COMBINED COMMUNITY ACTION

GIDDINGS
165 W Austin St.,
Giddings, TX 78942
979-540-2980
979-542-9565 fax

STAFFORD
12300 Parc Crest Dr.,
Stafford, TX 77477
346-515-1500
346-770-2819 fax

www.ccaction.com

February 27, 2026

Carol Griffith
Housing and Community Development Manager
City of San Marcos
630 E. Hopkins St.
San Marcos, TX 78666

Dear Carol,

Please find attached the FY2026-2027 Human Services Grant Application for Combined Community Action, Inc./Meals on Wheels Rural Capital Area.

If you have any questions, please feel free to contact me at 979/540-2999 or via email.

Sincerely,

Kelly Franke
Executive Director

CITY OF SAN MARCOS HUMAN SERVICES GRANT
FY 2026-2027 APPLICATION

I. SUMMARY INFORMATION

Please spell out organization name and program name completely, without acronyms.

Applicant Organization: Combined Community Action, Inc./Meals on Wheels Rural Capital Area

Contact Name, Title: Kelly Franke, Executive Director

Telephone: 979/540-2999

Contact E-Mail Address: KJFranke@ccaction.com Website: www.ccaction.com

Mailing Address: 165 W. Austin St., Giddings, TX 78942

Do you have a location in San Marcos where people can walk in and ask questions about the program? If so, what is the address? 1201 Thorpe Ln., San Marcos, TX 78666

Who is authorized to execute program documents? (Name, Title) Kelly Franke, Executive Director

Program Name: Meals on Wheels Rural Capital Area

Amount of Funds Requested: $15,000.00

What percentage of the cost of this program is requested as funding through this application? Less than 1%

II. SHORT ESSAY QUESTIONS

All questions must be answered. Please type your answers. Application evaluations will be based on, but not necessarily limited to the criteria stated in each section.

OVERVIEW

1. Summarize the program for which funding is being requested, the services it provides, and the clients it serves.

   Meals on Wheels Rural Capital Area provides hot and frozen meals for older adults, 60 years of age and older 5 days a week. Meals are staged and packaged at 3 sites in San Marcos. Trained volunteers assist in delivering meals to older adults who are homebound and in need of nutritious meals.

COMMUNITY NEED AND JUSTIFICATION –20 POINTS

Evaluation: documentation and justification of the need for the program in the City of San Marcos.

1. Describe in detail the need for this program in San Marcos.
   The Capital Area Planning Council of Governments/Area Agency on Aging conducts an Area Plan. The 2026 Area Plan shows Hays County had the highest growth rate of 53.5%, the largest in the CAPCOG Region. The population growth rate for Age 60 and over for Hays County showed a 93% growth rate for this older population. The report also states 18.9% of individuals 60 and over in Hays County live alone. A study by USAging Policy Priorities states it is widely known that social isolation and loneliness among older adults leads to deterioration of a person's physical and cognitive health, resulting in personal suffering and greater national expense.

   The population of San Marcos is 77,362. Source: https://worldpopulationview.com. Based on the U.S. Census Bureau's 2019-2023 American Community Survey 5-year estimates, 14.32% of the population is 60 years of age or older.

   Many older adults we serve cannot afford to purchase nutritious food. The meals served through MOWRCA provide 1/3 of the daily nutrition recommended for older adults. Trained volunteers deliver the meals to our participants in San Marcos thus helping them feel less isolated and alone.

2. Has the need for this program been increasing in recent years?
   The need continues to increase due to inflation and the cost of healthy food. As the statistics show the 60+ population in the area served is increasing, the need for services for the older population increases.

IMPLEMENTATION –15 POINTS

Evaluation:

- *The application demonstrates that resources needed to manage the proposed program are available and ready.*
- *Applicant has clearly defined objectives focusing on results and measurable outcomes vs. only program activities descriptions and numbers served.*
- *Past performance of programs funded by Human Services Grants has met expectations.*

1. Are all resources in place to be able to implement this program? If not, what is missing?

   CCA/MOWRCA has been administering the meals on wheels program for more than 47 years. We have staff, vehicles, volunteers, and sites to successfully continue to administer the program. The main concern is the funding cuts. This year we received an 8% cut in the program budget and were told we could expect a reduction in funding up to 30% over the next 3 years.

2. What specific, measurable outcomes or results do you hope to achieve with this program?

   The outcome would be to assist older adults to remain at home, independent and well-nourished for as long as possible to avoid nursing home placement. The number of meals and older adults served are tracked daily by the local site managers. These reports allow our Senior Services Director the ability to determine if we are on track to meet our goals throughout the year. Our goal is to serve every older adult in San Marcos that request meals from the program.

3. If funding is not available at the requested amount, what is the minimum Human Services Grant funding needed to be able to run this program?

   The minimum would be $10,000 but with the ever-increasing cost for the meals, the requested amount would be appreciated.

IMPACT AND COST EFFECTIVENESS –20 POINTS

Evaluation:

- *impact on the identified need*
- *implementation costs compared to impact*
- *use of available resources (financial, staff, volunteer)*
- *impact compared to other applicants*

1. Programs can provide value by deeply impacting the lives of a few, with effects that may ripple through generations, or by providing smaller but meaningful impact to a larger group. Describe in detail the impact this program will have on the identified need and on San Marcos residents.
   The impact of the program is huge. Meals on Wheels Texas reports that the cost of nursing home assistance is $41,000 per year, in contrast meals on wheels programs in Texas help frail, elderly and disabled homebound people live independently, with dignity in their own homes at a tiny fraction of the cost, less than $1,500 per person per year. Meals programs also reduce hospitalizations and decrease the length of stay for most older adults. In our recent survey of 397 meals on wheels participants, 76% report they are unable to go to the grocery store alone, 53% worry about how they will be able to get food, 46% report they have gone without food because they do not have enough money, 62% are not physically able to cook healthy meals, 62% state that the meals on wheels are the only nutritious meal they eat most days, 83% report they depend on the daily meal delivery and 98% report that the meals have helped them tremendously. Many of the respondents state they live on a fixed income and would have to decide which bills to pay first and most claim food is the last item they consider. Several of the comments included, "this is the only meal I have most days", "I know that I am eating healthy", "has helped a lot on our limited fixed income", and "it gives me a reason to get out of bed". There are also comments about our volunteers and how they love to see a familiar face.

2. Briefly describe other funding sources, volunteers, or in-kind donations that will be used with this program.
   Other funding sources include United Way of Hays/Caldwell County $12,000 and Hays County $13,000. Our funding from the St. David's Foundation has ended, they have taken their grant funding in a different direction. We have more than 300 volunteers that assist with staging and delivering the meals in San Marcos. We have 3 sites in San Marcos, 2 of those sites are donated space and the third site we pay a nominal fee per month.

3. How many total annual unduplicated direct clients is this program expected to serve? What percentage will be San Marcos residents?

In 2025 the program served 1351 individuals in our 6-county service area. Of those 1351, 345 were San Marcos residents or 25%. Due to funding cuts for the program year, we can expect to serve between 320-340 clients. That number will continue to drop with the expected funding reductions in the future.

4. Please list the agencies with which you partner to provide this program's services.

   The agencies we partner with include Community Action of Central Texas, the San Marcos Housing Authority and the LaVista Apartments.

COMMUNITY SUPPORT – 15 POINTS

Evaluation:

- *A minimum of three letters of reference that indicate strong local support for the program and the agency's ability to implement it as described in the application. Letters must be in support of the specific program requesting funding, not the agency as a whole. Letters will preferably be from San Marcos residents as well as direct clients of the program.*
- *Evidence that volunteers play a vital role in the program or agency's operation.*
- *Evidence that board members are actively involved in and supportive of the agency*

1. What actions do Board members take to support the programs of the agency?

   The board approves contracts and funding applications, sets policy, reviews revenue and expense statements, reviews and approves budgets, oversees and approves the community needs assessment and the strategic plan. They also are involved in the agency fundraising events.

2. Briefly describe the number and role of volunteers in the program or agency's operation.

   In 2025, we have over 300 volunteers assist with the meals program. They help stage, package and deliver the meals to older adults in the community. The volunteers provide almost 2,000 hours of service to the program. They not only deliver a meal, but they also provide a well check for each client they meet. They report any mental or physical changes to our local site managers who in turn contact the participants emergency contact or local first responders.

COUNCIL PRIORITIES - 20 POINTS

1. How long has this program served San Marcos residents? (10 points if at least 2 years)
   The program has served the San Marcos community since 1978.

2. In what ways does your agency actively conduct outreach to engage San Marcos residents in its programs and services? How will San Marcos residents access those services? (up to 10 points)

   The agency has partnerships with clinics, home health agencies and social workers. These partnerships allow them to refer seniors who are food insecure and homebound to our program. We also coordinate with faith-

based groups, the housing authority, and the local senior center. We also conduct outreach at community events and health fairs as well as using social media. We receive referrals from the Area Agency on Aging. Once we receive a referral, we contact the person to set up an interview and complete the assessment.

RISK - 10 POINTS

1. How many years' experience does the agency have in implementing a program of this size and complexity? (5 points if more than 5 years)

   CCA will celebrate their 60th anniversary this year and over those years we have grown from serving one single county to providing services in 10 counties. We administer various programs that include utility assistance, tenant based rental assistance, weatherization assistance, case management among other activities.

2. What percentage of the program's funding is non-City? (5 points if at least 50%)

   The City of San Marcos percentage of program funding for meals is 1.15%, non-city funding is 98.85%.

III. FUNDING RESTRICTIONS

By signing this application I certify the following to be true:

1. All Human Services Grant funding will be spent on San Marcos residents, except for school-based programs, in which case it may be spent within the San Marcos Consolidated Independent School District boundary.
2. Funding requested is not more than 50% of the total funding for the agency.
3. Funding will not be used to fund more than 20% of a full time position.
4. Agency has been in existence for at least 2 years. (This can include serving communities other than San Marcos.)

