

WASHOE COUNTY SENIOR NUTRITION SERVICES
Strategic Planning RACI Roles Responsibilities Matrix

ROLES & RESPONSIBILITIES CHARTING <i>identifies and communicates role assignments</i>	R = Doer	O=Oversite	A = Accountable	C = Consulted	I = Informed				
	Person Completing Tasks	Person overseeing the tasks	Person with "yes" & "no" authority (ONLY 1 per task)	SME consulted prior to final decision (two-way conversation)	Person kept in the loop (one-way conversation)				
	ROLES								
ACTIVITIES	Case Management	Senior Nutrition Administrator	Program Assistant	Director	Kitchen Manager	Congregate Coordinator	Food Production Supervisor/Home Delivered Meals Coordinator	Development	Volunteer Coordinator
	Joti	Ken	Len	Scott	Kim	Debby	Kim/New Hire	Jennifer Hill/County Grants Manager	Todd (WC) / Barbara (CCNN)
Staff as of 7/1/2016	WC	WC	WC	CC	CC	CC	CC	CC	WC/CC
<i>WC = Washoe County CC = Catholic Charities</i>									
MEAL PREPARATION									
authorize compliant menus that include meal variety				I	AR				
order & maintain sufficient food product & material inventory				I	AR				
hire, supervise and train kitchen staff		I		C	AR				
oversee kitchen equipment maintenance		A		C	R				
High Level reviewer of policies and procedures, grants compliance		A	R						
Day to Day - ensure health & safety compliance in accordance with applicable grants, contracts, laws, policies & procedures		I		A	R				
manage relationship with vendors				C	AR				
manage aggregate daily order of all food for congregare & home delivered meal services				A	R	C	C		
ensure appropriate meal temperatures & quality					AR				
reconcile and approve invoices against product & materials received		I		A	R				
maintain proper postings & extermination scheduling		A	R	I	C				
conduct safety & risk management inspections		A	R	I	C				

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Day to Day - ensure staff has proper food service certification		I		A	R					
High Level - ensure staff has proper food service certification			A							
maintain emergency meal contingency plan										CCNN/Senior Services - Need to Develop Written Plan
maintain short-term emergency meal contingency plan (ie. Snow day)		I	C	A	R					
provide nutrition education material in accordance with applicable guidelines			C	A		R	R			
leverage volunteer resources to assist with meal preparation			C	A	C				R	

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HOME DELIVERED MEAL SERVICES									
Purchase and implement routing software	C	A	C	R	C				
routinely analyze routes to ensure timely delivery of meals	R				AR				Assumption - how it's happening today
report changes in client roster to minimize lost meals	R				AR		R		
submit & reconcile daily meal order				I	A		R		
hire, supervise and train delivery staff				I	AR		C		
resolve client complaints related to meal delivery	C	C		A	R		R		
routinely inspect delivery equipment & supplies for proper sanitation		I	R	A	R		R		
troubleshoot delivery and/or driver issues during delivery window					AR		R		
ensure delivery of self-stable meals for unplanned incidents	C		C	A	R		R		
leverage volunteer resources to assist with meal delivery									AR
CONGREGATE MEAL SERVICES									
register clients for meal services	R				A	R			
submit & reconcile daily meal order					AR				
set up dining room and meal service			C/R By Site		A	C/R By Site			
ensure dining room properly cleaned and sanitized			C		A	C			
maintain engaging activities for clients (i.e. field trips, yoga, zumba, computer classes, diabetes education, healthy cooking, etc.)			A			R			Senior Services - move to informed role with improved transparency

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maintain emergency plan for unplanned facility closures			AR	C	R	I				
ensure facility posting, safety, management & inventory replacement (i.e. chairs, etc)		A	R		C	I				
leverage volunteer resources to assist with congregate services			A			R				

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FLEET MANAGEMENT									
maintain fleet administration standards & vehicle operating policies		I	AR	I	C		C		
document training of all staff operating vehicles		I	R (O)	I	AR				
manage vehicle maintenance, license, inspections, repair, replacement & disposal schedule		I	AR	I					
monitor & analyze mileage for routing efficiencies					AR		R		
regularly monitor driving records of delivery staff		I	R (O)	I	AR		AR		
submit accident/incident reports when applicable		I	I	I	AR		R		
invoices for fuel, administrative & replacement fees									
approve monthly fees			AR						
FUNDRAISING & ADVOCACY									
engage media for opportunities to promote the needs of hungry seniors (resulting in funding, in-kind donations, volunteers, etc.)				R				AR	C
join state and national organizations to learn best practices & stay abreast of legislative rulings		R		AR				R	
advocate for higher state-wide reimbursement rates		R		AR				R	
maintain close relationship with Title III funder (Aging & Disability Services) to understand audit requirements, pose billing questions, request additional funding, discuss scope changes, other compliance-related issues and reporting	C	R		AR	C	C	C	C	I

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raise "x" to support program growth		I		R				AR		

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DATA MANAGEMENT									
enter client data into SAMS database	R	C		A	R	R	R		
utilize SAMS for real-time daily meal counts & billing		C		A	R	R	R		
complete applicable reports	R	C		A	R	R	R		
CASE MANAGEMENT									
pre-screen clients for senior nutrition services eligibility	AR								
conduct initial home visit for nutritional risk assessments of client in accordance with senior nutrition guidelines	AR								
conduct annual re-determination home visit	AR								
oversee ongoing client feedback process to ensure satisfaction	AR			C	C	C	C		C
report feedback received from clients to applicable staff	AR								
manage non-nutritional needs of clients to help them remain independent in their homes	AR								
provide nutrition education to clients as required by contract	AR			I					
GENERAL									
manage utilization and budgetary goals		A		R	I	C	C	I	
stay abreast of all policies, regulations & industry practices	C	R		AR	C	C	C		
prepare daily, monthly, quarterly reports as necessary				A	R	R	R		