

By Legislators Hasman and Maffucci

Intro. No. ____

RESOLUTION NO. ____ OF 2025

**AMENDING RESOLUTION 428 of 2024, AS AMENDED BY RESOLUTION 97 OF 2025,
AUTHORIZING CONTRACT FOR OFFICE FOR THE AGING PROGRAMS IN 2025-2026**

BE IT RESOLVED BY THE LEGISLATURE OF THE COUNTY OF MONROE, as follows:

Section 1. Section 1 of Resolution 428 of 2024, as amended by Resolution 97 of 2025, is hereby amended to read as follows:

The County Executive, or his designee, is hereby authorized to execute contracts, applications, and any amendments thereto, with the agencies listed in Attachment A in the approximate amounts listed therein, in a total amount not to exceed \$9,824,438 for the period of January 1, 2025 through March 31, 2026; including but not limited to a contract with Foodlink, Inc. for catering services for the Congregate Meal Program for area senior centers, in an amount not to exceed \$383,159 for the period of July 1, 2025 through March 31, 2026.

Section 2. Funding for these contracts is included in the 2025 operating budget of the Monroe County Department of Human Services, Office for the Aging general fund 9001; funds centers 5501010000, Administration and Program Management, 5501030000, Support Service Contracts; 5501040000, Nutrition Service Contracts, and 5501050000, Education, Training, Wellness Contracts.

Section 3. This resolution shall take effect in accordance with Section C2-7 of the Monroe County Charter.

Human Services Committee; May 20, 2025 – CV: 9-0
Ways and Means Committee; May 20, 2025 - CV: 11-0
File No. 25-0172

ADOPTION: Date: _____ Vote: _____

ACTION BY THE COUNTY EXECUTIVE

APPROVED: _____ VETOED: _____

SIGNATURE: _____ DATE: _____

EFFECTIVE DATE OF RESOLUTION: _____

Added language is underlined
Deleted language is ~~stricken~~

2025/26 ANTICIPATED CONTRACT SERVICES/Fund 9001		TOTALS		PROGRAM DESCRIPTION
01/01/25-03/31/2026	Vendor and Program Services	VENDOR TOTAL	SERVICE TOTAL	
Adult Day Hanna Z Day Care Social Adult Day Care Respite Adult Day Care		103,999	103,999	These are social model adult day care programs. This is a program that helps physically and cognitively impaired frail Older Adults (60+) and respite for caregivers. These are social model adult day care programs that help physically and cognitively impaired frail Older Adults (60+) to continue living in the community.
Caregiver Assistance & Resources Alzheimer's Disease and Related Disorders Association, Inc.: Caregiver Education and Support		106,936	271,981	Caregiver education programs, training and support groups and information & assistance offered to individuals diagnosed with early to mid-stage Alzheimer's disease and other memory related disorders.
Lifespan of Greater Rochester, Inc.: Caregiver Resource Center & Grandparents Caregiver Program		135,860		The Caregiver Resource Center (CRC) is a State funded program which provides resources and support to Informal Family Caregivers. A Kinship care program provides support group and educational training sessions, designed to support eligible caregivers and help sustain their efforts to provide care for grandchildren, or other younger relatives, children in family-like relationships such as godparents or close family friends.
Long Term Care Ombudsman(LTCOP)		29,185		Advocacy services that receive, investigate, and resolve complaints and concerns of residents in long-term care facilities.
Counseling and Assistance Services Lifespan of Greater Rochester, Inc.:		80,453	247,272	Financial Management program assists Older Adults in applying for benefits such as Medicare and EPIC. This program also provides bill paying assistance and household budgeting.
Financial Management Services		166,819		The HICAP program assists older adults, and Medicare eligible individuals, in need of information and assistance regarding health insurance.
HICAP Services/HICap Volunteer Stipend				Lifespan will provide a stipend to HICAP volunteers that help meet the needs of older New Yorkers applying for Medicare Part B and Part D to lower their health insurance costs