SUBMITTAL APPROVED BY:

Kelly Franke — Signature

2/27/26 — Date

Kelly Franke
Printed Name

Executive Director
Title

BUDGETS

2026 MOWs Budget		
6-county service area		MOWs
PERSONNEL	Acct G006	
Salaries		230,000.00
FRINGE		
		45,000.00
FICA/TUCA		
OA INS		
Health Ins		
Retirement		
Life & AD Ins		
NUTRITION EDUCATION		
Materials		2,500.00
TRAVEL		
In-Area		7,500.00
Out-of-Area		2,000.00
Meal Delivery		
Insurance/Vehicle		5,000.00
Fuel		3,000.00
Vehicle Maint		
License/Fees		150.00
OTHER COSTS		
Audit		8,000.00
Contractual		
Postage/Freight		1,000.00
Internet		500.00
Telephone		750.00
Ins/Liability		5,000.00
Adm Alloc Cost		45,000.00
PROFESSIONAL SERVICES		
Train/Staff/Conf		2,500.00
Dues/Membership		1,000.00
PROMOTIONAL		
Printing		
Recruit/Advertise		1,000.00
EQUIPMENT COSTS		
Rent/Lease		
Maint/Repair		5,000.00
Equipment/non-capital		
FOOD COST		
Contracted Meals		900,000.00
RawFood		
Frozen/Shelf Meals		
Consumables		
City of San Marcos Meals		15,000.00
SUPPLIES		
Maint		
Office		1,000.00
Other		
Copy/Print		4,000.00
OCCUPANCY		
Rent		5,000.00
Utilities		1,500.00
Maint/Repair/Improv		1,500.00
Ins/Bldg		
TOTAL COST		1,292,900.00
Allenwood		1,500.00
GRAND TOTAL COSTS		1,294,400.00
REVENUE		
Program		36,000.00
City of San Marcos Funds		15,000.00
Local Cash		46,000.00
United Way		12,000.00
Miscellaneous		35,000.00
Amerigroup		10,000.00
United/Evercare		25,000.00
O A A Title III		805,000.00
TWL		3,750.00
Hays County		13,000.00
TOTAL REVENUE		1,000,750.00

2027 PROPOSED MOWs BUDGET		
6-county service area		MOWs
PERSONNEL	Acct G006	
Salaries		230,000.00
FRINGE		
		45,000.00
FICA/TUCA		
OA INS		
Health Ins		
Retirement		
Life & AD Ins		
NUTRITION EDUCATION		
Materials		2,500.00
TRAVEL		
In-Area		7,500.00
Out-of-Area		2,000.00
Meal Delivery		
Insurance/Vehicle		5,000.00
Fuel		3,000.00
Vehicle Maint		
License/Fees		150.00
OTHER COSTS		
Audit		8,000.00
Contractual		
Postage/Freight		1,000.00
Internet		500.00
Telephone		750.00
Ins/Liability		5,000.00
Adm Alloc Cost		45,000.00
PROFESSIONAL SERVICES		
Train/Staff/Conf		2,500.00
Dues/Membership		1,000.00
PROMOTIONAL		
Printing		
Recruit/Advertise		1,000.00
EQUIPMENT COSTS		
Rent/Lease		
Maint/Repair		5,000.00
Equipment/non-capital		
FOOD COST		
Contracted Meals		885,000.00
RawFood		
Frozen/Shelf Meals		
Consumables		
City of San Marcos Meals		15,000.00
SUPPLIES		
Maint		
Office		1,000.00
Other		
Copy/Print		4,000.00
OCCUPANCY		
Rent		5,000.00
Utilities		1,500.00
Maint/Repair/Improv		1,500.00
Ins/Bldg		
TOTAL COST		1,277,900.00
Allenwood		1,500.00
GRAND TOTAL COSTS		1,279,400.00
REVENUE		
Program		40,000.00
City of San Marcos Funds		15,000.00
Local Cash		50,000.00
United Way		12,000.00
Miscellaneous		50,000.00
Amerigroup		10,000.00
United/Evercare		25,000.00
O A A Title III		725,000.00
TWL		5,000.00
Hays County		13,000.00
TOTAL REVENUE		945,000.00

BOARD OF DIRECTORS
ROSTER

Board Roster

Member Name	Position	Tripartite Sector for CSBG Board	Date Seated	Term	County of Residence	Member Mailing Address (Include full mailing address NOT agency address)	Phone	Fax	Email
Alan Turner	Member	Public	04/2015	Appointed	Lee	[redacted] Giddings, TX 79842	[redacted]		[redacted]
Mark Meuth	**Treasurer**	Public	01/2017	Appointed	Bastrop	[redacted] Bastrop 78602			
Leroy Cerny	**Exec. Comm.**	Public	01/2021	Appointed	Austin	[redacted] Cat Spring 78933			
Nicole Vasut	Member	Low-Income	07/2023	2 yrs	Fayette	[redacted] LaGrange 78945			
Shannon Owers	Member	Public	01/2025	Appointed	Colorado	[redacted], Rock Island 77470			
Diane Herlitz	Member	Low-Income	07/2023	2 yrs	Lee	[redacted], Giddings 78942			
Jeremy Finch	Member	Private	04/2025	2 yrs	Fayette	[redacted] LaGrange 78945			
Pam Machac	Member	Private	11/2023	2 yrs	Lee	[redacted], Giddings 78942			
Jason McBroom	**Chair**	Public	01/2024	Appointed	Fayette	[redacted]. LaGrange 78945			
Brandon West	Member	Low-Income	04/2025	2 yrs	Ft. Bend	[redacted], Rosenberg, 774			
Kristi Bauer	Member	Low-Income	07/2023	2 yrs	Bastrop	[redacted] Bastrop 78602			
Joseph Guerrero	Member	Private	07/2023	2 yrs	Bastrop	[redacted]5, Elgin 78621			
Shannon Hanath	**Vice-Chair**	Private	07/2023	2 yrs	Austin	[redacted] Bellville 77418			
Kelly Franke	Executive Director								
Marissa Anderson	CFO								
Noelia Buck	Sr. Services Director								
Carol Nolen	WAP Program Manager								
Deanna Green	FS Program Director								
Karen Walpole	Comm. Director								

Updated: 2/25/2026

ORGANIZATION INFORMATION

Form **990**

Department of the Treasury
Internal Revenue Service

Return of Organization Exempt From Income Tax

Under section 501(c), 527, or 4947(a)(1) of the Internal Revenue Code (except private foundations)
Do not enter social security numbers on this form as it may be made public.
Go to *www.irs.gov/Form990* for instructions and the latest information.

OMB No. 1545-0047
2024
Open to Public Inspection

A For the 2024 calendar year, or tax year beginning , and ending

B Check if applicable:
- ☐ Address change
- ☐ Name change
- ☐ Initial return
- ☐ Final return/ terminated
- ☐ Amended return
- ☐ Application pending

C Name of organization: COMBINED COMMUNITY ACTION, INC.
Doing business as:
Number and street (or P.O. box if mail is not delivered to street address): 165 W AUSTIN ST
Room/suite:
City or town, state or province, country, and ZIP or foreign postal code: GIDDINGS TX 78942

D Employer identification number: 74-1548511
E Telephone number: 979-540-2980
G Gross receipts$ 7,452,271

F Name and address of principal officer: KELLY JO FRANKE

H(a) Is this a group return for subordinates? ☐ Yes ☒ No
H(b) Are all subordinates included? ☐ Yes ☐ No
If "No," attach a list. See instructions
H(c) Group exemption number

I Tax-exempt status: ☒ 501(c)(3) ☐ 501(c) ( ) (insert no.) ☐ 4947(a)(1) or ☐ 527
J Website: WWW.CCACTION.COM
K Form of organization: ☒ Corporation ☐ Trust ☐ Association ☐ Other
L Year of formation: 1966
M State of legal domicile: TX

Part I Summary

1 Briefly describe the organization's mission or most significant activities:
TO PROVIDE ASSISTANCE TO LOW-INCOME FAMILIES THROUGH VARIOUS SOCIAL PROGRAMS RELATED TO NUTRITION, WEATHERIZATION, UTILITY ASSISTANCE, HOUSING, AND OTHER VARIOUS PROGRAMS.

2 Check this box ☐ if the organization discontinued its operations or disposed of more than 25% of its net assets.

3	Number of voting members of the governing body (Part VI, line 1a)	3	13
4	Number of independent voting members of the governing body (Part VI, line 1b)	4	13
5	Total number of individuals employed in calendar year 2024 (Part V, line 2a)	5	52
6	Total number of volunteers (estimate if necessary)	6	752
7a	Total unrelated business revenue from Part VIII, column (C), line 12	7a	0
b	Net unrelated business taxable income from Form 990-T, Part I, line 11	7b	0

		Prior Year	Current Year
8	Contributions and grants (Part VIII, line 1h)	7,432,150	7,308,659
9	Program service revenue (Part VIII, line 2g)	107,227	131,363
10	Investment income (Part VIII, column (A), lines 3, 4, and 7d)	3,879	12,249
11	Other revenue (Part VIII, column (A), lines 5, 6d, 8c, 9c, 10c, and 11e)		0
12	Total revenue – add lines 8 through 11 (must equal Part VIII, column (A), line 12)	7,543,256	7,452,271
13	Grants and similar amounts paid (Part IX, column (A), lines 1–3)	3,232,433	3,039,428
14	Benefits paid to or for members (Part IX, column (A), line 4)		0
15	Salaries, other compensation, employee benefits (Part IX, column (A), lines 5–10)	1,818,006	1,802,253
16a	Professional fundraising fees (Part IX, column (A), line 11e)		0
b	Total fundraising expenses (Part IX, column (D), line 25) 57,113		
17	Other expenses (Part IX, column (A), lines 11a–11d, 11f–24e)	2,396,212	2,469,570
18	Total expenses. Add lines 13–17 (must equal Part IX, column (A), line 25)	7,446,651	7,311,251
19	Revenue less expenses. Subtract line 18 from line 12	96,605	141,020

		Beginning of Current Year	End of Year
20	Total assets (Part X, line 16)	1,849,721	2,497,608
21	Total liabilities (Part X, line 26)	640,717	1,147,584
22	Net assets or fund balances. Subtract line 21 from line 20	1,209,004	1,350,024

Part II Signature Block

Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than officer) is based on all information of which preparer has any knowledge.

Sign Here

Signature of officer — Date
KELLY JO FRANKE EXECUTIVE DIRECTOR
Type or print name and title

Paid Preparer Use Only

Preparer's name	Preparer's signature	Date	Check ☐ if self-employed	PTIN
EMILY E. FRANKS	EMILY E. FRANKS	09/18/25		P01215712

Firm's name: JARRED, GILMORE & PHILLIPS, PA — Firm's EIN: 20-3906022
Firm's address: P.O. BOX 779, CHANUTE, KS 66720 — Phone no. 620-431-6342

May the IRS discuss this return with the preparer shown above? See instructions ☒ Yes ☐ No

Part III Statement of Program Service Accomplishments

Check if Schedule O contains a response or note to any line in this Part III ☒

1 Briefly describe the organization's mission:
TO PROVIDE ASSISTANCE TO LOW-INCOME FAMILIES THROUGH VARIOUS SOCIAL PROGRAMS RELATED TO NUTRITION, WEATHERIZATION, UTILITY ASSISTANCE, HOUSING, AND OTHER VARIOUS PROGRAMS.

