should be:

1. based on costs, including overhead; and
2. equitable, with provisions made for those unable to pay.

Grants and Contracts

The senior center can pursue grants and contracts, provided that the intent is consistent with the senior center's philosophy, is financially feasible, and strengthens the center's role in the community.

Appendix C

Guidelines for Solicitation by For-Profit Vendors

Advisory from the Consumer Financial Protection Bureau for Senior Center and Senior Community Living Directors:

“Older adults can be attractive targets for financial exploitation and may be taken advantage of by scam artists, financial advisors, family members, caregivers, or home repair contractors. Recent studies suggest that financial exploitation is the most common form of elder abuse and that only a small fraction of incidents is reported. Older adults often are targeted because they have retirement savings, accumulated home equity, or other assets. They also are more likely to experience cognitive decline, which can impair their capacity to recognize financial exploitation and scams.”

It is with the above advisory in mind that the Tennessee Commission on Aging and Disability and the Area Agencies on Aging & Disability (AAAD) advise all Senior Centers and Senior Community Living directors to be very prudent in deciding who should come into the Senior Center or Senior Community Living Center to offer assistance. To help the directors determine whether or not to allow an individual, a vendor, or an organization into the Senior Center or Senior Community Living Center, please consider the following:

Senior Community Living Center

- If the vendor does not seem to be reputable or appropriate then do not allow them to come into the senior community living center.
- Schedule quarterly or semi-annually open fairs for vendors and/or outside organizations for senior community living center participants. The organizations and/or vendors can set up a booth to discuss their specific programs and/or services and participants can choose which booth to go to during the event.
- Allow an individual or an organization to sponsor an event, but allow the individual or the organization to pick event he/she wants to sponsor to avoid giving the appearance of endorsing any one particular individual or organization.
- Do not allow door-to-door visits of any kind.
- Do not allow collection of contact information on the premises.
- Emphasize to senior community living participants that appearances can be deceiving. For example, just because an individual is well dressed and is polite does not mean the individual has the best interests of the participant. Salespeople often work on commission so it is in their best interest to make a sale or enroll an individual in a program/service.

Senior Centers

- All presentations should be for educational purposes only. There should be no sales events. Allowing vendors to sell and enroll participants into their products at the Senior Center, could give the appearance that the Senior Center endorses the product.
- Companies that sell Medicare products must follow certain guidelines from the Centers for Medicare and Medicaid Services (CMS).
- Other insurance providers, not related to Medicare, should not be allowed to sell products in the Senior Center. Their presentations should be educational in nature. If participants are interested in the product, they should request a business card and make an appointment outside of the Senior Center.
- A vendor may not collect contact information from any of the participants on the Senior Center premises.
- Bingo is a popular activity at Senior Centers sponsored by community partners/ organizations to provide Bingo supplies and/or the prizes for the winners. Senior Centers should make sure prizes are appropriate for participants. Prizes should never include free meals provided outside the Senior Center and associated with a marketing or sales event.
- If a Senior Center has questions on the appropriateness of a presentation, take the issue to the Governing Entity, AAAD or Advisory Board for their advice. It is important to know exactly what an organization will be speaking on before the event is scheduled. Ask for an outline of the presentation, before the event is scheduled.

Medicare Insurance Companies

Medicare Insurance Companies must follow the Centers for Medicare and Medicaid Services (CMS) marketing guidelines when they want to sell or enroll consumers into their products. Here are few guidelines that identifies what a representative can and cannot do:

- Must disclose plan information at the time of enrollment and at least annually.
- Must provide a pharmacy and provider directory at the time of enrollment and at least every three years after.
- Can only offer nominal gifts which cannot be more than a \$15 retail value and must be given regardless of the consumer enrollment into their products.
- Cannot go door-to-door, call without permission or send unsolicited emails.
- Cannot cross sell during a sales activity or presentation. This means the person cannot tell you he is coming to talk about annuities and then try to enroll someone into an Advantage plan.
- If the sales person can only discuss products that have been agreed upon with the consumer prior to the meeting. A separate appointment must be set up to discuss other products.
- Must notify CMS of the event and specify whether it is a sales or educational event. If it is an educational event the salesman can distribute his business card but cannot discuss any specific products.
- No meals, or foods that if combined would constitute a meal, can be provided at a sales or educational events.

