

**DIRECT SERVICE WAIVER REQUESTS**

Spectrum Generations is requesting Direct Service Waivers for Home-delivered Meals, Congregate Dining, and Supportive Services. Please see the attached Waiver Forms.

**OTHER ATTACHMENTS**

Other attachments include:

- Listing of the members of the Board of Directors
- Service listing by county

**AREA AGENCY ON AGING  
DIRECT SERVICE WAIVER REQUEST FOR 2020-2024**

(as required by OADS policy 10-149, Ch. 5, Section 30.09)

**SECTION I. (Agency)**

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**10/1/2020**

**A. AGENCY NAME: Central Maine Area Agency on Aging d/b/a Spectrum Generations**

**B. DIRECT SERVICE DESCRIPTION: Supportive Services**

**C. SPECIFIC SERVICE NEED:**

- i. Identify and fully describe the specific problem, requirement, or need that the service(s) is intended to address and makes the services necessary.
- ii. Explain how the Agency determined that the services are critical or essential to agency responsibilities or operations and/or whether the services are mandated.

The Muskie School of Public Service's Needs Assessment identified 2 barriers to services which were a centralized place to call and that the state system seemed fragmented. Supportive services, including information and assistance, information and referral, benefits eligibility, counseling (including health insurance counseling), community/ senior center activities, health and fitness, and in-home services are a mandated part of the OAA, Title III. Spectrum Generations considers these services as critical and essential to assisting older and disabled adults.

Spectrum Generations has 8 community focal points, of which 4 are community centers, 3 are resource centers, and 1 is an administrative office. Having supportive services delivered from each of these sites allows for a larger focal point on the availability of services, provides access locally to where the majority of older and disabled adults reside, and does so in a more cost efficient manner than if services were subcontracted in each of these 8 communities which would further fracture the delivery system of services.

**D. AVAILABILTY OF OTHER RESOURCES TO DELIVER GOODS OR SERVICE:**

Please explain why:

- i. there is insufficient staffing, experience, expertise and/or resources available within the SERVICE AREA and/or;
- ii. there are no other resources (local, state, or federal agencies) external to the Agency who can perform the service more efficiently, more cost effectively or with comparable quality.

Due to a low population base, a rural setting, and limited number of providers, Spectrum Generations is the only provider who can ensure adequate supply and who can provide services more economically, and with comparable or better quality.

Over the last 4 years, no other service provider has approached Spectrum Generations requesting contract for supportive services which include regulatory reporting, regulatory compliance, service delivery and no potential vendor has emerged who can match the current capacity, capability, quality, and price efficiency of maintaining all supportive services under the Area Agency on Aging.

Spectrum Generations is requesting a waiver to provide direct services for supportive and in-home services under Title III Older Americans Act.

 5/5/2020

Signature

Date

## SECTION II. (Office of Aging and Disability Services Response)

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Click here to enter a date.

**A. COMMENT (s):** Click here to enter text.

**B. REQUEST STATUS:**

Approved:

Rejected:

Pending:

Additional Comment(s): Click here to enter text.

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Paul Saucier Date  
Director, Office of Aging and Disability Services  
Maine Department of Health and Human Services

**AREA AGENCY ON AGING**  
**DIRECT SERVICE WAIVER REQUEST FOR 2020-2024**

(as required by OADS policy 10-149, Ch. 5, Section 30.09)

**SECTION I. (Agency)**

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**10/1/2020**

**A. AGENCY NAME: Central Maine Area Agency on Aging d/b/a Spectrum Generations**

**B. DIRECT SERVICE DESCRIPTION: Nutrition Services, Home-Delivered Meals**

**C. SPECIFIC SERVICE NEED:**

- i. Identify and fully describe the specific problem, requirement, or need that the service(s) is intended to address and makes the services necessary.
- ii. Explain how the Agency determined that the services are critical or essential to agency responsibilities or operations and/or whether the services are mandated.

The Muskie School of Public Service Needs Assessment predicts that Maine's percentage of population of those 65 and older will grow from an estimated 22% in 2020 to 28% by 2030. Currently, approximately 27% of all older adults live alone. Nutrition was identified as one of the 6 social needs resulting from the Needs Assessment.

In Spectrum Generations' service territory 7% of older adults have difficulty preparing or cooking their own meals and 45% of older adults have difficulty leaving their home without assistance and/ or considerable effort. Those who are homebound are especially vulnerable for being at high nutritional risk. The home-delivered meals program is an essential and mandated programs by OAA, Title III. By providing 5 home-delivered meals per week to these at-risk and homebound seniors and disabled adults, the home-delivered service provides 1/3 of the recommended dietary needs and the recipients also receive the benefit of a safety check, nutrition education, and in-person contact which can prevent isolation. Food is an essential need by all and good health cannot happen without good nutrition.

**D. AVAILABILTY OF OTHER RESOURCES TO DELIVER GOODS OR SERVICE:**

Please explain why:

- i. there is insufficient staffing, experience, expertise and/or resources available within the SERVICE AREA and/or;
- ii. there are no other resources (local, state, or federal agencies) external to the Agency who can perform the service more efficiently, more cost effectively or with comparable quality.