2 Did the organization undertake any significant program services during the year which were not listed on the prior Form 990 or 990-EZ? ☐ Yes ☒ No
If "Yes," describe these new services on Schedule O.

3 Did the organization cease conducting, or make significant changes in how it conducts, any program services? ☐ Yes ☒ No
If "Yes," describe these changes on Schedule O.

4 Describe the organization's program service accomplishments for each of its three largest program services, as measured by expenses. Section 501(c)(3) and 501(c)(4) organizations are required to report the amount of grants and allocations to others, the total expenses, and revenue, if any, for each program service reported.

4a (Code:) (Expenses $ 2,902,544 including grants of $ 2,318,975) (Revenue $)
EMERGENCY ASSISTANCE - PROVIDES UTILITY ASSISTANCE TO LOW-INCOME INDIVIDUALS TO ASSIST THEM WITH ENERGY BILLS, THIS COULD BE GAS, ELECTRIC, PROPANE, ETC. APPROXIMATELY 4,410 PEOPLE SERVED.

4b (Code:) (Expenses $ 1,726,261 including grants of $) (Revenue $ 51,782)
ELDERLY AND AGING SERVICES - SENIOR CENTER OPERATIONS WHICH PROVIDES SOCIALIZATION, GAMES, AND HOT NOON MEALS 5 DAYS A WEEK TO THE ELDERLY AND DISABLED. APPROXIMATELY 1,987 PEOPLE SERVED.

4c (Code:) (Expenses $ 774,917 including grants of $) (Revenue $)
WEATHERIZATION SERVICES - PROVIDES SERVICES TO HELP LOW-INCOME PEOPLE IMPROVE RESIDENTIAL ENERGY EFFICIENCY. APPROXIMATELY 62 PEOPLE SERVED.
HEALTH SERVICES - PROVIDES HEALTH REFERRAL, ADVOCACY AND INFORMATION TO THE PUBLIC. APPROXIMATELY 104 PEOPLE SERVED.

4d Other program services (Describe on Schedule O.)
(Expenses $ 1,519,370 including grants of $ 720,453) (Revenue $ 79,581)

4e Total program service expenses 6,923,092

Texas Department of Aging and Disability Services

PUBLIC NOTICE

Non-Discrimination Compliance Policy

It is the policy of this office, program or facility to serve all persons with regard to employment, programs, services and/or admissions without discrimination as to race, creed, color, sex, age, ancestry, national origin, religion or disability.

Combined Comm. Actin — 1/1/2022

Administrator — Date

In the event of a complaint or grievance concerning discrimination within this facility, contact the Equal Opportunity Representative and/or Compliance Coordinator for Title VI of the 1964 Civil Rights Act and Section 504 of the Rehabilitation Act of 1973 at:

Representative: Kelly Franke
Address: 165 W. Austin
Giddings TX
Phone: 979/540-2980

Coordinator: Noel Buck
Address: 165 W. Austin
Giddings TX 78942
Phone: 979-540-2980
* Speaks Spanish

In addition to the above-mentioned administrator, representative and coordinator who can provide local administrative remedies to resolve any problem with discrimination, you may submit a written complaint to:

Assistant Commissioner
Access and Intake Division
Texas Department of Aging
and Disability Services
P.O. Box 149030
Austin, Texas 78714-9030

or

Regional Manager
U.S. Dept. of Health & Human Services
Office of Civil Rights
1301 Young Street, Suite 1169
Dallas, Texas 75202

Departamento de Servicios para Adultos Mayores y Personas Discapacitadas de Texas

AVISO PÚBLICO

Cumplimiento de la norma sobre la discriminación

Esta oficina, entidad o programa tiene como norma servir a todas las personas con respecto al empleo, los programas, los servicios o los ingresos sin discriminación por raza, credo, color, sexo, edad, ascendencia, origen nacional, religión o discapacidad.

Combined Comm. Actin — 1/1/22

Administrador — Fecha

En caso de que tenga una queja o un agravio relacionados con esta entidad, comuníquese con el Representante de Igualdad de Oportunidades o el Coordinador de Cumplimiento del Título VI de la Ley de Derechos Civiles de 1964 y la Sección 504 de la Ley de Rehabilitación de 1973 en:

Representante: Kelly Franke
Dirección: 165 W. Austin
Giddings TX
Teléfono: 979-540-2980

Coordinador: Noel Buck
Dirección: 165 W. Austin
Giddings TX
Teléfono: 979 540-2980

Además del administrador, representante y coordinador mencionados arriba que pueden proporcionar soluciones administrativas locales para resolver cualquier problema relacionado con la discriminación, usted puede enviar una queja por escrito a:

Assistant Commissioner
Access and Intake Division
Texas Department of Aging
and Disability Services
P.O. Box 149030
Austin, Texas 78714-9030

o a

Regional Manager
U.S. Dept. of Health & Human Services
Office of Civil Rights
1301 Young Street, Suite 1169
Dallas, Texas 75202

DADS Media Services 7P350 • September 2007 • Publication 231

PROGRAM INFORMATION

Helping People. Changing Lives.
community Action
PARTNERSHIP
AMERICA'S POVERTY FIGHTING NETWORK

"Meals on Wheels of the Rural Capital Area"

Powered by Combined Community Action Inc.

165 West Austin Street
979-540-2980/979-540-2991
Fax: 979-542-9565
www.ccaction.com/nbuck@ccaction.com

SITE-MANAGER PROCEDURAL MANUAL 2023

MEALS on WHEELS
RURAL CAPITAL AREA
TOGETHER, WE CAN DELIVER

Kelly Franke, Executive Director
Noelia Buck, Senior Nutrition Program Director

Combined Community Action, Inc.
Senior Nutrition Program Meals on Wheels Rural Capital Area
Procedures and Guidelines

I. GENERAL PROCEDURES

A. Counties and Areas Served:

Combined Community Action, Inc. (CCA) operates the Senior Nutrition Program Meals on Wheels Rural Capital Area in Blanco, Bastrop, Hays, Caldwell, Lee and Fayette County, Texas, with partial funding provided by the Texas Department on Aging & Disability Services (DADS) and additional support from the Texas Department of Agriculture, municipalities, counties, client, and private donations. CCA is a private, non-profit charitable organization which was formed in 1966 and has operated human services programs since that time. Meals on Wheels of the Rural Capital Area distributes meals from 23 provider sites to the following areas: Blanco, Johnson City, Blanco County Community Resource Center (Johnson City), Bastrop, Elgin, Smithville, Cedar Creek, McDade, Paige, San Marcos Allen Wood, San Marcos La Vista, San Marcos Senior Center, Buda, Kyle, Wimberley, Prairie Lea, McMahan, Dale, Lockhart, Luling, Giddings, Dime Box, Ledbetter, Lexington, La Grange, WestPoint, Carmine, Schulenburg, Flatonia, Fayetteville, Round Top, Warrenton and Ellinger.

The Senior Nutrition Program adheres to CCA's Personnel Policies and Procedures and its fiscal policies and is governed by a 13-member Board of Directors which represent public, private and target areas. The Senior Nutrition Program follows guidelines in the Texas Administrative Code and Standards for Nutrition Services.

B. Program Eligibility:

Home delivered meals are provided on the days they are open per week for rural areas including Bastrop, Elgin, Smithville, Johnson City, San Marcos Allen Woods, San Marcos La Vista, Prairie Lea, Luling, Lockhart, Kyle, La Grange, Fayetteville, Flatonia, Schulenburg, Blanco, Buda, Giddings, McMahan, McDade, Cedar Creek, Carmine, Blanco, BCCRC and Wimberley.

Congregate noon meals will be served at centers on days that they are open (see calendar) located in Smithville, Carmine, Johnson City, San Marcos Allen Woods, San Marcos Senior Center, San Marcos La Vista, Luling, Schulenburg, Giddings, and McMahan. Eligible people receive meals and an opportunity for socialization in a congregate setting.

1. Home Delivered Meals (HDM)

Home-delivered meals are provided for eligible participants 3 to 5 days per week, given the area. Provision of home-delivered meals is designed to promote better health and daily contact for homebound people. Clients who request meals are assessed on the initial home visit, using the Form 2060 and the Intake Assessment Form as tools.

To be eligible for a Title III HDM, a person must be:

- 60 years of age or older
- Frail or physically unstable – unable to take care of daily needs without help
- homebound by reason of illness or incapacitating disability, or otherwise isolated
- have a Consumer Needs Evaluation (CNE) form score of at least 20
- have physical, emotional, or behavioral conditions that would make their service at a congregate nutrition site inappropriate or difficult.
- are socially or otherwise isolated and unable to attend a congregate nutrition site.
- Meals may also be provided to the following, if the provision of the meal supports keeping the person at home and is in the best interest of the eligible older person.
- the spouse of an eligible older person, regardless of the spouse's age or condition; or
- a person with a disability, regardless of age, who lives at home with person 60 or older. Establish procedures to allow meal providers the option to offer HDMs to a person with a disability on the same basis as meals provided to an eligible person who is 60 or older.

Homebound *means a person cannot leave their home without the help of another person. People receiving HDMs must be physically, mentally, or medically unable to attend a congregate nutrition program as shown on the CNE form. Priority is given to persons with the greatest economic or social needs, low-income minority elderly with few resources and others who may be unable to afford to eat adequately or who cannot prepare meals due to the lack of mobility, skills, knowledge.*

2. **Congregate Meals** - To be eligible for a Title III congregate meal, a person must be:
   - 60 years old or older
   - the spouse of a person 60 and over who participates in the program.
   - a person who volunteers during the meal hours
   - a person with a disability who lives in housing facilities.
     - occupied primarily by people 60 and over and
     - where they serve congregate meals.

   Before service initiation and at least every 12 months, complete a *DETERMINE Your Nutritional Health* checklist for each person who receives congregate meals. **Note**: There are no citizenship or residency requirements for OAA services. Do not deny nutrition services based on citizenship or residency criteria.

C. **Procedures for Congregate Meal Services:** An intake and assessment are required before a client can receive a meal. Intakes must be updated within 12-month period. Food must be consumed on site and not taken out of the center. Keep meals at the temperatures required by Texas Department of State Health Services (DSHS), Retail Food rules (25 Texas Administrative Code, Subchapter C, Food) until serving or packaging for delivery; and manage all aspects of nutrition programs in compliance with DSHS, Retail Food rules and Food and Drug rules, U.S. Department of Health and Human Services (DHHS), U.S. Food & Drug Administration, Food Code and USDA, Dietary Guidelines.

