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ASSESSMENT OF PROGRAM
CONTROLS OVER FEDERAL /
COMMODITIES DONATED TO
THE COMMONWEALTH OF /
PUERTO RICO
FOOD AND NUTRITION SERVICE /
DEPARTMENT OF AGRICULTURE /

CED-77-120
~~7-51604~~
8-18-77

Report to Senator James B. Allen, pursuant to his request. The report discusses ⁱⁿ Food and Nutrition Service and Commonwealth of Puerto Rico practices, procedures, and controls to prevent the spoilage or theft of Federal commodities donated to the Commonwealth for use in such Federal food assistance programs as the school lunch program and the title VII feeding program for the elderly. Our review was primarily conducted in Puerto Rico where we visited 11 of the 14 Commonwealth warehouses used to store federally donated commodities and 6 local agencies--2 schools, 2 hospitals, and 2 elderly feeding projects--which received donated commodities from the warehouses. ~~The review was also conducted at Service headquarters in Washington, D.C., and its regional office in Robbinsville, New Jersey.~~ ^{at a} _↑

Although our review did not reveal current instances of theft or excessive spoilage, we concluded that controls over donated commodity transactions and inventories needed to be improved. Without adequate controls--particularly over warehouses performing key operational and accountability functions--there was no procedural assurance that any future program deterioration would be promptly detected and corrected. In other words, the situation seemed all right at the time of our review, but this could change. Improved control also was warranted in view of the large donated commodity losses the Commonwealth suffered in fiscal year 1975.

^{ws} ~~The report~~ ^{cd} therefore recommends that the Secretary of Agriculture direct the Food and Nutrition Service--the agency responsible for the administration

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of the commodity distribution program nationwide--to take a number of actions to improve the program in Puerto Rico. The recommendations include having the Service (1) make periodic evaluations and onsite inspections of Commonwealth practices, procedures, and controls for receiving, storing, distributing, and accounting for donated commodities and (2) require more frequent, regularly scheduled warehouse inspections by the Commonwealth involving physical inventory checks and independent verification of warehouse receipts and shipments.

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FOOD PROGRAMS

~~Commodity Distribution~~

Need for intensified program monitoring over the receipt, storage, and distribution of Federal commodities donated to the Commonwealth of Puerto Rico

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COMPTROLLER GENERAL OF THE UNITED STATES
WASHINGTON, D.C. 20548

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AUG 18 1977

The Honorable James B. Allen
United States Senate

Dear Senator Allen:

As a result of your June 28, 1976, request and subsequent discussions with your office, we have reviewed Department of Agriculture and Commonwealth of Puerto Rico practices, procedures, and controls to prevent spoilage or theft of Federal commodities donated to the Commonwealth for use in such Federal food assistance programs as the school lunch program and the title VII feeding program for the elderly. This report discusses the results of that work.

At your request, we previously reviewed the Department of Agriculture's \$2.5 million claim against the Commonwealth for losses of federally-donated commodities during fiscal year 1975. A report on that claim was sent to you on February 24, 1977 (CED-77-40). A third and final report resulting from your June 1976 request is being developed on certain aspects of food stamp program accountability and controls in the Commonwealth and will be sent to you at a later date.

Our work on the Federal commodity distribution program in Puerto Rico is summarized below and described in detail in subsequent sections of this report. In general, we found that:

- The Department of Agriculture's Food and Nutrition Service, the agency responsible for administering the commodity distribution program nationwide, was not adequately monitoring program operations in the Commonwealth and, consequently, could not insure that the Commonwealth (1) received all commodities shipped or (2) employed sufficient program controls to prevent spoilage or theft.
- Commonwealth controls to insure a proper accounting for the receipt and use of donated commodities and to prevent their spoilage or theft needed improvement in

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one important respect. Inspections of warehouses that receive, store, distribute, and account for the commodities were infrequent and sporadic, and did not include adequate verification that commodity receipts were properly recorded or that recorded commodity shipments were actually made.

- The Commonwealth's other practices, procedures, and controls to account for donated commodities and prevent spoilage or theft seemed generally adequate at the time of our review, except that temperatures in the warehouses we checked were higher than the maximum levels suggested by the Food and Nutrition Service.
- We found no significant spoilage of donated commodities at the facilities we checked and only minor inventory discrepancies based on our tests of selected commodities.

