

**SENIOR CENTER RECORD REVIEW**

SC PM 33	Do the program's brochures, flyers and printed materials acknowledge the NYC Department for the Aging as the funding source? [Senior Ctr 14.3]
SC PM 34	Do guests and staff under the age of 60 (except those persons who are designated as contributing food handlers) pay the actual food cost per meal-budgeted raw food cost plus disposables or catered meal cost plus disposables? [CNLH 6.1]
SC PM 36	Did staff and volunteers receive a documented orientation that at minimum covered the following? A) Participant rights (including rights to consideration, privacy, dignity and respect for individuality and choice); B) Emergency procedures; C) Program policies and procedures; D) Program personnel policies; E) Job functions and tasks. [Senior Ctr 18.1]
SC PM 37	The information collected at registration is appropriately entered into SPP? [Senior Ctr 19.2]
SC PM 38	Are all staff trained on the use of fire extinguishers annually and is it properly documented? [Senior Ctr 23.1]
SC PM 39	Does the program's written grievance procedure meet DFTA standards? [Senior Center 20.3]
SC PM 40	If the program received one or more complaints/grievances from participants or from DFTA during the past 12 months, were these complaints/grievances handled in accordance with the program's grievance procedures? [SCtr 20.4]
SC PM 41	If theft or vandalism occurred, did the program report to the police and DFTA? [Senior Ctr 23.4; 23.5]
SC PM 42	Does the program have a current Place of Assembly permit for any room that can be occupied by 75 or more persons? OR If the program has no rooms that can be occupied by 75 or more persons, is there written confirmation of a fire inspection from the Fire Department within the past 12 months that indicates compliance with Fire Department regulations? [[Senior Ctr 23.1; 27.3]
SC PM 43	Is the program free of any outstanding FDNY violations? [Senior Ctr 23.1]
SC PM 44	Does the program have an elevator inspection certificate dated within the last 12 months? [Senior Ctr 29.1]
SC PM 45	Does the program conduct and properly document evacuation (fire) drills once every six months? [Sr Ctr 23.1]
SC PM 46	Does the program's written evacuation plan for emergencies include each of the following: 1) the location of fire extinguishers; 2) the primary fire exits and alternative exits; 3) the order in which groups should leave the building; 4) names and/or titles of persons responsible for leading groups outside; 5) names and/or titles of persons responsible for checking the premises, incl.; and 6) the destination of each group once outside? [Sr. Ctr 23.1]
SC PM 47	Does the program's written plan for dealing with on-site accidents and/or medical emergencies specify the following: 1) Individual staff responsibilities in dealing with accidents and/or medical emergencies; 2) what to do for the victim(s); 3) what to do for the other center participants who witness the accident and/or medical emergency; 4) which person(s) to notify; and 5) which insurance and/or other forms to complete? [Sr Ctr 23.2]
SC PM 48	If an on-site accident and/or medical emergency occurred during the year, did the program follow all of the items in its written plan for dealing with such? [Sr Ctr 23]
SC PM 49	Does the program's written plan for dealing with emergencies that occur during group trips specify the following: 1) what to do for the ill or injured individual; 2) what to do for the other members of the group; 3) the criteria for ending the trip and returning to the center; 4) the person(s) to notify; 5) the form(s) to complete; 6) the procedures for verifying all participants are accounted for; and 7) a statement that DFTA must be notified immediately of the occurrence? [Senior Ctr 23.3; 23.4; 23.5]
SC PM 50	If an emergency occurred during a group trip during the year, did the program follow all the items in its written plan for dealing with such? [Senior Ctr 23.5]
SC PM 51	Do the signatures on the program's meal sign-in sheets for congregate meals appear legitimate? [CNLH 17.3] (If scanning is used instead of manual sign-in sheets, are there procedures in place to assure accuracy?)

**SENIOR CENTER RECORD REVIEW**

SC PM 52	Did the program serve the number of Congregate Breakfasts for which it invoiced? [CNLH 36.1]
SC PM 53	Did the program serve the number of Congregate Lunches for which it invoiced? [CNLH 36.1]
SC PM 54	Did the program serve the number of Congregate Dinners for which it invoiced? [CNLH 36.1]
SC PM 55	Did the program serve the number of Congregate Weekend Meals for which it invoiced? [CNLH 36.1]
SC PM 56	Are the program's monthly totals of contributions for Congregate Breakfast accurately reported to DFTA? [CNLH 36.3]
SC PM 57	Are the program's monthly totals of contributions for Congregate Lunch accurately reported to DFTA? [CNLH 36.3]
SC PM 58	Are the program's monthly totals of contributions for Congregate Dinner accurately reported to DFTA? [CNLH 36.3]
SC PM 59	Are the program's monthly totals of contributions for Congregate Weekend meals accurately reported to DFTA? [CNLH 36.3]
SC PM 60	Where a meal was sent home to, or picked up for, a program participant during the year, does the program's written documentation indicate that the justification for doing so and the process followed are consistent with DFTA's policies for temporary meal pick-up? [CNLH 39.5]
SC PM 61	Were all the program records needed to complete this record review assessment easily retrievable? [Sr Ctr 29]
SC PM 62	Does the program have a current "site agreement" or lease?
SC PM 63	Does the program provide meals only to persons who are eligible for them (i.e. persons 60 years and over; persons under 60 years who accompany their eligible spouses to the center; physically or cognitively disabled individuals under the age of 60 who live with and accompany eligible participants; disabled persons who reside in the primarily senior housing facility where the center is housed)? [Sr Ctr 25 and CNLH35.1]