D. Congregate Intake Forms Required:

- AAACAP Client Services Intake Form
- Determine Your Nutritional Health
- Rights & Responsibilities
- Congregate Participant Behavior Policy
- New Client Packet and Nutrition Education Packet – (give to client)
- Welcome Letter and Holiday Schedule (give to client)
- Hot Food Monthly Menu and Nutrition Information (give to client)
- No client information will be used for purposes other than meal delivery unless the client signs a "Release of Information" form. This is placed in the folder. *Intakes for congregate clients may be done at the MOWRCA provider site.*
- An individual file for each client will be kept which will include the Intake form, Determine Your Nutritional Health form, and the signed Rights and Responsibilities form.
- Each active client must be reassessed every 12 months of service.

1. Serving Congregate Meals

- Congregate meals are served between 11:00 a.m. and 12 noon, depending on CARTS and customer consensus. Participants are served by the site manager or site manager's helper. Participants with disabilities are served by staff or volunteers.
- Disabled persons are seated near the doorway in case of emergencies and will be assisted in exiting the center by designated staff members.
- Prior to participant arrival at the site, staff or volunteers set tables with salt and pepper shakers and other condiments, wipe tables with bleach water, and provide sealed cutlery packets. A donation box on a table set aside for privacy is provided for clients and the voluntary donation policy is posted in a prominent place.
- The temperature of every food item is recorded on the yellow Daily Nutrition Report when the food arrives at the site and again before it is served.
- All food is protected against contamination from time of delivery to service of meals. Careful handling and storage ensure no food is wasted or unfit for consumption.
- Program participants receive their food first, followed by volunteers and guests. Second portions may be served if food is left over. Seconds are not considered a full meal and will not be marked. Clients with handicaps will be assisted by staff or volunteers as needed. Care should be taken to ensure that extra food is not habitually left over.
- All people working with food must be clean and have good personal hygiene. All staff or others working with food must wear a hair net or cap, gloves, and closed toe shoes.
- Food is served with the appropriately sized utensil. Special attention is given to providing the proper portions. Seconds may be served if food is left over. Any food left over must be properly disposed of. ONLY bread or fruit may be removed from the center by congregate participants.
- Cleaning up following the meal service includes wiping of all counters and tables with a solution of bleach water. Washing all pans, utensils and dishes with mild bleach water and antibacterial dish soap. The ice-chests must be wiped with a bleach soap dish cloth and dried. Mild bleach water is sprayed into the air around the center during times of flu

or colds to reduce contamination. Participants are encouraged to wash hands frequently and follow good sanitation rules.

2. **Congregate Meals: Participant Sign-In**
   - The participant sign-in sheet is used to document the daily client count. Everyone who eats at the center is required to sign in. Meal orders are placed every Wednesday and clients are to sign up for the days they will eat in advance for ordering accuracy.
   - The sign-in sheets are kept documenting the number of clients served a meal on that day. They are kept in the monthly report at the administrative office. If a client is unable to write, a staff member or another participant may sign.
   - The name of the center and date are entered at the top of the Sign-In Sheet. Volunteers may eat a meal providing the provision of this meal does not deny a participant food. All volunteers are encouraged to give a donation. Volunteers are given training on soliciting voluntary donations from participants.

3. **Congregate Meals: Site Inspections**
   - This program uses procedures that follow all applicable state and local fire, health, sanitation, and safety laws and regulations. Annual fire inspections are performed by the Fire Marshall and repairs/corrections are made based on his recommendations. Fire inspections are kept on file at the main office.
   - Site Managers are trained to do monthly safety inspections by the program director and use the checklist provided. The monthly safety inspection is kept at the main office per TAC 85.309 (c) (form 10).
   - **Fire Drills** - A fire drill is held quarterly each year, December, March, June, and September. (See attached example) The program director will send a reminder to sites when a fire drill is due. A list of participants and the date of the fire drill will be kept in a folder labeled FIRE DRILLS at the main office.

4. **Congregate Meals: Notices**

   The following notices are posted in each center: (1)Contribution Policy, (2) Complaint and Grievance Procedures with the Program Director's name and phone number posted in a prominent place; (3) MENU; (4) TDOA funding; (5) Availability of "Relay Texas" services; (6) Hotline for Abuse, Neglect or Exploitation Reports; (7) Legal Aid Hotline; (8) Policy of Non-Discrimination; (9) Evacuation Plan; (11) No Smoking Policy; (12) Assistance with complaints; (13) Policy on removal of food from center; (14) Other events that are scheduled of interest to seniors and; (15) Availability of emergency assistance from Neighborhood Centers.

5. **Congregate Meals: Staff Procedures**

   Clients will check in daily with the site manager. Guests will pay a fee of **$6.50**. They must contact the site-manager two days in advance to order a meal. The contribution box will be available for clients to make voluntary contributions. The site manager will make reservations for the next week, if possible. The volunteer will turn in the contribution cash box to the site manager when the lunch is no longer being served. Site managers will be

responsible for training and scheduling volunteer hosts for the week, site manager will serve as host if no volunteer is available. The congregate roster will be initialed daily by the client. All new clients will be processed and begin as a client two days from the initial intake. If a meal is available, the new client can eat.

6. **Congregate Meals: Use of Site for Religious/Political Collaboration**
   - Congregate meal sites must not be used for political campaigning except in those instances where a representative from each political party running in the campaign is given an equal opportunity to take part or distribute political materials.
   - Staff must refrain from wearing attire that displays political views.
   - CCA nor its volunteers may not sponsor, lead, or organize religious activity and prayer at the MOWRCA site.
   - Participants will NOT be prohibited from praying silently or aloud at the site.

E. Procedures for Home Delivered Meal Services:

The program shall comply with provisions stated in the Older Americans Act, sec. 307 (a) (12) (A) and (I). Clients must be age 60 years of age or over, or be an eligible spouse or dependent, or be living in a senior environment housing. Eligibility shall be based on the impairment level and their ability to perform activities of daily living or instrumental activities of daily living, inability to prepare nutritious meals and inability to shop for food on their own. Eligibility is for a 12-month period and a reassessment shall be completed before the one-year interval to continue the service. If other resources or agencies are providing meals, CCA will not duplicate the meal services. Therapeutic or diabetic meals are not provided by MOWRCA.

1. **Referrals:** Referrals for new clients come from several sources. Most of them are made by home healthcare providers and others come from friends or relatives of the potential client. In some cases, the person who needs the meal service calls for help. In any case, the site manager must complete the assessment (in person) as soon as possible.

2. **Home Delivered Meals Forms Required:**
   - AAACAP Client Intake Form
   - Consumer Needs Evaluation Form 2060 (gold colored)
   - Determine Your Nutritional Health (white)
   - Rights & Responsibilities
   - Client Packet - Nutrition Education-Welcome Letter-Monetary Contribution – (pink cover sheet) – *this packet is given to the client to keep.*
   - Welcome Letter and Holiday Schedule – Client Keeps
   - No client information will be used for purposes other than meal delivery unless the client signs a "Release of Information" form. This is placed in the folder.
   - An individual file for each client will be kept which will include the Intake form, Determine Your Nutritional Health form, and the signed Rights and Responsibilities form. **Client files are kept at the provider site for 5 years after termination.**
   - Each active client must be reassessed before they reach 12 months of service.

3. **How to complete a HDM Intake packet**
   - Paperwork is to be filled out in black pen.
   - Dates must be accurate and consistent (the same on all forms)
   - All boxes must be checked.
   - All information must be correct.
   - If this is a reassessment or change in a current client's info, the birthdate should match previous intakes.
   - New intakes should be submitted as they are completed.
   - Staff member's observations as to client's health and eligibility for home-delivered meals. (May be written on the Intake Form)
   - Staff members may request a doctor's statement if extenuating circumstances warrant such a statement.
   - Notations of any special needs or situations the client may have such as steps, porch is rickety, dog bites, take in back door, etc. Staff also document any efforts to make repairs or correct a dangerous situation which have been initiated.

4. **HDM Intake Procedures**
   - When a referral is received, the site manager contacts the potential client by telephone and asks questions to determine the client's eligibility first: such as age, address, physical capacity, health conditions, and living situation.
   - If eligible, the site manager schedules a home visit to complete the intake assessment as soon as possible.
   - If the person is a recent hospital discharge or in very unstable condition, the service may be initiated within one working day.
   - A client may receive temporary services until they have recovered sufficiently to prepare meals, or they may be long-term clients whose condition is not expected to improve to a degree that they can care for themselves.
   - The site manager will complete the Intake Form, "Consumer Needs Evaluation Questionnaire" and the "Determine Your Nutritional Health" form during the visit. A determination will be made as to the client's eligibility and need for services based on the score on the CNE (20+). Every effort is made to serve rural, isolated elderly in need of meals and social contact.
   - If eligible, the site manager will explain the Rights and Responsibilities and obtain the client's signature and date. The site manager will also review the Nutrition Education, Monetary Contribution, and welcome letter with the client. This packet is left with the client along with a contact phone number and meal delivery date.
   - The completed intake forms must be mailed (or emailed if available) to CCA immediately. DO NOT HOLD on to new intakes!
   - If eligible, the new client may receive meals the following week. In case of an emergency where food is needed immediately, contact the program director.

- The site manager must create a file for each client. Any form or file which contains a client's name is confidential and must be kept in a locked cabinet. The following records are kept in the client's file:

  1. Client Intake Form (white)
  2. Consumer Needs Evaluation Form 2060 (gold colored)
  3. Determine Nutritional Health (white)
  4. Client Rights and Responsibilities (white)

- Date of reassessment is recorded. Dates of initiation and termination of services are documented. Availability of other resources is noted. If an application for meal service is denied, the reasons are recorded with the name of the responsible individual. Contact the program director and ask for guidance. The site manager will contact the client to explain the denial.