24.3

2025/26 ANTICIPATED CONTRACT SERVICES/Fund 9001		TOTALS		PROGRAM DESCRIPTION
01/01/25-03/31/2026	VENDOR TOTAL	SERVICE TOTAL		
Vendor and Program Services Expanded In-Home Services		2,127,710	2,127,710	Assists cognitively impaired frail Older Adults to continue living independently in the community by providing case management, developing care plans, and providing in-home services. This program also provides ancillary services such as social adult day programs, home delivered meals, personal emergency response units, home modification and repair and assistive equipment. Home Health Agencies provide housekeeper chore services and personal care. Consumer Directed Services provides caregiver training for family caregivers
Catholic Family Center of the Diocese of Rochester: Expanded In Home Services for Elderly Program:	2,127,710			
Elder Abuse Prevention Services Lifespan of Greater Rochester, Inc.:		114,303	114,303	Emergency Respite is designed for individuals & caregivers in need of services who are not eligible under Title XX and have no other resources to pay. Services include but are not limited to emergency transportation, day care, and in-home chore services.
Elder Abuse Intervention and Respite	114,303			
Health and Wellness Programs for Seniors Lifespan of Greater Rochester , Inc.:		245,033	245,033	The Matter of Balance Program is an evidence based falls prevention program.
Matter of Balance Program	63,630			
Lifespan of Greater Rochester, Inc.:	10,000			The Chronic Disease Self Management Program (CDSMP) is an evidence based training program that teaches skills to manage chronic conditions, such as arthritis, hypertension, diabetes, cancer, and heart disease, and significantly improve the health and well-being of older adults in the community and prevent falls.
Paths/Pearls Older Adult Depression and Screening	61,646			The Older Adult Wellness Programs includes depression screening, and counseling services. These evidence based programs include the Program to Encourage Active, Rewarding Lives (PEARLS) and Providing Assessment and Treatment for Home-bound Seniors (PATHS).
Aging Mastery Program	23,839			The Aging Mastery Program (AMP) is an evidence-based program developed by the National Council on Aging. AMP teaches an individual new tools and strategies for managing their health effectively, improving their quality of life, and making positive changes in their life.
Older Adult Harm Reduction Program	35,000			The Older Adult Harm Reduction Program provides case assistance and uses motivational intervention harm reduction model to support older adults to take steps to decrease their misuse of drugs, alcohol, etc., and minimize harm their behavior is causing their health.
Rainbow Seniors Recreation, Education and Wellness Program	20,000			To provide LBGT + individuals sixty years old and over a place to socialize as well as participate in activities such as chair-yoga, bingo, cards-night, etc., to help maintain their mental and physical well-being. Services provided through the center assist in allowing participants the opportunity to remain healthy, independent and in their homes for as long as possible.
Oasis Rochester Recreation, Education and Wellness Program	30,918			Utilizing evidence based interventions, this program provides educational, informational, cultural, health and fitness programming to maintain/improve health and wellness for Older Adults.

24.4

2025/26 ANTICIPATED CONTRACT SERVICES/Fund 9601		TOTALS		PROGRAM DESCRIPTION
01/01/25-03/31/2026 Vendor and Program Services	VENDOR TOTAL	SERVICE TOTAL		
Home Support & In Home Services			575,198	
Catholic Family Center of the Diocese of Rochester: Assisted Transportation (STAR)	142,048			The STAR program provides assisted transportation to older adults. Assisted transportation involves the transportation, including escort services to a person who has difficulties (physical or cognitive) using vehicular transportation.
In-Home support(Star)	142,048			In-home services involve providing non-medical services such as personal care, home repairs, etc. to assist individuals who have physical or cognitive difficulties.
UnMet Needs Program	291,102			The UnMet needs provides ancillary items and services to older adults in order to maintain their independence.
Information, Case Assistance & Special events			1,588,016	
Coordinated Care Services, Inc.:				
Contract Administration, Fiduciary Services and Employer of Record Services	214,396			This contract provides Contract Administration and Fiduciary Services for MCOFA. This contract provides Employer of Record Services to assist MCOFA in performing required tasks including Program Monitoring, Outreach & Public Education.
Daniel Jones (SCRA) Computer Training for Seniors	20,000			Provide older adults with computer, internet and social networking skills to enhance their lives and keep them connected.
Lifespan of Greater Rochester, Inc.:				
Eldersource Information & Assistance	322,696			Eldersource is a single source information, referral, case assistance & counseling program for services to Older Adults and their Informal Family Caregivers. Community Care Connections is a part of Eldersource and provides more intensive case assistance and linkage to healthcare providers for enhanced service provision and improved outcomes.
ECO-Elderly Community Outreach Program	153,964			Caseworkers provide community outreach, public education, referrals, assessments, short term problem solving, counseling and advocacy for Older Adults.
NY Connects Choices for Long Term Care	702,960			NY Connects is the Aging and Disability Resource Center. This program provides information, assistance and referral about long term care services and supports, options counseling, and assistance in applying for benefits. This program also convenes the Monroe County Long Term Care Council, responsible for analyzing gaps and barriers in the long term care system, and No Wrong Door work group to ensure consistency across systems of care.