Appendix D

Background Check

Due to the sensitive nature of the information that senior center staff (paid and volunteer) must collect from consumers in order to serve them, the AAAD shall be required to perform background verification checks on all newly hired and new volunteer staff members, as per the guidelines that follow:

1. **T.C.A. 71-2-111 (2013)**

71-2-111. Verification of individual background information and performance of criminal history background check of employees and volunteers.

- (a) The commission shall require its contractors, grantees, and subcontractors to verify individual background information for newly hired employees and volunteers who provide direct care for, have direct contact with, or have direct responsibility for the safety and care of disabled or elderly persons in their homes.
- (b) The commission shall promulgate rules that develop standard procedures specifying minimum requirements applicable to verifying individual background information or performing a criminal history background check of all paid or volunteer in-home care providers for vulnerable elderly and disabled persons. The commission is expressly authorized to promulgate such rules as emergency rules pursuant to § 4-5-208(a)(4) to provide an immediate effective date.
- (c) If the criminal history background check is conducted by the Tennessee bureau of investigation or the federal bureau of investigation, it shall be conducted by the submission of fingerprint cards to the Tennessee bureau of investigation or the federal bureau of investigation. Any cost incurred by the Tennessee bureau of investigation or the federal bureau of investigation shall be paid by the organization requesting such investigation and information. If a criminal history background check is conducted by the Tennessee bureau of investigation or the federal bureau of investigation, the payment of such costs shall be made in the amounts established by § 38-6-103.

HISTORY: Acts 2001, ch. 397, § 12; 2009, ch. 566, § 12.

2. Chapter 15: Background Checks

15-3 Scope

Contractors, grantees, and subcontractors must maintain personnel files on all employees for hire or volunteer service which contain an application, date of hire, and two personal references. For newly hired employees or volunteers as in-home workers, the file must also contain verification, by the employer, of a search of the following registries:

- (a) National Sex Offender Registry (<http://www.nsopr.gov/>) which will link back into the Tennessee Bureau of Investigation (TBI) where the background check is completed;
- (b) Tennessee Felony Offender Registry (<https://apps.tn.gov/foil/>);
- (c) Tennessee Abuse Registries (<http://health.state.tn.us/AbuseRegistry/default.aspx>) (http://tennessee.gov/didd/protection/abuse_reg.shtml) as well as a local or state law enforcement background check. For the newly hired employees or volunteers for in-home workers, who have less than 24 months residency in the State of Tennessee, verification of the state abuse and felony registries and local law enforcement background check, from which the city and state where the potential worker or volunteer relocated, if those registries are available.
- (d) Meth Offender Registry Database (<https://apps.tn.gov/methor/>)

15-4 Criminal History

Past criminal history must be considered in the hiring process of an employee or volunteer. Applicants with adverse criminal histories shall be evaluated on the basis of consultation with appropriate professionals and the following factors.

- (a) the relationship between the incident and the type of employment or service that the applicant will provide;
- (b) the applicant's employment or volunteer history before and after the incident;
- (c) the applicant's efforts and success at rehabilitation;
- (d) the likelihood that the incident would prevent the applicant from performing his or her responsibilities in a manner consistent with the safety and welfare of the consumers served by the agency;
- (e) the circumstances and/or factors indicating the incident is likely to be repeated;

- (f) the nature, severity, number, and consequences of the incidents disclosed;
- (g) the circumstances surrounding each incident, including contributing societal or environmental conditions;
- (h) the age of the individual at the time of the incident;
- (i) the amount of time elapsed since the incident occurred: and
- (j) a written justification, signed by service provider director, including these considerations, must be included in any newly hired employee or volunteer's personnel file.

15-5 Tennessee Bureau of Investigation (TBI) and Federal Bureau of Investigation (FBI) Background Checks

The provider may require TBI and FBI background checks. A TBI or FBI criminal background check may not be requested without the potential worker submitting a sample of fingerprints. The provider may require the prospective employee or volunteer to bear the cost of the background check.

15-6 Waiver of State or Local Criminal Background Check

A local or state criminal background check may be waived by the provider for volunteers who work in the Nutrition Program; however, checks of the National Sex Offender Registry, Tennessee Felony Offender Registry, and the Tennessee Abuse Registries must be performed and documented. These free registry checks may be performed utilizing the Internet.