5. **Delivery Procedures**
   - Meals are delivered to the participant's home, either given directly to the participant or their caregiver or placed inside the home after receiving permission to enter. If the client is unable to open the containers, the delivery person will open the milk and meal and make sure the client is at the table or has the meal placed within reach.
   - The delivery person will briefly talk with the client, observe any obvious changes in physical/mental condition and note any dangers or other problems in the household. Unless the problems place the client in immediate jeopardy, the deliverer will report problems upon return to the center. Staff will investigate reported problems and take appropriate action to correct the condition. Appropriate action may include contacting the family or emergency contact.
   - The delivery person has a route sheet that will be marked when meals are delivered daily. Any special instructions about delivery are noted on this sheet. Clients who have pets that may present a danger to the delivery person will be required to leash or cage the pet until the delivery is accomplished.
   - If a client is not home to receive the meal, the volunteer is to notify site personnel immediately upon return to the site. Results of delivery attempts are marked on the log sheet and/or reported to the site manager. Delivery records are used to complete the monthly report.
   - If a client is not home, the site manager is to call the client that day and speak to her or leave a message. If the client does not answer, the site manager contacts the emergency contact to find out the status of the client. If there is a problem or we cannot reach the emergency contact, we should call the proper authorities to do a welfare check.
   - When a client calls in to the site or office to say he/she will not need a meal for that day or any other date, the person taking the call is to document the call on meal count so a meal will not be prepared for that person.

- Clients in rural areas are served to the limit of the budget and availability of volunteer drivers. If unable to serve, will be referred to a frozen meal program or available resources.
- A **Client Satisfaction Survey** is performed annually, and suggestions are incorporated into the program whenever practical.

6. **Homebound: Client Emergency Procedures**
   - Delivery staff are advised to observe the condition of the client and look for any irregularities in their behavior, appearance, or environment. The delivery staff must report any suspected incidents to the site manager immediately. The site manager will call the client for a wellness check. If warranted, the site manager will call and inform the emergency contact and program director.
   - If a delivery person finds meals uneaten, unrefrigerated, or over-stocked, inform the site manager immediately. The site manager is to contact the client and determine if the service needs to be put on hold or suspended.
   - If the client does not answer the door, every effort is made to determine if the client is inside the home. If the client is not home, the delivery person needs to call the site manager and wait for a response. The site manager will call the client immediately to confirm whether they are or are not at home. A "You Missed Your Meal" tag is left at their door and the meal(s) are to be brought back to the site. The site manager needs to contact the client before meals are delivered to them again.
   - If the client does not answer the door, but it is suspected they are inside the home, the delivery person needs to call the site manager. The site manager will call the client's home immediately for a wellness check. If there is no answer and it is suspected the client could be in danger or in need of immediate assistance, the delivery staff needs to call 911 and remain there until the authorities arrive. The site manager will call the emergency contact to inform them of the situation.
   - If the delivery person finds a client in distress or unresponsive, they are instructed to call 911 immediately and remain with the client until help arrives. The delivery person will call the site manager when able and the site manager will call the emergency contact.
   - If the delivery person becomes aware of a dangerous or hazardous situation in the home (steps, porches, etc.), they will inform the site manager. The site manager may seek assistance to repair the condition before someone is injured.
   - For suspected cases of physical abuse, neglect, or exploitation, staff will contact the Texas Department of Protective and Regulatory services Hotline at 1-800-252-5400.

7. **Homebound: Undelivered Meals** (Per TAC 55.27(d)(C))
   - The provider agency must document each meal as being delivered or undelivered.
   - The provider agency must deliver the meal to the client or responsible party.
     - If the client or responsible party is not present to accept the meal, the provider agency must not leave the meal unless arrangements have been made.
     - The provider agency must handle undelivered meals in accordance with its policy on undelivered meals.

- The provider agency must document the meal as undelivered and document the reason it was unable to deliver the meal.
- If a meal is not delivered to a client because he/she was not home, the volunteer must leave a "You Were Not Home" notice on the door. The site manager is to enter **AD** for attempted delivery on the log sheet. The site manager must call the client to find out why they were not home. This may be done twice in one month. **After the 2nd AD,** the site manager will write in a **"0"** and delivery should stop until communication with the client is confirmed. The meal will be discarded. A client needs to be terminated after 30 days of not receiving meals.

F. Assessments / Reassessments

Clients are reassessed annually. To remain eligible, the reassessment must be performed before the 1-year anniversary of the original intake. Reassessment dates are documented each month on the master list provided by AAA with the rosters. It is CCA's responsibility, however, to ensure that reassessments are completed on time even if the client's name does not appear on the list.

1. **Home Delivered Clients**

At the time of reassessment, an intake form must also be completed. For ALL home-delivered or non-congregate clients the reassessment packet must include:

- Intake Form
- 2060 Nutritional Consumer Needs Assessment Questionnaire (Gold)
- Determine Your Nutritional Health Questionnaire
- Welcome Letter and Rights and Responsibilities (only if client has been inactive)
- It is recommended (but not mandatory) that an updated R&R be signed to remind clients of their rights. All original intakes/reassessments will be reviewed by the main office for completeness and accuracy. They will be copied for client's file and centers that do not have a copy machine and originals will be sent to AAA with a completed client information cover sheet.

2. **Congregate Clients**

- Intake Form
- Determine Your Nutritional Health Questionnaire
- Welcome Letter (if client has been inactive)
  - *If there is no Rights and Responsibilities form in the file, one must be submitted for both home delivery and congregate clients.
  - *Submit the originals as soon as the assessments are completed, and copies will made at the main office and sent back to the site.

G. Change in Status

- If a client becomes inactive or decides to stop service, a Termination Form (pink) must be completed and turned in to CCA office immediately. An explanation for change of status must be written in the space provided.

- If a client has a change in address, emergency contact, or phone number, a new Intake form must be completed. Mark "Update" box.
- If a client changes from congregate to home delivered a new intake must be completed including the CNE. If a client changes from home delivered to congregate, only a new Intake form needs to be completed.

H. Suspension and Termination

A meal provider may suspend or stop service to a client for the following reasons. If the client:

- Dies or becomes unable to consume food.
- is admitted to a long-term care facility or moves away.
- requests the service be stopped.
- threatens the health or safety of a person at the congregate site.
- threatens, or another person living in the home, threatens the health or safety of a person delivering meals.
- racially discriminates against a person at the congregate site.
- racially discriminates against, or another person living in the home, racially discriminates against, a person delivering meals.
- sexually harasses a person at the congregate site; or
- sexually harasses, or another person living in the home, sexually harasses, a person delivering meals; or
- illegal or disruptive activity is suspected at the home and the person delivering meals feels unsafe.
- A meal provider may also suspend HDMs if the eligible person is not home to accept delivery of a meal for:
  - two consecutive service days in a calendar month; or
  - three non-consecutive service days in a calendar month.

I. Confidentiality Policy

- ALL client information is kept confidential. Paperwork is sealed and mailed directly to CCA or it is kept in locked file cabinets located in each site. Clients are aware that their information is confidential and will not be shared, sold or advertised in any way to any other company, organization or affiliated group other than CCA.
- Clients will provide CCA with an emergency contact that will be contacted in the event of an emergency. We will share needed information with that contact if necessary. The emergency contact will ONLY be contacted in the event of a situation where we feel the client's health is in jeopardy or if the client cannot be contacted. Complaints concerning confidentiality will be investigated immediately following the concern.

J. Program Complaints:

- The site manager must document all complaints on the "Monthly Complaint Log" form provided. Complaints The Director of Senior Nutrition should be notified of any complaints about the operation of Meals on Wheels Rural Capital Area.

- If there is a complaint that cannot be solved by the site manager, contact the program director immediately. The complaint will be handled and resolved in a timely manner.
- Complaint logs are submitted monthly from each site for congregate and homebound clients. Complaint procedures with contact information are located at every site.
- Clients have the right to make a complaint or recommend changes to the policy or services. To do so they may contact the program director.

Following completion of all necessary paperwork, the original intake form is sent to the CCA office in Giddings. The administrative office sends the original to AAA with the monthly report and keeps a copy. The site keeps a copy of all paperwork in the client's file.

II. SENIOR CENTER OPERATION POLICIES

Congregate clients and their spouse or caregivers (if they accompany the client) are welcome to join any activities scheduled at the Meals on Wheels Rural Capital Area senior center locations. All participants must have a current intake on file and be eligible for meals. Congregate meals must be consumed at the site during the hours of 11 am – 12 pm. **The contribution policy is posted at each site and is given to each client at the time of the assessment.**

A. Senior Center Activities: Will vary per site.

In addition to serving congregate meals for seniors on scheduled days, the following activities may be provided:

- Board Games
- Bingo
- Dominoes
- Cards
- Puzzles
- Exercise classes geared toward seniors.
- Live music
- Nutrition Education
- Safety Classes: Elder Fraud, Home Safety, Driving Safety
- Health Education Classes
- Blood Pressure Monitoring
- Arts and Crafts
- Community Gardening
- Our Senior Centers coordinate with other local groups, agencies, and businesses to provide additional services to our clients.
- Special Presentations: Local Law Enforcement, Estate Planning, Benefits Counselors, Home Health Agencies, Local Pharmacists, Patient Representatives from Local Hospitals, Energy Conservation, and other senior resource agencies
- These activities are documented on the activity form. A copy of the sign-in sheet for activities is submitted with the monthly report. The form includes the topic and client's signature.

B. Senior Center House Rules

1. Please treat your neighbors with respect and consideration.
2. Neither profanity nor racial slurs will be tolerated.
3. No physical or verbal altercations will be tolerated.
4. Any donations made to the center for the clients will be divided as equally as possible, any remaining goods can be taken by clients at the permission of the center's staff.
5. For safety reasons, only staff members are allowed in the kitchen area. If you would like something from the kitchen, please use the window to let the staff know and they will be happy to get it for you.
6. Leftover food and milk cannot be taken home by the clients. All leftovers must be discarded.
7. The only food allowed to be taken home from the site is wrapped dessert or fruit that was served to the client for lunch.
8. For safety reasons all clients are asked not to enter areas marked "Employees Only". If there is a problem, please see one of the staff for assistance.
9. This site is operated for the benefit of the attendees/clients. Anyone who does not follow these rules or causes an incident that interferes with center operations or client welfare will be directed not to return. Depending upon the offense, the attendee may or may not be given an initial warning.
10. Center property including food belongs to CCA. Anyone removing property without permission or in conflict with the site rules will not be allowed to return to the site.