24.5

2025/26 ANTICIPATED CONTRACT SERVICES/Fund 9001		TOTALS		PROGRAM DESCRIPTION
01/01/25-03/31/2026		VENDOR TOTAL	SERVICE TOTAL	
Vendor and Program Services Lifespan of Greater Rochester, Inc.: Mobility Management		74,000		Provide mobility management services in an effort to increase efficiencies among transport providers. These services will help older adults to travel across neighboring regions for health care social events, and routine business.
	Jewish Family Services Information and Assistance	20,000		To provide information and assistance related to in-home contact and support services to Holocaust survivors in Monroe County. This program will target Russian and other non-English speaking clients in order to link them to benefits specific to Holocaust survivors (e.g., Self Help, Blue Card and Kavod) in order to assist them with aging safely in their homes and community.
	United Way of Greater Rochester Age Friendly Program	80,000		To provide services such as assistance in helping the twenty (20) municipalities (nineteen Towns and the City of Rochester) in understanding their municipality's aging population, identifying areas of improvement, and developing a plan to improve the lives of the people living in the age friendly community.
Legal Services for the Elderly Legal Assistance of Western NY, Inc.: Legal Services for the Elderly		140,841	140,841	This program provides low income Older Adults legal assistance and advocacy. Assistance is provided for help with Social Security, SSI, Medicaid, housing problems, simple wills, utility issues, Health Care Proxy, and Powers of Attorney.
	Management Services Coordinated Care Services, Inc.: Contract Administration, Fiduciary Services and Employer of Record Services	21,309	21,309	CCSI provides management & administration of contracts for various Monroe County Administrative and Employer Record Services.
Nutrition Services: Home Delivered Meals UR Medicine Home Care, Community Services, Inc.: Meals on Wheels Program		1544,980	1,544,980	Home Delivered Meals are provided to persons age 60 and over who are homebound, living alone, and are unable to prepare their own meals due to frailty or illness.
	Nutrition Services: Senior Center Catering Goodwill of the Finger Lakes, Inc. 01/01/25-06/30/25	614,115	614,115	Nineteen senior meal nutrition sites serve senior attendees age 60 and over with a hot nutritionally balanced meal. Emergency, shelf-stable meals are also provided to seniors throughout the winter months.
Foodlink Inc. 07/01/25-03/31/26 Catering Services for the Congregate Nutrition Program		983,159	983,159	Nineteen senior meal nutrition sites serve senior attendees age 60 and over with a hot nutritionally balanced meal. Emergency, shelf-stable meals are also provided to seniors throughout the winter months.
	Goodwill of the Finger Lakes, Inc.			

2025/26 ANTICIPATED CONTRACT SERVICES/Fund 9601		TOTALS	
01/01/25-03/31/2026		VENDOR TOTAL	SERVICE TOTAL
Vendor and Program Services			
Registered Dietitian Services for the Nutrition Program		70000	
		PROGRAM DESCRIPTION	
		Registered Dietitian (RD) will provide RD services for various aspects of the nutrition program. Duties performed include nutritional education, counseling, screening and presentations.	