Although our review did not reveal current instances of theft or excessive spoilage, we believe that controls over donated commodity transactions and inventories need to be improved. Without adequate controls--particularly over warehouses performing key operational and accountability functions--there is no procedural assurance that any future program deterioration would be promptly detected and corrected. In other words, the situation seemed all right at the time of our review, but this could change. Improved control also is warranted in view of the large donated commodity losses the Commonwealth suffered in fiscal year 1975 (as discussed in our February 1977 report).

Therefore, we recommend that the Secretary of Agriculture have the Food and Nutrition Service take a number of actions to improve the Federal commodity distribution program in Puerto Rico. Our recommendations, which are listed in a later section of this report, include having the Service (1) make periodic evaluations and onsite inspections of Commonwealth practices, procedures, and controls for receiving, storing, distributing, and accounting for donated commodities and (2) require more frequent, regularly scheduled warehouse inspections by the Commonwealth involving physical inventory checks and independent verification of warehouse receipts and shipments.

SCOPE OF REVIEW

Our review was conducted primarily in the Commonwealth of Puerto Rico. We interviewed officials of the Commonwealth's Department of Education; examined pertinent practices,

procedures, and controls relating to the receipt, storage, and distribution of donated commodities; made detailed checks of 11 of the Department of Education's 14 warehouses, including 54 physical inventories of food items; visited 2 schools, 2 hospitals, and 2 elderly feeding projects receiving donated commodities; and performed detailed tests of records for selected commodities from the time these commodities arrived in the Commonwealth, through warehouse storage, to their distribution to eligible outlets. To evaluate the Food and Nutrition Service's monitoring of the commodity distribution program in the Commonwealth, we interviewed officials, reviewed practices and procedures, and examined records and documents at the Service's Mid-Atlantic Regional Office in Robbinsville, New Jersey.

GENERAL PROGRAM INFORMATION

Section 32 of Public Law 74-320 (7 U.S.C. 612c) established the Federal commodity distribution program in 1935. The Commonwealth of Puerto Rico has been authorized to participate in this program since 1958 (see 7 U.S.C. 1431b). Under the present program, agricultural commodities acquired by the Department of Agriculture are donated for use principally in school feeding programs, charitable institutions, and feeding projects for the elderly authorized by title VII of the Older Americans Act of 1965 (42 U.S.C. 3045 et seq.). Until 1975, when the Federal food stamp program began operating throughout the Commonwealth, commodities were also distributed to needy families in Puerto Rico.

The Commonwealth's Department of Education currently administers the commodity distribution program in Puerto Rico under an agreement with the Food and Nutrition Service. Both the Department of Agriculture's Agricultural Stabilization and Conservation Service and its Agricultural Marketing Service acquire commodities for donation and distribution to the various food program outlets. The Agricultural Stabilization and Conservation Service ships donated commodities to the Commonwealth as well as to other participating States and agencies.

Federal commodities shipped to Puerto Rico come under the Department of Education's control when they are delivered from the port of entry to a "store-door" warehouse. Of the Department of Education's 14 warehouses handling donated commodities, 5 are designated store-door delivery points because they initially receive the commodities donated to the Commonwealth and then distribute some of them to the other warehouses. All 14 warehouses distribute commodities to eligible local outlets. These outlets include schools,

charitable institutions, and elderly feeding projects. Commodity distribution to local outlets is based on program participation reported by each user.

In fiscal year 1976 the Commonwealth received about \$10 million in federally donated commodities. These commodities benefited approximately 520,000 school children, 16,000 persons served by charitable institutions, and 4,000 elderly persons participating in title VII projects.

MONITORING BY THE FOOD AND NUTRITION SERVICE HAS NOT BEEN ADEQUATE

The Service's monitoring of commodity distribution program operations in the Commonwealth was generally limited to (1) reviews of Commonwealth commodity need estimates, (2) comparisons of beginning and ending commodity inventory balances shown on monthly and yearly Commonwealth reports, and (3) occasional visits to the Commonwealth. The results of these visits were not documented. We were told that the visits generally consisted of discussions of whatever problems Commonwealth officials were having at the time. The Service's last comprehensive, systematic evaluation of the Commonwealth's program was in 1973. Although Service regional personnel believed they probably should perform such evaluations about every year, they said they did not have sufficient staff to do so.