III. NUTRITION EDUCATION

- For compliance with AAA-PI 313, nutrition education is provided to congregate, and home delivered meal participants in an individual setting at intake and upon reassessment by the trained site manager.
- We use nutrition education material that has been developed and approved by a dietitian. Site managers and anyone else providing the education must be trained by the dietician personally or someone of comparable expertise. Evidence of training attendance is kept with the Nutrition Education Plan.
- One on one nutrition education using materials approved by the dietician is provided to home delivered clients by the trained individual upon original intake and annually upon reassessment. Evidence of the training, a signed form, is kept in the client's file.
- Congregate clients are provided with the same education by the trained staff member upon original intake and annually upon reassessment. Evidence of education, a signed form, will be kept in the client's file.
- A monthly Nutrition Education Log is kept at each site with the clients' names, date of training and initials of the trainer. These forms are submitted to CCA monthly and are kept in a file.
- Education topics focus on the nutritional needs of older people and contents are developed or distributed by a qualified dietitian, county extension agent, or from sources through the Texas Department on Aging.
- Other types of education include community resources, money saving ideas, health tips, etc. Every attempt is made to present programs of interest to seniors
- Provide nutrition education to all recipients of nutrition services at least once every 12 months.

- Participants must receive at least 15 minutes of nutrition education annually.
- Provide nutrition education to recipients of congregate meals in group settings or one-on-one.

IV. KITCHEN PROCEDURES

- Preparation of the meals is done at the Trio Food Community, Inc. located in Austin and transported to all 23 sites. Trio is inspected weekly by Meals on Wheels and annually by the City of Austin. Copies are transmitted to CCA from MOW & More quarterly prior to menu meetings and reviewed during that time. If there is major concern, the dietician will contact CCA immediately.
- Cooks ALWAYS take food temps immediately before packaging and logs are sent to CCA monthly for checking. Hot food **MUST temp at 135** but should temp higher to retain heat longer. Meals are placed in insulated carriers immediately. Cold foods are placed in separate insulated carriers with ice to help maintain the proper temperatures **(40 degrees or lower).** Bags are sanitized daily. All staff and volunteers receive training regarding confidentiality and sanitation. Training is provided regarding taking food temperatures, holding times and other relevant information. Site managers place food on a heat source (or refrigerator) and temps are taken again before serving.
- Hot food is not held for longer than 4 hours from the time it is packed at the kitchen. Hot foods are packaged at **135 degrees F** or better and cold foods are packaged at **40 degrees F** or lower and delivered within 4 hours of removal from heat or cold source. Potentially hazardous foods are kept at a temperature that will assure its safety for consumption at the center and during transport in accordance with TDH regulations.
- Proper serving utensils are used to maintain a uniform amount of food. Proper portions include at a minimum:
  - 3 ounces of meat, cheese, beans or egg or a combination of the above
  - ½ cup serving of vegetables
  - 1 serving of bread
  - 8 ounces of milk
  - Whole fruit or ½ cup dessert
  - Cake, cookies, and breads are wrapped separately
  - Hot and cold foods are carried separately.

- The Trio kitchen is monitored by a registered dietician to ensure that food is handled in a safe and sanitary manner. A written report is given to Combined Community Action. This is performed at least 2 times per year. Also, Combined Community Action will inspect Trio Services, Inc. annually and the report is kept in a file at CCA.

V. Meal Requirements

Each meal meets the 1/3 RDA of older people, giving special attention to low-fat, sugar and salt concepts. Foods that are high in fiber are served each day. Menus are prepared by a licensed dietitian and signed with the registration and/or license number. A print-out is attached to each menu that documents menus that meet nutritional requirements. Menu substitutions are made using the Menu Substitution List prepared by the dietitian.

A. **Menu Patterns** - each meal includes enough food to meet 1/3 of the participants RDA. Seasonal foods are used to cut costs whenever possible. Menu cycles are not repeated more than six times per year and menus are dated in order that participants will know, in advance, what foods are being served. Current monthly menus are posted at each center. Menus are publicized in local media whenever possible. Menus, plus substitutions, are kept on file for monitoring purposes.

B. **Food Sources** - Food is obtained from sources that comply with local laws on food and labeling. No home canned food is used. No USDA funds are used to purchase food that is produced outside the United States of America.

C. **Standard Recipes** - are used that provide the number of meals needed based on the daily count. Pre-preparation is done, when possible, to reduce time in the kitchen and to pre-cool any foods that will be delivered cold.

D. **Foodborne Illness Complaints** - Complaints that involve two or more persons with symptoms of foodborne illnesses who have consumed food from the nutrition program will be investigated by staff and reported to the local health authorities for their investigation. CCA will notify the AAA immediately after the investigation. A written report of the investigation and corrective action taken will be submitted to the AAA and to the Texas Department on Aging within 24 hours of receipt of the results.

E. **Provision of Emergency Meals** – In order to assure that all participants have adequate food available in the event of center closure, tornadoes, hurricanes, flooding or for reasons beyond the control of the program, an emergency meal may be provided once each quarter or as needed. The site manager needs to be sure that when the meal is put together, consideration is given to the ability of the client to open the packages for the shelf stable meals and/or to heat up and store frozen meals.

F. **Client Contributions Policy**

- Both home-delivered and congregate participants are encouraged to contribute to the program. The recommended cost share **donation is $2.00.** No one over 60 is refused a meal due to inability to pay. Participants are informed as to the importance of regular voluntary contributions in the Welcome Letter. Contributions are used to expand nutrition services, including outreach and nutrition education. Contributions are confidential. For congregate clients, the box is kept away from the dining tables by the sign in sheets and is not monitored to see who contributes and who doesn't.
- Guests **under 60 pay $6.50,** which is the full cost for a meal. Payment is given to the site manager and recorded separately from participant donations. Recommended donations for participants and visitors under 60 are posted in the center in a prominent location. Donations are counted by a volunteer and verified by the site manager. Monetary collections are recorded on the Daily Nutrition Report form (yellow). Congregate donations, home-

delivered contributions, and fundraising are recorded separately. Contributions are sent to the central office weekly. Amounts are documented by site and deposited by fiscal staff.

- Volunteers under 60 who work during the meal service hours may eat a meal provided it will not deprive an older person of a meal. The volunteer must appear on the volunteer roster and is asked to donate **$2.00** for the meal. The site manager must write the volunteer's name on the Volunteer Labor form (green) to account for the meal. This form is sent in at the end of the month along with the other paperwork.
- Guests under 60 may receive a meal if this will not deprive a client of a meal and must pay **$6.50** for the meal. *These payments will be kept separate from participant donations.*
- This contribution is used to increase the number of meals served in our 6-county area. Monies are used to cover the cost of the increasing number of meals served.

G. Client Outreach

- When a person requests a home-delivered meal, either directly, or indirectly, a home visit is made to determine the overall need for services. Needs are assessed and referrals are made for other services as evidenced by the initial visit. Every attempt is made to link participants to other resources and staff may help in completing applications, planning for transportation, or providing these services directly if no other means are available. No information is shared with other agencies without a release from the client.
- Coordination takes place with CCA utility and rental assistance programs, if appropriate. Staff act as advocates for all older people, whether participants or not. Staff follow up on referrals to determine whether clients receive the service they have requested. Should staff feel a denial of services is inappropriate they will research the situation and act, accordingly, keeping the best interest of the client foremost.
- When the meal count drops below the number of contracted number of meals, flyers are placed in local businesses, program staff schedule presentations to local agencies, organizations and others interested in senior programs.
- Local media are encouraged to print articles about the program. An Organizational Summary and other information are provided to all who request it and when presentations are made.

H. Outreach Policy

"Priority is given to persons with the greatest economic or social needs, in particular low-income minority, and rural elderly with few resources and others who may be unable to afford to eat adequately or who cannot prepare meals due to the lack of mobility, skills, knowledge." CCA provides outreach to community groups, agencies and other entities that work with targeted populations.

I. Waiting List Procedures

If the Senior Nutrition Program budget drops into a negative operating balance or participation reaches 100% of contracted meal count, a waiting list will be established. Depending on the circumstances, requesting home-delivered services will be placed on a waiting list and when meal count falls below 100% of capacity, services will be provided according to the following priorities:

- Recent hospital discharges who are unable to prepare food for themselves.
- Critical client list as determined by program director.
- Seniors who have been on the wait list based on the intake assessment scores.
- If clients have the same scores, selection will be made according to a rotation of sites by alphabetical order.

J. Facility Access

CCA complies with the Americans with Disabilities Act relating to access to the centers. An ADA checklist is to be updated annually to ensure that the centers remain friendly to those with disabilities. Clients with special needs are assisted by staff members in seating and other activities. Enough tables and chairs are available for all participants. At least one table is high enough to accommodate wheelchairs and aisles are spaced to present no obstacles to people with canes, walkers, and wheelchairs. Furniture is sturdy and appropriate for older people. Persons with physical or visual impairments are given special attention as to access, food containers and utensils. Home-delivered clients are assisted in opening milk and food containers when their conditions warrant. These requirements are noted in their folder.

K. Emergency/Disaster Procedures

- To ensure that all participants have adequate food available in the event of center closure, tornadoes, hurricanes, flooding or for reasons beyond the control of the program, an *emergency* meal is to be provided once each quarter or as needed.
  Site Managers are to be aware of *Emergency Alert* procedures for all counties.
- Emergency response during severe weather, natural disasters, acts of terrorism and possible exposure to hazardous materials is coordinated through each county's Office of Emergency Management. During a disaster, citizens are advised to stay tuned to local radio or television stations for up-to-date information regarding appropriate safety measures.
- All counties' e*mergency preparedness* is handled by the Commissioners Court, the Sheriff's Dept., and the Governor's Office of Emergency Preparedness. All sites are to remain in touch with all these departments and agencies providing the sheriff's department with a contact name and number for each site.
- In the event of a disaster whether natural or man-made, sites will provide and coordinate appropriate resources to federal disaster agencies and may provide equipment and resources for the following activities: temporary shelter, nutrition services, food preparation; transportation if available and volunteers with priority given to seniors 60 and older. During the school year, centers close when schools in the surrounding area close. When school is not in session, and there is a weather emergency, closures are decided on a case-by-case basis according to the area they are located in.

L. Injuries

Occasionally, no matter how careful we are, someone may get hurt. If it is a serious injury, the priority is getting help for the injured person. Assess the situation and call **911** if necessary first. Whether it is a major or minor injury, the incident is to be reported to the admin office via phone call immediately and an incident report is to be filled out right away.

M. Staff and Volunteer Training

- Staff and volunteers receive at least 1-hour training including participant confidentiality, procedures for emergency situations, recognition of abuse, referral, sanitation, and working with aged and disabled individuals. Volunteers and staff working directly with participants receive additional training in AAA & DADS requirements, policies, & procedures.
- Volunteers are also trained by the site manager to fill out the route sheets properly, how to interact with the clients and what emergency procedures to follow when clients are in distress or do not answer the door when they should be home. They are also trained on how to handle donations. The volunteer training manual is used to be sure all aspects of the position are covered. The volunteer signs the training log included in the Volunteer Training Packet.

