

Memorandum

**TO: HONORABLE MAYOR AND
CITY COUNCIL**

**FROM: Councilmembers
Rocha and Pyle**

SUBJECT: SENIOR NUTRITION CONTRACT DATE: 03-29-12

Approved

Don Rocha

Date

3/29/12

RECOMMENDATION

Nancy Pyle (KS)

1. Authorize the City Manager to execute an agreement with Compass Point USA, Inc. (Bateman) for the term ending on June 30, 2012, and
2. Prior to a contract extension being executed by the City Manager, provide the City Council with the following information at the May Neighborhood Services & Education Committee, and distribute the report to the Senior Citizens Commission for additional feedback and input:
 - a. Participation numbers from July 1, 2010 through the date of the staff report or presentation, identifying trends or causes for change as appropriate,
 - b. Program evaluations from July 1, 2010 through the date of the staff report or presentation, including mean and staff interaction evaluations to the greatest extent that information is available
 - c. Changes or eliminations in program services other than meal preparation through the transition to Bateman,
 - d. Evaluation, performance metrics, and goals included in Bateman's agreement with the City,
 - e. Reasonable program or delivery model changes that could be included in an RFP if one was pursued in the future

ANALYSIS

When the decision to shift this program to its current service with Bateman was made, it was with the intention to sustain service to a vulnerable population while garnering some cost savings along the way. Since the transition began in November of 2011, we've heard from seniors that there is dissatisfaction with the meal service being provided. Specifically, we've received some complaints about Bateman staff, food quality, and the lack of menu flexibility. In our opinion, those concerns are somewhat validated by the decline in program participation noted in the staff report, but we also believe that additional information from staff is necessary before a final determination can be made as to the cause. For us, this calls into question whether the current solution has achieved the goal of maintaining the level of service that it was intended to, or at least with the quality that we've been proud to provide in the past.

In our opinion, the changes to senior nutrition have been swift, and there hasn't been a substantial amount of time for evaluation. At the same time, we're concerned with the current standing of the program, and believe that to ensure that we are providing the greatest level of service with public dollars, that PRNS staff should provide additional program information in advance of the next contract extension. Based on this information, the Council should then develop direction on service delivery moving forward. We encourage our colleagues to provide additional suggestions for measurements to be included in this evaluation report.