The Service is supposed to compare commodities received (as shown on the Commonwealth's monthly reports) with commodities shipped (as reported by the Agricultural Stabilization and Conservation Service), and resolve any differences. The Food and Nutrition Service advised us, however, that it was not making this comparison because it did not have enough staff. Since it was not making this comparison, the Service did not know whether the Commonwealth had received and accounted for all of the commodities that had been shipped.

Our brief scanning of the Commonwealth's monthly reports for fiscal year 1976 revealed a further lack of depth in the Service's program monitoring. We noted that a loss of \$64,000 in butter was indicated but not explained, as the Service requires. Further inquiry showed that the butter had originally been designated for needy families but, when that program was phased out, it was redesignated for use in the school lunch program. The butter spoiled, however, before it could be used. When we informed the Service of the situation, it began followup to determine if a claim should be established.

We believe the Service's monitoring of the Commonwealth's administration of the commodity distribution program is not adequate to insure that all commodities shipped are properly received and accounted for or that Commonwealth controls are adequate to detect and prevent spoilage or theft.

COMMODITIES ADEQUATELY ACCOUNTED FOR
BUT COMMONWEALTH CONTROL NEEDS IMPROVEMENT

The Department of Education's warehouse inspections did not include verifications that commodity receipts were properly recorded and shipments shown on records were actually made. Also, these inspections were infrequent and sporadic. Although our test of actual warehouse records and procedures indicated that donated commodities were adequately accounted for at the time of our review, we believe that Commonwealth control over these commodities needs improvement to insure efficient, verified commodity distribution operations in the future.

Commonwealth procedures for
controlling commodities

Upon delivery of federally donated commodities to the five store-door warehouses, warehouse managers verify that the types and amounts of commodities shown on the shipping bills of lading have actually been received. When this verification is complete, the Department of Education's central office sends the Agricultural Stabilization and Conservation Service a signed receipt.

Commodities are stored and recorded on a first-in, first-out basis. The amount of commodities in a warehouse at any given time is shown on perpetual inventory records. All receipts, transfers to other warehouses, adjustments, distributions to users, and disposition of spoiled commodities are recorded daily by warehouse personnel. Actual shipments of commodities to schools, charitable institutions, and elderly feeding projects are documented by receipts signed by local outlet personnel. These receipts are kept on file at the various warehouses.

Each of the 14 warehouse managers submits a monthly summary of warehouse operations to Education's central office showing receipts, transfers, distributions, and ending inventories for both the Federal commodities donated to the Commonwealth as well as the non-Federal commodities the Commonwealth acquires on its own. The central office uses these monthly summaries as the basis for Commonwealth reports

to the Food and Nutrition Service on the use and present inventory level of federally donated commodities.

Our test of warehouse records and procedures

Commonwealth officials told us that, although operating procedures for warehouse personnel were not in writing, these procedures had become firmly established over many years of warehouse operations and warehouse personnel were thoroughly familiar with them. To test the adequacy of the procedures and the consistency with which they were implemented, we reviewed in detail transaction records involving three popular commodities (canned green beans, canned beef, and powdered milk) and four warehouses (two store-door warehouses and two others) during the last 3 months of 1976. (See enc. I.)^{1/} We tested transactions from the time the three selected commodities arrived in the Commonwealth, through warehouse storage, to their ultimate distribution to eligible outlets. To check the accuracy of the warehouse receipt, inventory, and shipment records we were testing, we also counted the quantities of the three commodities on hand at the four warehouses during February 1977 and verified selected shipments by reviewing records at the locations to which the shipments were made.

In additional, abbreviated tests, we verified the amounts of other commodities that inventory records indicated should have been in storage at these and other warehouses by counting the quantities of commodities actually on hand. Overall, we made 54 counts of commodities to verify inventory records. Both our detailed and our abbreviated tests disclosed only a few transactional errors and discrepancies, the most significant of which are described below.

At the Bayamon warehouse (a store-door warehouse), the 4,224 cases of powdered milk in the warehouse were 32 cases more than the records showed should have been on hand. Most of the overage appeared to be accounted for when we noted that, 2 months earlier, 2 shipments totaling 34 cases were shown on the records but, according to supporting documents, were not delivered. Apparently, the shipments were returned

^{1/}In addition to making these detailed reviews of commodity transaction records at four warehouses, we asked warehouse personnel at seven other locations to describe the procedures they followed. These descriptions were generally consistent with the practices we observed at the four warehouses.

to the warehouse. The net shortage of two cases could not be accounted for.