**SENIOR CENTER PROGRAM MONITORING [Observation]**

SC PM 1	Does the program have a visible external identifying sign and does it acknowledge funding from DFTA? [Sr Ctr 1.4]
SC PM 2	Is the contribution sign posted in a visible location and easily readable for senior participants? [Sr Ctr 11.3]
SC PM 3	Does the wording of the contribution sign contain the elements required by DFTA? 1) Recommended contribution amount; 2) Statement as to what the contributions are used for; 3) Statement that no eligible person will be denied a meal if he/she does not contribute? [Sr Ctr 11.3]
SC PM 4	Does the program request and collect contributions in an appropriate manner? (Contribution amount - or choice to not contribute - is kept confidential, members who do not contribute are not singled out or pressured, etc.) [Sr Ctr 22.1]
SC PM 5	Is the schedule of the program's activities posted in a visible location and easily readable for the senior participants? [EDRC 9.3]
SC PM 6	Is the Senior Citizen's Bill of Rights statement posted in a visible location and easily readable for senior participants?
SC PM 7	Is the program's written evacuation plan (including diagram) posted in a visible location and easily readable for senior participants? [Sr Ctr 23.1]
SC PM 8	Is the grievance procedure posted in a visible location and easily readable to senior participants? [Sr Ctr 20.2]
SC PM 9	Is all program equipment (other than those located where food is prepared and stored) tagged, indicating the funding source and corresponding ID# on the Equipment Register?
SC PM 10	Are the program's files secured properly in order to protect confidentiality? [Sr Ctr 21.3]
SC PM 11	Does the program take necessary precautions to prevent theft and vandalism? (Ex. Contributions kept in a safe place, Computers/other valuable equipment secured when not in use, etc.) [Sr Ctr 23.3]
SC PM 12	Are the program's elevators and/or lifts in working order?
SC PM 13	Do all rooms of the program (other than those where food is prepared, stored or served) appear clean and sanitary? [Sr Ctr 26.2]
SC PM 14	Are all rooms of the facility well lit, including all exits, all stairwells and all passageways? [Sr Ctr 27.9; 26.1]
SC PM 15	Is there adequate ventilation in all rooms of the facility? [Sr Ctr 26.1]
SC PM 16	Is the paint and plaster in the program facility in good condition (no serious breaks or cracks)?
SC PM 17	Does the flooring at the program appear to be in good condition? [Sr Ctr 27.9]
SC PM 18	Does the ceiling at the program appear to be in good condition? [Sr Ctr 27.9]
SC PM 19	Do exit doors open out - i.e. in the direction of egress? [Sr Ctr 27.4]
SC PM 20	Are all windows at the program in good condition (unbroken and without cracks)? [Sr Ctr 27.9]
SC PM 21	Does the program have a First Aid Kit (s) that is visible and accessible to staff? [Sr Ctr 27.7]

## SENIOR CENTER RECORD REVIEW

SC PM 22	If premises is equipped with smoke detectors, do they all have live batteries? [Sr Ctr 27.6]
SC PM 23	Do the program's fire extinguishers have current inspection tags? [Sr Ctr 27.6]
SC PM 24	Are the program's fire extinguishers fully charged?
SC PM 25	Do emergency exits at the program site each have a clearly visible and lighted EXIT sign? [Sr Ctr 27.4]
SC PM 26	Are program participants, staff and guests able to exit through all exits doors with lighted means of egress at the program during the hours of operation? [Sr Ctr 27.4]
SC PM 27	Are there clear aisles to exit from the tables in the program's dining room(s)? [Sr Ctr 27.6]
SC PM 28	Are all emergency lights at the program site working? [Sr Ctr 27.5]
SC PM 29	Are the bathrooms' clean and well maintained? [Sr Ctr 26.3]
SC PM 30	Are all stairways used by the program free of obstructions and equipped with firmly anchored handrails? [Sr Ctr 27.9]
SC PM 31	Either the site director or an appropriate delegate is at the site during all hours of operation. [Sr Ctr 12.2]
SC PM 32	The program offers participants opportunities to volunteer [Sr Ctr 8].