24.7

2025/26 ANTICIPATED CONTRACT SERVICES/Fund 9001		TOTALS		PROGRAM DESCRIPTION
09/01/25-03/31/2026	Vendor and Program Services	VENDOR TOTAL	SERVICE TOTAL	
Nutrition Services: Senior Centers of Monroe County			1,355,393	Senior Centers in Monroe County provide social activities, wellness programs, special events and meals to persons age 60 and over, their spouse and disabled adult children in a congregate setting. Recreational programming, social activities, case management services and other quality of life initiatives assist seniors to reduce isolation. These centers help seniors to remain living independently within the community of their choice.
Baden Street Settlement of Rochester, Inc.: IMARC Senior Center		52,904		
Charles Settlement House, Inc.: Charles Settlement House Senior Center		100,255		
Town of Chili: Chili Senior Center		52,139		
The Community Place of Greater Rochester, Inc.: Community Place Senior Center		71,210		
Town of Gates: Gates Community & Senior Center		48,421		
Town of Greece: Greece Community & Senior Center		76,721		
Town of Henrietta: Henrietta Senior Center		149,619		
Ibero-American Action League, Inc.: Centro de Oro Senior Center		173,159		
Town of Irondequoit: Irondequoit Senior Center		94,717		
Lifespan of Greater Rochester, Inc.: Lifespan Senior Center Programs Walk Center		130,140		
Lifespan of Greater Rochester, Inc.: Lifespan Senior Center Programs Lily Café		51,098		
Lifetime Assistance, Inc.: The Lodge on the Canal		20,000		
Monroe Community Hospital MCH Cafeteria		-		
Prayer House Church of God by Faith Senior Center		42,098		
Southwest Neighborhood Association: Southwest Senior Center		63,348		
Town of Ogden: Ogden Senior Center		44,279		
Town of Parma: Hilton-Parma Senior Center		26,480		
Town of Pittsford: Pittsford Senior Center		48,165		
Town of Webster: Webster Senior Center		81,115		
Town of Wheatland: Wheatland Senior Center		30,525		
TBD Potential New sites				

2025/26 ANTICIPATED CONTRACT SERVICES Fund 9001			TOTALS		PROGRAM DESCRIPTION
01/01/25-03/31/2026	VENDOR TOTAL	SERVICE TOTAL			
Vendor and Program Services					
Transportation Services				874,288	
Lifespan of Greater Rochester, Inc.: Mobility Management					Provide mobility management services in an effort to increase efficiencies in the Finger Lakes Region. These services will help older adults to travel across neighboring regions for health care social events, and routine business.
Medical Motors Service of Rochester and Monroe County, Inc.					
Senior Center Transport Medical Transportation Senior Center Transport /COLA TBD	874,288				Transportation services are provided for Older Adults to and from area Senior Centers, Social Adult Day Programs, recreational outings, grocery shopping, banking services and dialysis.
Total OFA Contract Budget Proposal	9,824,438	9,824,438	9,824,438	9,824,438	Total Office for the Aging Contract Service Funds Requested
OFFICE FOR THE AGING CONTRACTS					
Anticipated Program Revenue	9,495,105		96.12%		Percent of Federal, State, and Program Revenue
Net County Support Request	329,333		3.42%		Amount of Anticipated Revenue for Office for the Aging contracted services
Total OFA Contract Budget Proposal	9,824,438		100.00%		Percent of Net county support for OFA Contracted Services
2025/26 ANTICIPATED CONTRACT SERVICES Fund 9001					
Cost Center	Amount				Amount of Net County Match Support for OFA Contracted Services
10604197					
5501010000	\$ 21,309				Contract Management/CCSR: 5501010000
5501030000	258,928				Support Services: County Funding
5501030000	5,499,987				Support Services: State/Federal Funding
5501040000	48,896				Nutrition Services: County Funding
5501040000	3,233,317				Nutrition Services: State/Federal Funding
5501050000	762,001				Education & Wellness: State Funding
5501050000	-				Education & Wellness: County Funding
Dept. 5500	\$ 9,824,438				OFA Contract Total
					MCH Income

The performance indicators are tracked by service delivery ticket and time/temperature logs. The contractor will use the New York State Office for Aging's designated Statewide Client Data System, and the County's ContractHQ to generate monthly and quarterly reports, annual self-evaluations, program assessments, performance measures, outcome objectives, number of people served including demographics, and units provided which measure the effectiveness and impact of the program.