At the San Juan warehouse, there were three errors in recording shipments of canned green beans to users. One shipment of six cases was recorded but not actually made, according to supporting documents. Two other shipments totaling six cases and three cans were made but not recorded. There were 295 cases of green beans on hand in the San Juan warehouse at the time of our count.

Warehouse inspections were not adequate

The Department of Education's warehouse inspections were (1) inadequate to insure that donated commodities were properly accounted for and (2) too infrequently and irregularly scheduled to detect warehouse conditions and practices that might contribute to commodity spoilage or theft.

Education's central office conducted warehouse inspections, including comparisons of the quantities of commodities shown on inventory records with quantities shown by physical counts. However, these inspections did not include verification that receipts of commodities were properly recorded or that shipments shown on records were actually made. Such verification is crucial to the Commonwealth's procedures for controlling commodity usage and inventories because warehouse records are the basis for the summaries of commodity operations submitted by warehouse managers to the central office each month. These summaries, in turn, become the basis for the Commonwealth reports to the Food and Nutrition Service on commodity operations in Puerto Rico.

We believe it would have been relatively easy for errors and improprieties in warehouse records to go undetected because only the balance of commodities on hand was verified during central office inspections. Shipments to local users could have been erroneously or improperly entered on records, or warehouse commodity receipts could have been omitted to make the book balances correspond to quantities actually on hand. These types of errors and improprieties, if undetected, could undermine the Commonwealth's control over donated commodities.

Between July 1975 and November 1976, central office personnel made only 20 inspections of Education's 14 warehouses. One warehouse was not inspected at all during this period, and there were intervals of 10 months or more between inspections at 12 other warehouses. During the first 11 months of 1976, 13 inspections were made--all during June,

July, or August. The inspections showed only minor discrepancies. However, without frequent inspections at regular intervals, poor storage conditions or poor storage practices could develop at the 14 warehouses and go unnoticed over extended periods with no corrective action being required or taken, increasing the possibility of commodity spoilage or theft.

Periodic warehouse inspections by personnel not directly responsible for day-to-day warehouse operations are essential elements of control over the approximately \$10 million in Federal commodities donated to the Commonwealth each year. The many locations and users to which these commodities are shipped also dictate frequent inspections at regular intervals. Although our tests of actual transactions did not indicate substantial errors or irregularities at the time of our review, the Commonwealth should establish better control for the future by using frequent, periodic, and independent warehouse inspections (including verification of receipts and shipments) to insure that donated commodities are properly accounted for and to prevent spoilage or theft.

COMMONWEALTH STORAGE FACILITIES AND PROCEDURES SEEMED ADEQUATE

Warehouse facilities and commodity storage practices at the time of our review seemed adequate to minimize the spoilage or theft of donated commodities under normal conditions. Although the 11 warehouses we visited were warmer than the Service recommends, there was no evidence of significant spoilage. Storage facilities and practices at the schools, hospitals, and elderly feeding projects we visited also seemed adequate.

Our check of Department of Education warehouses

We checked 11 of the Department of Education's 14 warehouses, as well as 2 schools, 2 hospitals, and 2 elderly feeding projects receiving Federal commodities. (See enc. II.) Some warehouses included more than 1 unit and we therefore checked a total of 16 Department of Education facilities. We used the Commonwealth's current inspection form, the Food and Nutrition Service's food storage guide for schools and institutions, and reports by the Department of Agriculture's Office of Audit as criteria for evaluating the adequacy of storage space, warehouse equipment, ventilating systems and temperature controls, refrigerated storage space, warehouse receiving and storage practices, insect and rodent control, and physical security.

