



City of Cambridge  
Department of Human Service Programs  
51 Inman Street, Cambridge, Massachusetts 02139, 498-9076

MEMORANDUM

TO: Robert W. Healy  
FROM: Jill Herold  
DATE: May 9, 1990  
RE: Council Order No. 5, dated 3/26/90

RECEIVED  
90 MAY -9 PM 12:06  
OFFICE OF THE CITY MANAGER

In response to Council Order No. 5, dated 3/26/90 regarding improvements in the quality of food being offered to senior citizens by Meals on Wheels, etc., attached is a letter from the Director of Nutrition and Community Services for Somerville Cambridge Elder Services Inc. outlining the procedures for the planning of menus and the processing of client complaints.

JH/cg  
Attachment

DIVISIONS:

Childcare  
498-9076

Community Learning Center  
547-1589

Community & Youth  
498-9037/9072

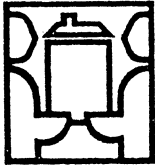
Council on Aging/Elderly Services  
498-9039

Low Income Fuel Assistance  
498-9038

Planning & Development  
498-9076

Recreation  
498-9028

MultiService Center/Homeless Services  
864-6340



SOMERVILLE  
CAMBRIDGE  
ELDER  
SERVICES  
INC.

One Davis Square, Somerville, Massachusetts 02144 (617) 628-2601

April 19, 1990

Ms. Kathie Filsinger  
Director, Council on Aging  
51 Inman Street  
Cambridge, MA 02139

Dear Kathie:

This is in response to your letter of April 5, which included a copy of the City Council Order issued by Councillor Sheila Russell regarding the food at elderly nutrition sites in Cambridge. In your letter you requested a description of our procedures for the planning of menus and the processing of client complaints.

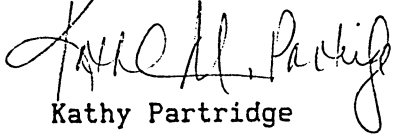
Regarding menu planning: Somerville-Cambridge Elder Services operates as part of a consortium of five neighboring Nutrition Projects, including West Suburban Elder Services, Minuteman Home Care, North Shore Elder Services, and Southern Middlesex Opportunity Council. Menu planning meetings are held bi-monthly with the caterer. Generally, each Nutrition Project Director attends, usually accompanied by a second staff member. Within this group, at least four members are nutritionists. Proposed menus are discussed by the entire group, with a great deal of consideration given to client reactions and complaints which have been reported by meal site managers and Nutrition Project Councils. Once a menu has been agreed upon by all parties, it is then submitted to the State Nutritionist at the Executive Office of Elder Affairs (EOEA) for final approval. It is important to note that the use of USDA commodity foods is required and taken into consideration when the menus are reviewed.

Regarding the processing of complaints: Complaints are received from meal site participants and home-delivered meals clients either through the meal site managers or directly by telephone. Although menus cannot be modified according to individual tastes, should a large number of complaints arise in response to a particular menu item, that item will be removed from future menus. All complaints are entered in a log kept in the Nutrition Project office.

You also asked for information regarding the bidding process followed in caterer selection. The Consortium goes out to bid every two years. The bid specifications include all nutrition standards required by the Executive Office of Elder Affairs as well as additional administrative requirements mandated by state or federal regulations. At the close of the bid period, all bids are evaluated by the members of the consortium who make a recommendation for awarding the contract. At Somerville-Cambridge Elder Services, this recommendation is reviewed for final approval by the Nutrition Project Council. During the life of the contract the caterer is inspected four times annually, and written summations of these inspections are kept on file.

I hope that this information will be of use to you in framing a response to the City Council Order. If you have any questions or require additional information, please contact me.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kathy Partridge".

Kathy Partridge

Director, Nutrition and Community Services



## CITY OF CAMBRIDGE

CAMBRIDGE, MASSACHUSETTS 02139

TEL. 498-9011

FAX. 868-8159

EXECUTIVE DEPARTMENT

ROBERT W. HEALY

City Manager

RICHARD C. ROSSI

Deputy City Manager

May 14, 1990

To The Honorable, The City Council:

In reference to Awaiting Report Item No. 21, relative to the quality of food being offered to senior citizens by Meals on Wheels, etc., please find attached a response from Jill Herold, Assistant City Manager for Human Services.

Very truly yours,

A handwritten signature in black ink, appearing to read "Robert W. Healy", written over a horizontal line.

Robert W. Healy  
City Manager

RWH/mev  
enclosure

Agenda # 3 5 509

Awaiting Report Item Number 21, regarding  
quality of food being offered to senior  
citizens by Meals on Wheels, etc.

In City Council,

May 14, 1990

*Placed on file  
Referred back to City  
Manager for improving  
quality of food.  
Copy sent to City mgr  
5/15/90 @w*