N. Purchasing

- CCA procurement policies are followed in purchasing items necessary for program operation. An inventory list is maintained. All purchase orders or purchases must be approved before buying. The sales receipts are sent to the program director on a weekly basis. These are reviewed and processed by the Accounts Payable Department. Any questions are referred to the Executive Director.
- AAA will be advised of any changes in programmatic procedures such as reduction of services or changes in operations.

O. Monthly Reporting

Site managers are to provide the program director with their monthly reports on time as designated on the calendar so the Monthly Meal Report may be submitted to AAA by the 7th of the month. The dates the reports are due may vary depending upon holidays, etc. Site managers will be notified each month of the date's paperwork is due.

1. **Providers Monthly Reports MUST Contain:**
   - Original route sheets and congregate sign in sheets
   - Activity Form – Nutrition and other activities. (pink)
   - Nutrition Education Log (pink)
   - Volunteer Training Form (yellow)
   - Volunteer Roster – volunteer hours totaled
   - Time Record for volunteers who ate a meal (green)
   - Any last-minute intakes that were not submitted during the month. (All reassessments should have already been submitted.)
   - Complaint form
   - Safety Inspection Form
   - Mileage request form
   - Amerigroup and United Health Care logs
   - Site managers need to add any new clients to the bottom of their route sheets. Clients registered the previous month but that do not appear on the route sheet should also be written in. The spelling of the name on the intake paperwork must match name on the route sheets.

2. **Administrative Monthly Reports:**
   - The administrative office staff will make any needed corrections or changes to the rosters for the upcoming month. The program director will communicate directly with site managers if there are any questions, corrections or concerns and will provide any additional training necessary to ensure compliance and accuracy.
   - The program director will complete the Performance Worksheet and Monthly Meal Report each month. The program director will share the monthly rosters with the AAA/CAPCOG staff for review. The Chief Financial Officer (CFO) will fill in Section A of the Performance Worksheet. Nutrition contacts are the number of clients to whom we provided nutritional information according to the monthly report C1-Con and C2-HD. The CFO will send AAA/CAPCOG the monthly reports. After checking the rosters against the RFR, AAA sends the approved CFR report to the CFO. If there are any disallowed units (meals not approved for payment) the cost of those meals is subtracted from local funds if any. If there are no available local funds, the cost of those meals is a loss. The expectation and goal each month are to have 100% of the units approved. Careless disallowed units are unacceptable.

P. Senior Nutrition Personnel

1. **Volunteers:**
   - Volunteers are not paid staff, but they are considered an essential part of the Senior Nutrition Program. They are provided with a job description that fits the duties they are asked to perform. These duties are discussed with the volunteer and individualized to meet the needs of the clients and centers. Volunteers are supervised by the site manager and a volunteer time sheet where the hours worked are completed and submitted with the monthly report.
   - As a part of the training provided to volunteers, confidentiality is stressed. Site managers are to provide volunteers who deliver meals with at least 1 hour of training and are equipped to handle emergencies should they occur. Volunteers receive a volunteer packet and a sign-off sheet confirming that have reviewed and understood all the information provided. This counts as the training therefore the site manager must review all the information with the volunteer before they begin working. Volunteers are a vital part of MOWRCA and are valued for the assistance they give.

2. **Administrative Procedure For CCA Staff:**
   - All CCA staff members are paid on the 6th & 21st of each month. If the 6th or 21st, falls on a weekend or holiday, then pay will be on the Friday before.
   - The pay periods are from 1st – 15th and 16th – 30th or 31st (the last day of the month). Site managers are to report any irregularities in the work schedule to the program director immediately.
   - All staff are expected to work the hours they are scheduled. If time off is needed, it must be authorized by the program director in advance to ensure coverage of the site. If staff

will not be able to work due to illness or an emergency, they must contact the program director immediately.

- A staff may use sick or annual leave (if they have it) when they are unable to work or want time off.
- The program director reviews all timesheets prior to submission to Human Resources. Any time discrepancies are settled prior to payment for services rendered.
- Mileage is paid to CCA staff at the rate of $.50 per mile for job-related travel (meetings, meal delivery, home visits). The odometer reading must reflect the point of departure to the point of delivery back to the point of departure. The point of departure is the provider's site location. A Mileage Reimbursement Form (green) must be submitted and filled in correctly to the program director. The program director will review for accuracy and submit the signed form to Accounts Payable Clerk for payment. A check separate from the payroll check will be issued directly to the recipient.

3. **Training Procedures:**
   - All new staff members are provided with training on procedures in the Senior Nutrition Program. After a person has been hired, they are provided with orientation and administrative procedures used by CCA, Inc. This training includes health/safety training, driving regulations, drug use, and all other requirements considered relevant by CCA. The new staff member receives individualized training from the site manager or program director directly relating to their job responsibilities. All new staff members are under a 120-day probationary period as provided for in CCA's Personnel Policies and Procedures.
   - The Volunteer/Staff Training manual is to be used for training *before* the staff member begins work. The training log is to be signed off before the employee starts work. It is the program director's responsibility to be sure the employee has reviewed and understands the policy and procedure manual.
   - An annual evaluation is conducted on all staff members who have been with the agency one year. This becomes a part of the staff member's permanent personnel file and is used as a rating for pay increases and/or status change if funds are available. Evaluation must be a minimum score of 2.0 to be considered for a status change or pay increase.

LETTERS OF SUPPORT

02/26/2026

My name is Roland Cruz, and I have been receiving meals on wheels. I am very grateful and feel blessed to be able to receive meals daily. Thank you to everyone that has a part in making this possible for the Springtown residents. You can call me at 512-878-9461, if you would like to ask me more questions.

Thank you,
Roland Cruz, [redacted]

Roland G. Cruz

February 25, 2026

To Whom It May Concern,

On behalf of the San Marcos Housing Authority, I am pleased to provide this letter of support for Meals on Wheels Rural Capital Area San Marcos and the tremendous impact they have on our residents at Allen Woods, C.M. Allen Homes, and Springtown Villa.

Meals on Wheels has been an incredible blessing to many of our elderly and disabled residents. The daily delivery of nutritious meals not only ensures food security but also provides meaningful human interaction and wellness checks for some of our most vulnerable community members. For many residents, this service offers both nourishment and peace of mind.

The partnership between our communities and Meals on Wheels RCA has significantly enhanced the quality of life for residents who may otherwise struggle with mobility, transportation, or limited resources. Their dedication, compassion, and reliability make a lasting difference every single day.

We are truly grateful for the continued support Meals on Wheels RCA provides to our properties and wholeheartedly support their mission and ongoing efforts to serve those in need.

Sincerely,

Barbara Montana
Resident Services Coordinator
San Marcos Housing Authority
[redacted]

Michael Quintanilla

[redacted]

Dear City of San Marcos Leadership,

I am writing as a resident of San Marcos and a proud volunteer with the Meals on Wheels program. Although I work full time, I make it a priority to volunteer at least once a week because I have seen firsthand how truly essential this service is to the older adults and homebound residents in our community.

For many of the individuals I visit, the meal I deliver is the only hot, nutritious food they receive that day. But the impact of Meals on Wheels extends far beyond nutrition. Each delivery provides a wellness check, a moment of human connection, and a sense of safety and dignity for those who may otherwise feel isolated. Many clients have shared with me that without this program, they would struggle not only with food insecurity but with basic daily needs and peace of mind.

Meals on Wheels fills a critical gap for the people of San Marcos, especially those who have spent their lives contributing to this community and now rely on us in their later years. I have encountered clients who live alone without family nearby, individuals recovering from illness or surgery, and residents managing mobility limitations who simply cannot shop or cook for themselves. This program allows them to continue living independently in their own homes, which is often both their greatest wish and the most cost-effective option for the community.

As a volunteer, I can also attest to the positive effect the program has on those who serve. Even with a full-time work schedule, I look forward to my weekly route. It reminds me of the importance of compassion, connection, and service, and it strengthens the fabric of our city. The relationships built, even in brief moments at a doorstep, are meaningful. They create bridges between generations, backgrounds, and neighborhoods.

As the need for senior services continues to grow in our community, the sustainability of Meals on Wheels depends heavily on ongoing grant funding, municipal support, and community partnerships. Grants make it possible to reach more residents, maintain reliable delivery operations, and ensure that rising food costs do not reduce the number of clients served. I hope the City of San Marcos will continue to support, invest in, and promote the Meals on Wheels program. Its value cannot be measured merely in meals delivered, but in health, dignity, independence, and human connection. We often talk about what makes a community strong. Programs like Meals on Wheels are that strength.

I respectfully urge the City of San Marcos to continue prioritizing and supporting the Meals on Wheels program. Continued funding is critical to meeting growing demand, sustaining operations,

and ensuring that no resident is left without food, safety checks, or support. Grants and city-backed funding not only keep this program alive, but they also expand its reach and ensure that Meals on Wheels can continue providing life-changing services to those who rely on it most.

I am proud to volunteer in a city that values and cares for its residents, and I respectfully ask that the continuation and strengthening of this program through available grant opportunities and funding mechanisms remain a priority. Your support directly impacts the independence, safety, and well-being of some of San Marcos's most vulnerable residents and your continued support will ensure programs like Meals on Wheels remain strong and accessible. Together, we can make a difference - one meal, one visit, and one act of compassion at a time.

Thank you for your attention and for all you do to support the well-being of our community - Thank you for your leadership and for your continued commitment to improving the quality of life for all who call San Marcos home – and Thank you for your thoughtful consideration and for your ongoing efforts to ensure that San Marcos remains a community where every resident is supported and valued.

Sincerely,
Michael Quintanilla
Meals on Wheels Volunteer

Community Action, Inc.
of Central Texas
DEVELOPING OPPORTUNITIES
215 S. Reimer Avenue, Suite 130 – P.O. Box 748 San Marcos, TX 78667-0748
(512) 392-1161 – FAX (512) 396-4255
www.communityaction.com

February 24, 2026

Dear Members of the Human Services Advisory Board,

On behalf of Community Action, Inc. of Central Texas, I am writing to convey our continued and enthusiastic support for Combined Community Action's Meals on Wheels of Rural Capital Area (MOWRCA) program and its critical services for older adults in San Marcos.

The Meals on Wheels program remains a cornerstone of community-based support for homebound seniors. In the past year alone, the program delivered thousands of meals to hundreds of individuals across MOWRCA's service locations. These figures reflect more than service volume. They represent older adults who are able to remain in their homes with greater stability, health, and dignity because of consistent access to nutritious food and caring human contact.

