

ICOA Guidance

Guidance Subject	Guidance #
Voluntary Contributions/Donations	GU.NU.01

1. Voluntary Contributions/Donations.

- A. Nutrition Providers shall provide program participants with the opportunity to make voluntary donations or contributions to the Nutrition Services Program. The Nutrition Provider shall provide the AAA with an established procedure related to the solicitation of donations in order to assure it is understood to be purely voluntary and donations can be made in a confidential manner.
- B. The Area Agency on Aging shall ensure that each Nutrition Provider adheres to the following minimum requirements:
 1. Each eligible participant shall be afforded the opportunity to make a voluntary donation to the nutrition program.
 2. The suggested voluntary contribution/donation shall be posted in a prominent conspicuous location.
 3. Each Nutrition Provider shall establish, train staff and volunteers, and implement procedures and practices that will protect the privacy and confidentiality of an eligible participant's decision related to making a donation.
 - a. With regard to congregate meals, there shall be locked contribution containers, placed away from any direct pathway to participation and shall not be monitored in any manner that demonstrates an expectation of contribution.
 - b. With regard to Home Delivered Meal (HDM) participants, a receipt shall be provided to any participant who wishes to make voluntary contributions. A duplicate receipt record shall be maintained by the program for three (3) years. Similar care must be taken to assure participants understanding that all donations are purely voluntary.
 4. Under no circumstances may a Nutrition Provider deny services to an eligible participant because of the participant's inability or choice not to make a contribution or donation to the program.
 5. Written procedures must be established and implemented to safeguard and account for any fees and voluntary contributions/donations, and shall include the following:
 - a. Two persons shall count participant contributions each day meals are served, and both individuals shall sign a form attesting to the correct amount. A copy of such signed document shall be kept on file;
 - b. Sealing, written acknowledgement of, and transporting of daily receipts either to deposit in a financial institution or to a secure storage facility until such deposit can be arranged; and
 - c. Reconciliation of deposit receipts and daily collection records by someone other than the bookkeeper or person responsible for making the deposits.