

Age Guide Audit for New Lenox

- What to inspect and check: Specific Observable, measurements, and verifications
- Evidence sources: Types of Records, observations, interviews, and verifications
- References: FY 2025 Standards, Title III-C service standards, menu standards
- Compliance Criteria: key standards, rules and best ways to practice.
- Potential Question/Notes: suggested follow up questions and interview questions.

The audit will cover a sample of a snapshot if time and include random sampling (10% of files). I will use rating scale: compliant (yes), non-compliant (no), Partial, Non-Applicable (NA). I will document with photos, logs, and notes for evidence. If any issues found, will be noted with appropriate corrective action and a timeline.

1. Site Operations and Accessibility

- Operating schedule:
 - What to Inspect/Check: Confirm site is open and have hours of operations posted: for full time (5 or more days/week, Café (C1) of 1 hour per day; HDM (C2) 5 days/week.
 - Evidence Sources: Site logs, staff schedules, observation during visit, route sheets.
 - Compliance criteria:
 - Potential Questions/ Notes: Ask manager: What do you do for site closures? volunteer call off, unexpected delivery or missing.
Yes, site is open to standard, has many calendars posted, site logs, route sheets. When someone calls off (both clients and volunteers) they either find new drivers or give other meals to the next client and annotate properly.
- Welcoming and Public Access (C1)
 - What to Inspect/ Check: signs on site, Entrance accessibility, restrictions for nonmembers.
 - Evidence Sources: Physical inspection, photos, partnerships agreements, and public outreach materials.
 - Compliance criteria: Separate entrance if co-located, invites non-residents.
 - Potential Questions: how many clients are nonresidents?
Very hard to find because of the food pantry and the resident living. But most of the seniors that live there do not attend because of health conditions and pantry. There is handicap accessible doors, elevator, and easy access but there are no signs

to where to go. Almost all clients are non-residents but she has tried in the past but it didn't work.

- Delivery Protocols (C2):
 - What to inspect/ Check: Delivery routes, direct hand off to participants (no doorstep or third party), daily contact of 5+ days/ week
 - Evidence Sources: Delivery logs, GPS tracking (new system), participant feedback forms
 - Compliance criteria: meals must be hold/ cold/ frozen at time of delivery or return.
 - Potential Questions: What if client is not home or denies meals?
Yes, she is compliant, because they delivery direct to clients and contact at least 5 times a week. They have delivery logs but are not up to date with the GPS tracking and do not have participant feedback forms. If the client is not home, she gives the meal to the next person and annotates the extra on the route form. But if no one takes the meal, they dispose of the meal because of the temperature compliance.
- Partnerships
 - What to inspect/ check: Documented agreements with landlords, food vendors, contact info is current
 - Evidence Sources: Contracts, emails, meeting minutes and forms
 - Compliance criteria: Partnership support operations
 - Potential Questions: how often do you introduce new partnership?
All the agreement are held by Charmaine or Richard and the contact info was posted on her desk. The site they operate at are very supportive and help with most of their daily operations. They do however, they have tried to include outside partnerships but only for parties, but they mostly work with the food pantry and clients for café food.
- Location and Barriers
 - What to inspect/ check: proximity to older adults, transportation options, physical accessibility (e.g. parking, lighting).
 - Evidence Sources: Maps, Site visit walkthrough
 - Compliance Criteria: maximize access with no barriers.
 - Potential Questions/ Notes: How do most of the participants get here?
It is in a senior living facility and right next to the food pantry. They do not have an option for transportation for the clients currently

and they have elevators for the clients to get to the café. The participants that come are from the outside because the seniors that live in the building do not like the food that is served.

2. Eligibility and participant Assessment

- Eligibility Records

- What to inspect/Check: files for age 60+, no membership limits
- Evidence Sources: Intake Forms (random sample %), ID copies, assessment tools
- Compliance Criteria: Annual assessment for C2
- Potential questions/ notes: how do you verify age?

She keeps all the intake forms, and all other files in a file cabinet organized by year. They get inspected by all necessary parties, but she mentioned they want the director to stop in at least 4 times a year to double check everything. She verifies age with the forms or when new clients come, which is rare, she can generally assess their age and she has them fill out the intake form.

- Assessment Process (C2):

- What to inspect/ Check: conducted by Age Guide, homebound causes.
- Evidence Sources: Assessment reports and dates.
- Compliance criteria: Nutrition risk tool used; reassess every 6-12 months.
- Potential questions/ notes: When was the last time you had an inspection.

They follow the intake forms and only use frozen meals instead of 5 boxes when unexpected call offs, meetings or the client is not available throughout the week. The last inspection of the health department and they had few minor corrections.

- Counts

- What to inspect/ Check: Individuals served (fiscal year), any duplicates reports.
- Evidence Sources: Database exports, monthly reports
- Compliance Criteria: Matches meal unit served.
- Potential questions/ notes: cross check food with sign in

The food deliveries match the food ordering for the month but they do order extra to store just in case emergencies happen. She keeps her reports on the computer, but the WIFI is not adequate and she has to redo her counts at least 3 times per day. Unable to

do the counts from home per company policy (should either verify WIFI status or allow working from home.

- Special Diet Records
 - What to inspect/ Check: approval from AgeOptions, therapeutic options
 - Evidence Sources: Diet request, menus
 - Compliance Criteria: feasibility based on numbers/ skills
 - Potential questions/ notes: how many special diets are served?
They rarely serve special menus but they comply with the intake forms and only adjust menus for these clients and not personal preference unless otherwise directed.
- Extra meals (C2/ Meal kits)
 - What to Inspect/ check: Only high risk, and weekend delivery options
 - Evidence Sources: risk assessments and delivery records
 - Compliance Criteria: included in the menu and have a checklist
- Food Preparation, Safety and Quality:
 - What to inspect/ Check: Health inspection reports, temp logs, cleaning schedules and ServSafe.
 - Evidence Sources: kitchen tour, temp documents and qualifications.
 - Compliance Criteria: yes, if codes met, partial if some violations and no.
 - Potential Questions/ Notes: how often your site is cleaned, when does your servsafe expire.
- Food Safety:
 - What to inspect/ Check: logs (above 140 or below 40/0), storage areas
 - Evidence Sources: Sample logs, inspect fridge/ heater/ freezer.
 - Compliance Criteria: yes, if temps are met.
 - Potential Questions/ notes: When was the last time your thermometer was calibrated?
- Foodborne Illness Protocols:
 - What to inspect/ Check: policy manual, incident reports.
 - Evidence reports: Review past incident and site manager quiz.
 - Compliance Criteria: yes or no
- Food Leftovers:
 - What to inspect/ Check: Policy and; leftover logs
 - Evidence Sources: observed end of service protocol.
 - Compliance criteria: yes if have policy enforced.
 - Potential questions/ Notes: what do you do with leftovers?