Our check of the warehouses showed the following:

- Equipment and storage space (both dry and refrigerated) were generally adequate to accommodate inventory levels normally on hand.
- Temperatures at each of the 16 facilities exceeded levels recommended by the Food and Nutrition Service. Recommended temperatures were 50 degrees to 70 degrees F for dry food storage area; we found temperatures of 75 degrees to 90 degrees F. Despite these temperatures, we found no significant commodity spoilage. This lack of spoilage may be due, in part, to safety margins built into the temperature levels suggested by the Service as well as to the adequacy of the space maintained between stacks of commodities, the natural air-flow through the warehouses, and the normal turnover of stored commodities. As mentioned previously, each facility used the first-in, first-out inventory method for distributing commodities.
- Most facilities were neat, clean, and, except for one facility where we noted termite trails on the walls, seemed to have no significant rodent or insect infestation. In addition, each facility had periodic extermination and fumigation programs.
- Upon receipt of commodities, the facilities (1) checked the number and, where applicable, the weight of all containers and (2) randomly inspected individual containers to check the quality of the contents.
- Physical security measures--including heavy-duty, locked doors; limited access procedures; and, at some warehouses, watchmen--appeared adequate to prevent theft.

Our observations of storage facilities and practices at the schools, hospitals, and elderly feeding projects we visited were similar to those obtained during our check of warehouses.

Although Commonwealth storage facilities and practices seemed generally adequate, we believe a problem could result, particularly at the warehouses, if the present normal turnover of donated commodities is disrupted. If a disruption occurs, high temperatures in the warehouses and reduced space between commodity stacks might cause spoilage of backlogged commodities--as happened in 1974 and 1975 during the phaseout of the needy family program. This possibility makes it incumbent

upon both the Food and Nutrition Service and the Commonwealth's Department of Education to (1) maintain adequate surveillance over the Commonwealth's commodity distribution operations in order to identify distribution problems early before they become serious and (2) check the effects on donated commodities of storage at temperatures above the suggested levels--particularly those commodities usually stored in refrigerated facilities which are placed in nonrefrigerated warehouse areas before distribution to recipient agencies.

Commodity losses

In fiscal years 1975 and 1976 the Department of Education attributed most of its losses--\$27,110 and \$328,631 respectively--to the receipt of spoiled or deteriorating commodities redesignated from the needy family program to the school lunch and other programs. In 1975 the Department attributed 75 percent (\$20,215) and in 1976 99 percent (\$325,224) of its commodity losses to spoiled needy family commodities. The remaining losses in 1975 (\$6,895) and 1976 (\$3,407) were primarily attributed to weevil infestation and excessive heat.

According to a Department of Education official, most of the needy family commodities have now been distributed or, if spoiled, have been disposed of.

CONCLUSIONS

While our review of the Commonwealth's practices, procedures, and controls over federally donated commodities (1) did not disclose current instances of theft or excessive spoilage and (2) indicated that the commodities were adequately accounted for at the time of our review, we believe that both Commonwealth control over donated commodities and Food and Nutrition Service monitoring of the commodity program in the Commonwealth need improvement to insure that the program there does not deteriorate in the future. The Service needs to take a more active role in overseeing the program. The Commonwealth needs to improve its control over commodities by establishing periodic, independent, and comprehensive warehouse inspections.

RECOMMENDATIONS TO THE SECRETARY OF AGRICULTURE

We recommend that the Secretary of Agriculture have the Food and Nutrition Service improve the Federal commodity distribution program in the Commonwealth of Puerto Rico by

--reviewing monthly and yearly Commonwealth receipt, distribution, and inventory reports more closely to insure

accurate, timely reporting and identification of both commodity losses and potential problems;

- reconciling, as required, monthly Commonwealth receipts, distributions, and inventories with commodity shipments reported by the Agricultural Stabilization and Conservation Service;
- conducting periodic evaluations and documented site inspections of the Commonwealth's receipt, storage, and distribution practices, procedures, and controls to insure their adequacy to account for donated commodities and minimize spoilage or theft;
- requiring the Department of Education to conduct more frequent, regularly scheduled warehouse inspections, including physical inventories and independent verification of warehouse receipts and shipments, to insure that (1) receipts are properly recorded and recorded shipments are actually made and (2) conditions and practices contributing to the spoilage, deterioration, or theft of donated commodities are promptly detected and corrective actions taken; and
- requiring the Department of Education to closely monitor the condition of donated commodities stored at temperatures above suggested levels--particularly those commodities removed from refrigeration and stored in nonrefrigerated warehouse space before distribution to recipient agencies. The Department of Education's monitoring should be checked during the Service's periodic site inspections recommended above.