15-7 Appeals

The applicant denied employment or volunteer status on the basis of a negative report may appeal to the provider. The provider must provide the applicant a copy of the negative report and allow him/her to appeal within 10 days of the mailing date. The appealable issues are:

- (a) He/she is not the person identified in the record.
- (b) The record is not correct. The applicant may not litigate the facts of the record, except to show that such charge has since been dismissed, nolle, or resulted in acquittal.

Appendix E
Registration Form

Registration Form

Congregate Meals/Senior Centers

Basic Information

1. First Name

2. Middle initial

3. Last name

4. Maiden name (optional)

5. 'Also known as' (optional)

6. Check gender

Male

Female

7. Date of birth

____/____/____

8. What document was used to verify age?

Birth certificate

Driver's license

Employment identification card

Military/veteran's identification card

Passport

School record

Social Security or Medicare card

U.S. census records

Wedding or divorce decree

Self declaration

Other - Specify

9. Social Security Number

____-____-____

10. Home telephone number

11. Residential street address or Post Office box

12. Second line of the street address

13. Residential city or town

14. County of residence

15. State of current address

16. Residential zip code

17. If different than Residential, mailing street address or Post Office box. If same, go to question 23.

18. If different than Residential, street address second line of mailing address

19. If different than Residential, mailing city or town

20. If different than Residential, county of mailing address

21. If different than Residential, mailing state

22. If different than Residential, mailing ZIP code

23. Check ethnicity

- Hispanic or Latino
 Not Hispanic or Latino
 Unknown

- Yes
 No

24. Check race

- American Indian/Native Alaskan
 Asian
 Black/African American
 Native Hawaiian/Other Pacific Islander
 Non-Minority (White, non-Hispanic)
 White-Hispanic
 Other (specify)

25. Does the client understand English?

- Yes
 No

26. If not English, which language does the client understand?

27. Do you have a disability that limits activities such as mobility or self care?

- Yes
 No

28. Is the income below \$790 monthly for 1 person or below \$1,069 for a couple?

- Yes
 No

29. Name of Friend or Relative to contact in case of an Emergency.

30. Daytime Telephone Number of Friend or Relative to contact in case of an Emergency.

31. What is the name of the client's primary care physician?

32. What is the work phone number for the client's primary care physician?

33. I understand that the information collected may be used in statistical reports and I hereby give my permission to use the information collected about me if it does not identify me personally.

Nutrition Services

Congregate Meals Only

1. For what reason is the client eligible for congregate meals?

- Age 60+
- Non-elderly disabled individual residing with eligible person or living in site
- Spouse of 60+ recipient

2. If none of the above, is the client a site volunteer/worker?

- Yes
- No

3. How many people live in the home?

- One person
- Two people or more

4. Is the client at a high nutritional risk level?

- Yes
- No

Title : _____

_____ Date

Title : _____

_____ Date

1.F. Nutrition Screening

1. Has the client made any changes in lifelong eating habits because of health problems?
 Y – Yes (2)
 N – No (0)
2. Does the client eat fewer than 2 meals per day?
 Y – Yes (3)
 N – No (0)
3. Does the client eat fewer than five (5) servings (1/2 cup each) of fruits or vegetables every day?
 Y – Yes (1)
 N – No (0)
4. Does the client eat fewer than two servings of dairy products (such as milk, yogurt, or cheese) every day?
 Y – Yes (1)
 N – No (0)
5. Does the client have 3 or more drinks of beer, liquor, or wine almost every day?
 Y – Yes (2)
 N – No (0)
6. Does the client have biting, chewing or swallowing problems that make it difficult to eat?
 Y – Yes (2)
 N – No (0)
7. Does the client sometimes not have enough money to buy food?
 Y – Yes (4)
 N – No (0)
8. Does the client eat alone most of the time?
 Y – Yes (1)
 N – No (0)
9. Does the client take 3 or more different prescribed or over-the-counter drugs per day?
 Y – Yes (1)
 N – No (0)
10. Without wanting to, has the client lost or gained 10 pounds in the past 6 months?
 Y – Yes (2)
 N – No (0)
11. Is the client not always physically able to shop, cook and/or feed themselves (or able to get someone to do it for them)?
 Y – Yes (2)
 N – No (0)

Total score of Nutritional Risk Questions.

What is the client's nutritional risk score rating?

- High risk (6 or more)
- Moderate risk (3-5)
- No risk (0-2)