Due to a low population base, a rural setting, and limited number of providers, Spectrum Generations is most often the provider who can ensure adequate supply and who can provide services more economically, and with comparable or better quality, as the service provider that limits the amount of time meals must spend in transit before they are consumed. Volunteers deliver meals twice weekly for the majority of the service territory or once weekly in more rural areas. Meal deliveries consist of one hot meal and one to four frozen meals per delivery. Spectrum Generations has 3 sub-contracted providers to service the areas where Spectrum Generations is not the provider which most limits the time meals must spend in transit before being consumed, (Knox County, and the areas of Jackman and Bingham in Somerset county). Within the remainder of the service territory, there is no other provider is equipped to coordinate these service requirements.

Over the last 4 years, no other service provider has approached Spectrum Generations requesting contract for the services provided which include regulatory reporting, regulatory compliance, meal production, delivery, personal safety check, and nutritional risk assessments bi-annually and no potential vendors contacted for emergency planning or for other service needs can match the current capacity, capability, quality, and price efficiency.

Spectrum Generations is requesting a waiver to provide direct services for home-delivered meals under Title III Older Americans Act.

 5/15/2020  
Signature Date

## SECTION II. (Office of Aging and Disability Services Response)

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Paul Saucier Date  
Director, Office of Aging and Disability Services  
Maine Department of Health and Human Services

**AREA AGENCY ON AGING**  
**DIRECT SERVICE WAIVER REQUEST FOR 2020-2024**  
(as required by OADS policy 10-149, Ch. 5, Section 30.09)

**SECTION I. (Agency)**

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**10/1/2020**

**A. AGENCY NAME: Central Maine Area Agency on Aging d/b/a Spectrum Generations**

**B. DIRECT SERVICE DESCRIPTION: Nutrition Services, Congregate Dining**

**C. SPECIFIC SERVICE NEED:**

- i. Identify and fully describe the specific problem, requirement, or need that the service(s) is intended to address and makes the services necessary.
- ii. Explain how the Agency determined that the services are critical or essential to agency responsibilities or operations and/or whether the services are mandated.

The Muskie School of Public Service Needs Assessment predicts that Maine's percentage of population of those 65 and older will grow from an estimated 22% in 2020 to 28% by 2030. Currently, approximately 27% of all older adults live alone. Food and isolation were identified as 2 of the 6 social needs resulting from the Needs Assessment.

In Spectrum Generations' service territory 7% of older adults have difficulty preparing or cooking their own meals and only 6% of older adults sometimes or often participate in congregate dining. Of the 94% who do not participate, only 9% of those don't attend because they don't have transportation, don't know about the service, or don't like the location of the site.

The congregate meal program is an essential and mandated programs by OAA, Title III. By providing opportunity for community dining at 4 locations, participants are provided with 1/3 of the recommended dietary needs. Participants at congregate sites also receive the benefit of nutrition education, in-person contact with others to combat isolation, services and resources available at the sites, and often music, entertainment, or a lunch and learn educational seminar.

With community centers and resource centers across the service territory located in settings as close proximity to the majority of older adult's residences as is economically feasible, Spectrum Generations is able to more cost efficiently provide congregate meals and the other social benefits as described.

In order to provide congregate meals to the maximum number of individuals, currently without the need for a waitlist or prioritization of social and economic need, Spectrum Generations provides



meals at the Hallowell and Waterville location 4 days per week, at the Damariscotta location once per week, and 3 meals monthly in Brunswick via sub-contracted provider.

**D. AVAILABILTY OF OTHER RESOURCES TO DELIVER GOODS OR SERVICE:**

Please explain why:

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- ii. there are no other resources (local, state, or federal agencies) external to the Agency who can perform the service more efficiently, more cost effectively or with comparable quality.

Due to a low population base, a rural setting, and limited number of providers, Spectrum Generations, is the provider who can assure adequate supply and who can provide services more economically and with comparable or better quality. Spectrum Generations has 1 sub-contracted provider in Brunswick. Within the remainder of the service territory, there is no other resource who is equipped to coordinate these service requirements.

Over the last 4 years, 2 other service provider have approached Spectrum Generations requesting weekly congregate meals coupled with lunch and learn programming, however the provider has refused to provide the services including regulatory reporting, regulatory compliance, meal production and serving, coordination. Each provider has only offered a site where seniors congregate locally.

Spectrum Generations is requesting a waiver to provide direct services for congregate meals under Title III Older Americans Act. Additionally, Spectrum Generations is requesting a waiver to provide meals less than 5 days per week at the congregate dining locations as the majority of the service territory is rural. To require 5 day per week meal sites would hurt the availability of congregate meals and would instead mean a reduction in total meals or elimination of the site.

 5/15/2020

Signature

Date

## SECTION II. (Office of Aging and Disability Services Response)

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Additional Comment(s): Click here to enter text.

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Paul Saucier Date  
Director, Office of Aging and Disability Services  
Maine Department of Health and Human Services