



Friendly Fork

Weld County Senior Nutrition Program

Thank you for participating in our Senior Nutrition lunch program. As a valued customer and patron, we are always interested in obtaining your suggestions or concerns. To help us to continue to improve the program, you can direct your comments to the meal site coordinator or you can contact the Senior Nutrition Supervisor, Meredith Skoglund, at 970-400-6132 or mskoglund@weldgov.com.

Congregate meals include a delicious lunch that meets at least 1/3 of the recommended daily allowance of all nutrients required for adults. This meal is available in a fun and social group setting. The **Area Agency on Aging (AAA)** oversees and sponsors congregate meals, as directed in the Older Americans Act, one to three days per week at 22 locations throughout Weld County. The food is proudly prepared by the University of Northern Colorado for your dining pleasure.

The congregate meal program includes nutrition education and an opportunity to interact socially with other seniors. Additionally, the program provides an important opportunity for seniors to visit with their local Senior/Community Centers' staff regarding additional needs and services. AAA has a Registered Dietitian (Lorrie Wellman) on staff to answer any of your nutritional questions. Nutrition counseling is available free of charge to all participants of the Friendly Fork Program. You can reach the dietician by calling 970-400-6118.

For a Senior Nutrition Dining location near you, please contact 970-400-6132 or 720-652-4200. Donations are accepted and volunteer opportunities are available.

DID YOU KNOW...?

- Weld County Senior Nutrition Program provides almost 50,000 meals per year.
- Reservations are required in advance.
- To be eligible for the \$4.00 per meal suggested donation, you or your spouse must be age 60 or over or live in one of the senior housing facilities that have a meal site. Guests under age 60 must pay the full cost of the meal of \$10.00.
- Cancellations - If something comes up and you cannot make it to a reserved lunch, it is very important that you cancel ASAP. "No-Shows" cost the program \$15,528.75 in Fiscal Year 2016. Please be considerate and help us reduce food waste.

For Reservations and Cancellations please call 970-346-6955 or 720-652-4200.

The Area Agency on Aging services strive to keep individuals in their homes and maintain independence for as long as possible. If you want more information about the services provided please call 970-346-6950.

**Weld County Area Agency on Aging (Region 2B) Consumer
Complaints, Appeals and Hearings Procedure**

Updated December 2015

Consumer Complaint

Any older adult, his/her representative, or caregiver applying or receiving services under the Older Americans Act or State Funding for Senior Services by the Weld County Area Agency on Aging (WCAAA), or a contractor of the WCAAA, **has the right to submit a complaint.**

You may file your complaint in person, by telephone, email, or in writing within thirty (30) days of the action or incident. Complaints shall be forwarded to the appropriate agency for follow-up and resolution. Complaints shall be resolved at the lowest possible level. If the complaint cannot be resolved at the local level, it may be appealed. The direct service provider receiving the complaint shall investigate and resolve the complaint. The direct service provider may be the WCAAA or a contractor of the WCAAA.

**Weld County Area Agency on Aging
(970) 346-6950
PO Box 1805
Greeley, CO 80632**

Written notice of the resolution shall be sent to the complainant within fifteen (15) working days from the time the agency receives the complaint.

Consumer Appeal

At any time the complainant may contact that State Unit on Aging or if the complainant is dissatisfied with the complaint resolution, a written appeal may be filed with the State Unit on Aging Director within ten (10) calendar days of receipt of the decision at:

**Colorado Department of Human Services, State Unit on Aging
1575 Sherman Street, 10th Floor
Denver, CO 80203-1702
(888) 866-4243 (Toll Free)**

The State Unit on Aging Director or designee shall complete a review of the complaint and resolution of that complaint, including all pertinent documentation or new information that may be available. The State Unit on Aging will provide a written response, including notification of the complainant's rights to an Administrative Law Judge hearing as described in Section 10.507 if he/she is dissatisfied with the resolution of the appeal, to the complainant within thirty (30) calendar days of the receipt of appeal.

The appeal procedure may be terminated at any time if the individual and service provider negotiate a written agreement that resolves the issue in question. Upon termination, the complainant shall file with the WCAAA or the State Unit on Aging, whichever is applicable, a written notice stating the reason for the termination.