### Innovative Senior Center Health Promotion

HLPR 1	Has the program provided the required number of HLPR sessions per week since July 2012?
HLPR 2	Does program use the correct unit definition to report units of service for Physical Health/Exercise activities?
HLPR 3	Do Physical Health/Exercise units of service reported to DFTA match on-site documentation?
HLPR 4	Does program use the correct unit definition to report units of service for Health Management?
HLPR 5	Do Health Management units reported to DFTA match on-site documentation?
HLPR 6	If program conducts health screening activities, do seniors participating in screenings sign Consent and Disclaimer Forms holding harmless the program and the City from all claims or actions resulting from health screening activities?
HLPR 7	If program conducts health screening activities, do medical providers sign the Health Screening Examination Agreement for non-invasive procedures offered on site?
HLPR 8	Does the program check/confirm the qualifications of persons or organizations seeking to perform health screening tests at the senior center by contacting the appropriate County Medical Society or other professional organization ?
HLPR 9	If program conducts health screening activities, are health screening activities non-invasive?
HLPR 10	Do weekly Physical Health/Exercise activities follow the "Effective Fitness Program" guidelines?
HLPR 11	Does the program have a full time wellness coordinator for every 100 center attendees?
HLPR 12	Does the program use the correct unit definition to report units of service for Nutrition Education?
HLPR 13	Do Nutrition Education units reported to DFTA match on-site documentation?

### INFORMATION

1	Does the program maintain an up-to date comprehensive resource file with information on eligibility and application for most common benefits and entitlements for seniors? [Medicare, Medicaid, Food Stamps, etc] Standard 1
2	Does the program maintain information on resources and services available in the community and do resource files contain the following: Provider name, telephone number, days and hours when service is provided and contact name; eligibility requirements, geographic areas served, application or intake procedures, cost of the service and/or donation policies. [DFTA funded programs, mental health programs, local social security office, and legal service providers] Standard 1
3	Do information givers receive on-going training and supervision? Standard 9
4	Does the program document the service appropriately? Standard 9
5	Does the program correctly report documented units to DFTA? Standard 4 and 11

### Innovative Senior Center - Case Assistance

CSAS 1	Was the presenting problem of each client an appropriate one for Case Assistance service? [CSAS 2.1]
CSAS 2	Were the clients' needs addressed in a timely manner (e.g., referrals; applications for benefits or entitlements; supportive contacts made with necessary frequency)? [CSAS 2.2]
CSAS 3	Does each Case Worker maintain a Case Assistance log which indicates the name of each client served, the date of service, the amount of time spent with or on behalf of the client, and the nature of the assistance provided? [CSAS 15.1]
CSAS 4	Do the case notes clearly indicate what service was provided, for example if the case assistance provided was a referral, is it clear to whom the referral was made? If the assistance provided was advocacy, is it clear what the issue was? If a benefit was applied for, is it clear what benefit? [CSAS 15.3]
CSAS 5	Where appropriate, do the case notes provide detailed follow-up information? [CSAS 16]
CSAS 6	Is there a completed signed Release of Information form maintained in the files? [Note: a new consent (release or authorization) is obtained each year when the exchange is related to the original request or whenever the exchange is not related to the original request.] [CSAS 17]
CSAS 7	Do the case notes indicate that follow-up is conducted in accordance with DFTA's guidelines to ensure a satisfactory outcome for contacts with clients involved in referral for a service/resource, or assistance with the application for an entitlement/benefit or an appeal on behalf of the client? (e.g. if the client was referred for a service, is it clear that the referral was successful? If the client was assisted with an entitlement, is it clear that she/he got the entitlement?) [CSAS 16]
CSAS 8	Do reported units for a sample month match on-site documentation of contacts/clients assisted during that month? [CSAS 21.2]
CSAS 9	Does each file contain an Intake form, stating the client's presenting problem or need for service? [CSAS 22.1]
CSAS 10	Does Staff receive appropriate supervision? (Standard 13)
CSAS 11	Does program use Access NYC or Benefits Check-up to screen clients for benefits/entitlements?
CSAS 12	Does program have 1 full time social worker for every 100 center attendees?

**SENIOR CENTER RECORD REVIEW**

**Innovative Senior Center Ed/Rec**

EDRC 1	During the past year did the program provide the number of Arts/Culture sessions per week proposed in solicitation?
EDRC 2	Does program use the correct unit definition to report units of service for Arts/Cultural activities?
EDRC 3	Do Arts/Cultural units of service reported to DFTA match on-site documentation?
EDRC 4	During the past year did the program provide the number of Technology sessions per week proposed in solicitation?
EDRC 5	Does program use the correct unit definition to report units of service for Technology?
EDRC 6	Do Technology units reported to DFTA match on-site documentation?
EDRC 7	During the past year did the program provide the number of Education programs per week proposed in solicitation?
EDRC 8	Does program use the correct unit definition to report units of service for Education?
EDRC 9	Do Education units reported to DFTA match on-site documentation?
EDRC 10	Is each session planned, structured and organized (e.g. has a planned beginning and ending time; has an organizer or leader; is posted on a calendar or schedule or notice board, with its name and starting time at least one day in advance)?
EDRC 11	Does the program document the attendance at each education/recreation activity? [EDRC 14]
EDRC 12	If program uses consultants to provide EDRC, do they maintain consultant records on file? [The following records must be on file: written agreements specifying rates and number of sessions to be provided; resumes; references, schedules.] EDRC Standard 7
EDRC 13	Did the program provide at least two sessions of elder abuse prevention and awareness during the past year?