29.10

**SECONDARY
PERFORMANCE****Satisfaction with Nutrition Program**

MEASURE/INDICATOR: Indicator of Success: 90% of the program participants will respond with "Overall, are you satisfied with the meals served?"

	Previous Year Projection	Previous Year Actual	Current Year Projection	Next Year Projection
Program Year	1/1/24-3/31/25	1/1/24-3/31/25	7/1/25-3/31/26	1/1/26-3/31/27
Total # of Participant Surveys Distributed	N/A	N/A	550	600
% Overall Satisfied with Meals Served	N/A	N/A	90%	90%

The senior centers participants are satisfied with Nutrition Program including meals served. The Customer Satisfaction Survey is administered yearly by senior centers. Result will be recorded by the Office for the Aging's staff.

BOARD MEMBERS:

Bonnie DeVinney, Orlando Ortiz, Loren Flaum, Meghan DiPasquale, Aaron Bertram, Lisa Bobo, Kimberly Braithwaite, Luis Burgos, Bobby Colon, Carey Corea, Courtney Cotrupe, Molly Cummings, Nada Debbaghi, Sarah DePeters, Tonya Dickerson, Garth Hankinson, Norm Jones, Meghan Schubmehl, Matthew Squires, Kristian Walker, Dr. Edith Williams, Robert Williams, Fernando Santiago, Joseph Casion, James Grossman, Julie Camardo, Tom Kane, Arline Santiago

SECTION II**SOURCE MATERIAL:**

Annual Evaluation will be pre-developed upon the Catering Program startup.



Office of the County Executive
Monroe County, New York

Adam J. Bello
County Executive

May 9, 2025

OFFICIAL FILE COPY	
No.	250172
Not to be removed from the Office of the Legislature Of Monroe County	
Committee Assignment	
HUMAN SERVICES	-L
WAYS & MEANS	

To The Honorable
Monroe County Legislature
407 County Office Building
Rochester, New York 14614

Subject: Amend Resolution 428 of 2024, as Amended by Resolution 97 of 2025, Authorization to Contract for Office for the Aging Programs in 2025–2026

Honorable Legislators:

I recommend that Your Honorable Body amend Resolution 428 of 2024, as amended by Resolution 97 of 2025, Authorization to Contract for Monroe County Office for the Aging Programs in 2025–2026, to authorize a contract with Foodlink, Inc. and reduce the amount to contract for an existing vendor. An updated Attachment A is attached reflecting a change in Office for the Aging Programs to be provided through County contracts. Specifically, the Office for the Aging intends to engage a new vendor for its Congregate Meal Program.

The incumbent provider of services for the Congregate Meal Program, Goodwill of the Finger Lakes, Inc., has informed the County that it has decided to terminate its catering program, which services the Congregate Meal Program. Foodlink, Inc. will take over catering services for the Congregate Meal Program for area senior centers.

The County issued a Request for Proposals for this service, and Foodlink, Inc. was selected as the most qualified vendor to provide this service.

Please refer to the attached Purchase of Services Information Form for disclosure of information required pursuant to Resolution 223 of 2007, as amended by Resolution 11 of 2008.

The specific legislative action(s) required is to amend Resolution 428 of 2024, as amended by Resolution 97 of 2025, to authorize the County Executive, or his designee, to execute contracts and any amendments thereto with the agencies listed in Attachment A in the approximate amounts listed therein, in a total amount not to exceed \$9,824,438 for the period of January 1, 2025 through March 31, 2026, including but not limited to a contract with Foodlink, Inc. for catering services for the Congregate Meal Program for area senior centers, in an amount not to exceed \$383,159 for the period of July 1, 2025 through March 31, 2026.

This action is a Type II Action pursuant to 6 NYCRR § 617.5(c)(26) (“routine or continuing agency administration and management, not including new programs or major reordering of priorities that may affect the environment”) and is not subject to further review under the State Environmental Quality Review Act.