MOWRCA's meal delivery also serves as a dependable point of connection and informal wellness check. Volunteers often provide the only face-to-face interaction a recipient may experience on a given day, helping reduce isolation while offering reassurance that someone is looking out for their well-being.

In addition to home-delivered meals, the program's congregate meals have become an integral part of daily life at the San Marcos Senior Citizen Center. Center participants have come to rely on receiving a nutritious Meals on Wheels lunch each afternoon, and for many seniors, this shared midday meal is the most meaningful and anticipated part of their daily routine. The partnership is a natural and effective one: Community Action provides welcoming space, programming, and social engagement opportunities, while Combined Community Action ensures consistent access to healthy meals. Together, these services create a supportive environment that promotes nutrition, connection, and overall well-being among older adults in our community.

Community Action deeply values our longstanding partnership with Combined Community Action in strengthening the safety net for older residents throughout the region. Together, we share a commitment to helping seniors maintain independence and quality of life in the homes and neighborhoods they cherish.

We respectfully encourage the Human Services Advisory Board to maintain its support for the Meals on Wheels of Rural Capital Area program. This funding directly sustains a trusted and effective service that protects health, promotes dignity, and affirms our community's care for its aging residents. Thank you for your thoughtful consideration and for your ongoing service to the people of San Marcos.

Sincerely,

Doug Mudd
Community Action, Inc. of Central Texas

February 25, 2026

To Whom It May Concern:

I am writing to express my strong support for the Senior Nutrition Program operated by Meals on Wheels Rural Capital Area (MOWRCA) in San Marcos. Having served for a year as a volunteer through my church, and now as a staff member, I have gained profound insight into the essential role this program plays in the lives of our community's most vulnerable older adults.

Throughout my volunteer experience, I witnessed firsthand the importance of providing consistent, nutritious meals to homebound senior citizens who face significant barriers to accessing healthy food. Many of these individuals struggle with limited mobility, chronic health conditions, physical limitations, transportation challenges, and financial hardship—factors that make obtaining nutritious meals extremely difficult.

Now, in my staff role, I have seen even more clearly the increasing need within our community. The number of local elderly residents who experience food insecurity continues to grow, and the reality is both urgent and heartbreaking. It does not take much for a senior living alone to find themselves without the means or ability to obtain healthy food. For many, MOWRCA is not just a meal provider—it is a lifeline.

Support for the Senior Nutrition Program is vital to ensuring that we can continue delivering daily meals and wellness checks to those who depend on us most. With adequate resources, MOWRCA can continue to provide nourishment, safety, and peace of mind to older adults who deserve dignity, respect, and reliable access to food.

Your investment in this program will directly impact the well-being of seniors in the San Marcos area by ensuring they do not have to go without food this week—or any week. Your generosity truly makes a meaningful difference in the lives of the people we serve.

Thank you for your consideration and for supporting the health and independence of seniors in our community.

Sincerely,

Rose Quintanilla

Rosalinda Quintanilla
MOWRCA San Marcos Site Manager

SPECIFIC TO HSAB
GRANT APPLICATION

HUMAN SERVICES ADVISORY BOARD GRANT
QUARTERLY PERFORMANCE REPORT

Agency Name: Combined Community Action Inc.

Program Name: Meals on Wheels Rural Capital Area

Program Year: 2025

Reporting Period: (check one)

- ☑ January through March (due April 30)
- ☒ April through June (due July 31)
- ☒ July through September (due October 31)
- ☒ October through December (due January 31)

Submit report to: cgriffith@sanmarcostx.gov

PROGRAM STATUS

Please provide a written description of actions taken this period and how they helped achieve your program goals.

1. Offer the option of a hot meal for lunch Monday - Friday for people who live within the city limits or a box of 5 frozen meals once a week.

2. Participants who live in the rural area of San Marcos all receive a box of 5 frozen meals delivered once a week.

3. People who want to participate in congregate meals and activities at the San Marcos Senior Center are able to utilize CARTS for transportation.

4. Residents at the La Vista Retirement Community can participate in congregate activities and a hot lunch meal on Monday's and Wednesdays from 9 am - 12 pm.

5. Hired 2 residents from the La Vista Retirement Community to manage the activities and the meal operation. They work Monday - Wednesday from 9 am - 1 pm @ $10 per hr.

6. Home delivered frozen meals are available for La Vista residents who do not participate in the congregate meals. For the congregate clients who wish to have meals on the days congregate meals are not available, they may receive a box of 5 frozen every other week.

7. Hired an additional staff member to help manage the increase in home delivered meals in town and the rural area.

PROGRAM BENEFICIARIES

For the program that received HSAB funding, please report either number of unduplicated individuals served or number of unduplicated households served. 2025

Check one: ✓ Unduplicated Individuals _____Unduplicated Households

	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Year to Date
Total Served	1094	1339	1414	1561	1561
San Marcos Residents Served	277	348	368	391	391
% San Marcos Residents	25.32%	26%	26%	25.05%	25.05%

PROGRAM EXPENDITURES

For the final report of the year, please provide a bulleted list that briefly summarizes how the HSAB funding was spent.

-
-
-
-
-
-
-

Certification:
I certify that to the best of my knowledge and belief the information reported in this Quarterly Performance Report is factual and accurate.

Kelly Franke
Signature

1/12/2026
Date

Kelly Franke
Printed name

Executive Director
Title

2025

P=Present NPE=Not Present Excused NPU=Not Present Unexcused

0=Not a member at time of meeting.

BOARD MEMBERS ROLL CALL

NM= No Meeting Scheduled.

				2025	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
					1/25/2024	Feb	Mar	4/24/2025	May	JUNE	7/24/2025	AUGUST	9/24/2025	October	11/13/2025	December
REPRESENTING PUBLIC OFFICIALS																
BOARD MEMBER	**COUNTY**	**DATE APPOINTED**	**TERM EXPIRES**													
Leroy Cerny	(A)	1/1/2021			P	NM	NM	P	NM	NM	P	NM	P	NM	P	NM
Mark Meuth	(B)	January, 2017			P	NM	NM	P	NM	NM	NPE	NM	P	NM	P	NM
Shannon Owers	(C)	1/1/2025			P	NM	NM	P	NM	NM	P	NM	P	NM	P	NM
	(F)															NM
Jason McBroom	(L)	1/1/2019			P	NM	NM	P	NM	NM	P	NM	P	NM	P	MN
Alan Turner	(L)	1/1/2015			P	NM	NM	NPE	NM	NM	P	NM	P	NM	NPE	NM
REPRESENTATIVE OF THE POOR																
BOARD MEMBER	**COUNTY**	**DATE APPOINTED**	**TERM EXPIRES**													
Brandon West	(FB)	Apr-25			O	NM	NM	P	NM	NM	P	NM	P	NM	P	NM
Kristi Bauer	(B)	July. 2019	July. 2025		NPE	NM	NM	P	NM	NM	NPE	NM	P	NM	NPE	NM
	(C)															
Nicole Vaust	(F)	January, 2019	January, 2025		P	NM	NM	NPE	NM	NM	P	NM	NPE	NM	P	NM
	(A)															
Diane Herlitz	(L)	July 2023	April 2023		P	NM	NM	P	NM	NM	P	NM	NPE	NM	P	NM
REPRESENTING PRIVATE INTEREST																
BOARD MEMBER	**COUNTY**	**DATE APPOINTED**	**TERM EXPIRES**													
Shannon Hanath	(A)	Jul-23	Jul-25		P	NM	NM	P	NM	NM	P	NM	P	NM	P	NM
Joseph Guerrero	(B)	July 2023	Jul-25		NPE	NM	NM	P	NM	NM	P	NM	P	NM	NPE	NM
	(C)															
Jeremy Finch	(F)	Apr-23	Apr-25		P	NM	NM	P	NM	NM	P	NM	P	NM	NPE	NM
Pam Machac	(L)	Nov-21	November, 2023		NPE	NM	NM	NPE	NM	NM	P	NM	P	NM	P	NM

2026

P=Present NPE=Not Present Excused NPU=Not Present Unexcused

0=Not a member at time of meeting.

BOARD MEMBERS ROLL CALL

NM= No Meeting Scheduled.

				JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
				1/22/2026	Feb	Mar	4/23/2026	May	JUNE	7/23/2026	AUGUST	9/17/2026	October	11/12/2026	December
REPRESENTING PUBLIC OFFICIALS															
BOARD MEMBER	**COUNTY**	**DATE APPOINTED**	**TERM EXPIRES**												
Leroy Cerny	(A)	1/1/2021		P	NM	NM		NM	NM		NM		NM		NM
Mark Meuth	(B)	January, 2017		NPE	NM	NM		NM	NM		NM		NM		NM
Shannon Owers	(C)	1/1/2025		P	NM	NM		NM	NM		NM		NM		NM
	(F)														NM
Jason McBroom	(L)	1/1/2019		P	NM	NM		NM	NM		NM		NM		MN
Alan Turner	(L)	1/1/2015		P	NM	NM		NM	NM		NM		NM		NM
REPRESENTATIVE OF THE POOR															
BOARD MEMBER	**COUNTY**	**DATE APPOINTED**	**TERM EXPIRES**												
Brandon West	(FB)	Apr-25		P	NM	NM		NM	NM		NM		NM		NM
Kristi Bauer	(B)	July. 2019	July. 2025	P	NM	NM		NM	NM		NM		NM		NM
	(C)														
Nicole Vaust	(F)	January, 2019	January, 2025	P	NM	NM		NM	NM		NM		NM		NM
	(A)														
Diane Herlitz	(L)	July 2023	April 2023	P	NM	NM		NM	NM		NM		NM		NM
REPRESENTING PRIVATE INTEREST															
BOARD MEMBER	**COUNTY**	**DATE APPOINTED**	**TERM EXPIRES**												
Shannon Hanath	(A)	Jul-23	Jul-25	NPE	NM	NM		NM	NM		NM	P	NM		NM
Joseph Guerrero	(B)	July 2023	Jul-25	P	NM	NM		NM	NM		NM		NM		NM
	(C)														
Jeremy Finch	(F)	Apr-23	Apr-25	P	NM	NM		NM	NM		NM		NM		NM
Pam Machac	(L)	Nov-21	November, 2023	NPE	NM	NM		NM	NM		NM		NM		NM

CCA BOARD MEMBER CRITERIA

MUST BE:

- A citizen of the United States
- Reside in the CCA Service Area
- Be 18 years of age or older
- Sign a conflict-of-interest statement
- Attend annual board member training
- Attend at least 3 of the 5 meetings a year