Funding for these contracts is included in the 2025 operating budget of the Monroe County Department of Human Services, Office for the Aging general fund 9001; funds centers 5501010000, Administration and Program Management, 5501030000, Support Service Contracts; 5501040000, Nutrition Service Contracts, and 5501050000, Education, Training, Wellness Contracts. No additional net County support is required in the current Monroe County Budget.

Foodlink, Inc. is a New York not-for-profit corporation and the records in the Office of the Monroe County Treasury have indicated that it does not owe any delinquent Monroe County property taxes.

I recommend that this matter be referred to the appropriate committee(s) for favorable action by Your Honorable Body.

Sincerely,


Adam J. Bello
Monroe County Executive

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Goodwill of the Finger Lakes, Inc.				

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01/01/15-03/31/2026		VENDOR	SERVICE	
Vendor and Program Services		TOTAL	TOTAL	
Registered Dietitian Services for the Nutrition Program			70000	
		PROGRAM DESCRIPTION		
		Registered Dietitian (RD) will provide RD services for various aspects of the nutrition program. Duties performed include nutritional education, counseling, screening and presentations.		

2025/26 ANTICIPATED CONTRACT SERVICES/Fund 9001		TOTALS		PROGRAM DESCRIPTION
01/01/25-03/31/2026	Vendor and Program Services	VENDOR TOTAL	SERVICE TOTAL	
Nutrition Services: Senior Centers of Monroe County			1,355,393	Senior Centers in Monroe County provide social activities, wellness programs, special events and meals to persons age 60 and over, their spouse and disabled adult children in a congregate setting. Recreational programming, social activities, case management services and other quality of life initiatives assist seniors to reduce isolation. These centers help seniors to remain living independently within the community of their choice
Baden Street Settlement of Rochester, Inc.: MARC Senior Center		52,904		
Charles Settlement House, Inc.: Charles Settlement House Senior Center		109,255		
Town of Chili: Chili Senior Center		52,139		
The Community Place of Greater Rochester, Inc.: Community Place Senior Center		71,210		
Town of Gates: Gates Community & Senior Center		48,421		
Town of Greece: Greece Community & Senior Center		76,721		
Town of Henrietta: Henrietta Senior Center		149,619		
Ibero-American Action League, Inc.: Centro de Oro Senior Center		173,159		
Town of Irondequoit: Irondequoit Senior Center		94,717		
Lifespan of Greater Rochester, Inc.: Lifespan Senior Center Programs Wolk Center		130,140		
Lifespan of Greater Rochester, Inc.: Lifespan Senior Center Programs Lily Café		51,098		
Lifetime Assistance, Inc.: The Lodge on the Canal		20,000		
Monroe Community Hospital MCH Cafeteria		-		
Prayer House Church of God by Faith Senior Center		42,098		
Southwest Neighborhood Association: Southwest Senior Center		62,348		
Town of Ogden: Ogden Senior Center		44,279		
Town of Parma: Hilton-Parma Senior Center		26,480		
Town of Pittsford: Pittsford Senior Center		48,165		
Town of Webster: Webster Senior Center		81,115		
Town of Wheatland: Wheatland Senior Center		30,525		
TBD Potential New sites		-		

2025/26 ANTICIPATED CONTRACT SERVICES/Fund 9001		TOTALS	
01/01/25-03/31/2026		VENDOR TOTAL	SERVICE TOTAL
Vendor and Program Services			
Transportation Services			874,288
Lifespan of Greater Rochester, Inc.: Mobility Management			
Medical Motors Service of Rochester and Monroe County, Inc.			
Senior Center Transport Medical Transportation Senior Center Transport /COLA TBD	874,288		
Total OFA Contract Budget Proposal	9,824,438	9,824,438	9,824,438
OFFICE FOR THE AGING CONTRACTS			
Anticipated Program Revenue		9,495,305	96.6% Percent of Federal, State, and Program Revenue
Net County Support Request		329,433	3.4% Amount of Anticipated Revenue for Office for the Aging Contract Services
Total OFA Contract Budget Proposal		9,824,438	Amount of Net County Match Support for OFA Contract Services
2025/26 ANTICIPATED CONTRACT SERVICES/Fund 9001			
Cost Center	Amount		Contract Management/CCSI: 5501010000
5501010000	\$ 21,309		Support Services: County Funding
5501030000	258,928		Support Services: State/Federal Funding
5501030000	5,499,987		Nutrition Services: County Funding
5501040000	48,896		Nutrition Services: State/Federal Funding
5501040000	3,233,317		
5501050000	762,001		Education & Wellness: State Funding
5501050000	-		Education & Wellness: County Funding
Dept. 5500	\$ 9,824,438		OFA Contract Total
			MCH Income

PURCHASE OF SERVICES INFORMATION FORM
Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: Amend Resolution 428 of 2024, as Amended by Resolution 97 Authorization to Contract for Office for the Aging Programs in 2025-2026

Total Meals Served **N/A**
2024 - 25:
Proposed \$ Amt. 2025 - **\$383,159**
2026:

SECTION I

PROGRAM: **Catering Services for the Congregate Nutrition Program**

CONTRACTOR: **Foodlink, Inc. – Julia Tedesco, President / CEO**

PROGRAM DESCRIPTION: **Preparation, delivery, and catering services for the Monroe County Office for the Aging Nutrition Programs, congregate meal program for area senior centers.**

PRIMARY OBJECTIVE(s)/ DELIVERABLES: **Seniors enjoy a nutritious, safe, appealing, appetizing and satisfying meal. Improve or maintain the nutritional health for persons age 60 and above.**

PRIMARY PERFORMANCE MEASURE/INDICATOR: **Objective: Seniors enjoy a nutritious, safe, appealing, appetizing and satisfying meal.**

Indicator of Success:

1. Food is delivered at appropriate temperature based on the service model
2. Accurate delivery of meals to the meal site based on the number of meals ordered and quantity of food delivered
3. Accurate food procurement to ensure menu is served as written

OUTCOME ASSESSMENT METHODOLOGY:

	Previous Year Projection	Previous Actual Year	Current Year Projection	Next Year Projection
Program Year	1/1/24-3/31/25	1/1/24-3/31/25	7/1/25-3/31/26	1/1/26-3/31/27
Food is delivered at appropriate temperature based on the service model	N/A	N/A	90%	90%
Accurate delivery of meals to the meal site based on the number of meals ordered and quantity of food delivered	N/A	N/A	90%	90%
Accurate food procurement to ensure menu is served as written	N/A	N/A	90%	90%

The performance indicators are tracked by service delivery ticket and time/temperature logs. The contractor will use the New York State Office for Aging's designated Statewide Client Data System, and the County's ContrackHQ to generate monthly and quarterly reports, annual self-evaluations, program assessments, performance measures, outcome objectives, number of people served including demographics, and units provided which measure the effectiveness and impact of the program.

**SECONDARY
PERFORMANCE**

MEASURE/INDICATOR:

Satisfaction with Nutrition Program

Indicator of Success: 90% of the program participants will respond with "Overall, are you satisfied with the meals served?"

	Previous Year Projection	Previous Year Actual	Current Year Projection	Next Year Projection
Program Year	1/1/24-3/31/25	1/1/24-3/31/25	7/1/25-3/31/26	1/1/26-3/31/27
Total # of Participant Surveys Distributed	N/A	N/A	550	600
% Overall Satisfied with Meals Served	N/A	N/A	90%	90%

The senior centers participants are satisfied with Nutrition Program including meals served. The Customer Satisfaction Survey is administered yearly by senior centers. Result will be recorded by the Office for the Aging's staff.

BOARD MEMBERS:

Bonnie DeVinney, Orlando Ortiz, Loren Flaum, Meghan DiPasquale, Aaron Bertram, Lisa Bobo, Kimberly Braithwaite, Luis Burgos, Bobby Colon, Carey Corea, Courtney Cotrupe, Molly Cummings, Nada Debbaghi, Sarah DePeters, Tonya Dickerson, Garth Hankinson, Norm Jones, Meghan Schubmehl, Matthew Squires, Kristian Walker, Dr. Edith Williams, Robert Williams, Fernando Santiago, Joseph Casion, James Grossman, Julie Camardo, Tom Kane, Arline Santiago

SECTION II

SOURCE MATERIAL:

Annual Evaluation will be pre-developed upon the Catering Program startup.