AGENCY COMMENTS

Officials of the Commonwealth and the Food and Nutrition Service reviewed this report. Certain factual material in the report has been revised based on their comments. Both the Commonwealth and the Service generally agreed with our conclusions and recommendations and said that a number of actions were planned to carry them out. The Service, in particular, stated that it intended to:

- Meet with Commonwealth Department of Education officials immediately after our report is formally issued to discuss the report's findings and the need for intensified program monitoring by the Department of Education.
- Schedule a follow-up review by the Service's regional office personnel no later than October 1, 1977, to

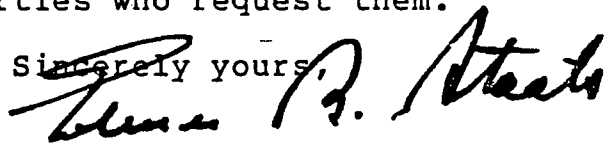
review the corrective action taken regarding our recommendations and those from a recent regional office evaluation of the Commonwealth's commodity distribution program. This evaluation was completed after the time of our review. The Service said the findings and recommendations in its evaluation were similar to ours.

- Plan quarterly follow-up visits to the Commonwealth so that regional office personnel can provide assistance in implementing the recommended improvements, with particular emphasis on warehouse records and storage conditions. In addition, the regional office will schedule an annual comprehensive evaluation of Commonwealth donated commodity operations.
- Review carefully the Commonwealth's monthly and yearly receipt, distribution, and inventory reports and reconcile these reports with Agricultural Stabilization and Conservation Service shipping documents.
- Study the need for requiring a program monitoring plan to be submitted by all State agencies administering the commodity distribution program in order to help insure nationwide compliance with Food and Nutrition Service regulations and procedural instructions.

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As arranged with your office, we are sending copies of this report to the Secretary of Agriculture and the House Committee on Government Operations, the Senate Committee on Governmental Affairs, and the House and Senate Committees on Appropriations. We are also sending copies to the House Committee on Education and Labor; the House Committee on Agriculture; the Senate Committee on Agriculture, Nutrition, and Forestry; and interested Members of Congress. Copies will also be available to other parties who request them.

Sincerely yours,



Comptroller General
of the United States

Enclosures - 2

OUR TEST OF SELECTED COMMONWEALTH OF PUERTO RICO COMMODITY RECEIPT AND DISTRIBUTION TRANSACTIONS

(October, November, and December 1976)

Distributing warehouse	Commodity	Month	Number of cases received		Difference	Commonwealth's distribution per transaction		Warehouse distribution per inventory		Difference Cases Cans
			Per shipping documents	Per inventory records		Cases	Cans	Cases	Cans	
Mayaguez	Green beans	November	947	938	a/ 9	45	1	45	1	-
	Canned beef	November	1,316	1,316	-	408	3	408	3	-
	Milk	December	2,686	2,686	-	1,750	3	1,750	3	-
Aguadilla	Green beans	November	-	-	-	169	2	169	2	-
	Canned beef	November	400	400	-	325	10	325	10	-
	Milk	December	700	700	-	1,252	5	1,252	5	-
Bayamon	Green beans	October	3,965	3,965	-	517	-	517	-	-
	Canned beef	November	1,637	787	b/850	641	17	641	17	-
	Milk	December	7,829	7,829	-	2,441	2	2,475	2	c/34
San Juan	Green beans	October	-	-	-	805	-	804	3	d/3
	Canned beef	November	62	62	-	45	-	45	-	-
	Milk	December	-	-	-	1,366	-	1,366	-	-

a/The remaining nine cases of green beans arrived in December 1976.

b/The remaining 850 cases arrived in October 1976.

c/The difference resulted from 2 shipments amounting to 34 cases that were not backed up by transaction documents. (See p. 6.)

d/The difference resulted from a shipment of six cases being reflected in inventory records but apparently not made, and from two shipments totaling six cases and three cans which were reflected in transaction documents but not accurately recorded in inventory records. Each case of green beans contained six cans. (See p. 7.)

COMMONWEALTH OF PUERTO RICO
COMMODITY FACILITIES WE VISITED

DEPARTMENT OF EDUCATION WAREHOUSES:

Bayamon (note a)
San Juan (Catano)
Caguas (note a)
Arecibo (note a)
Ponce (note a)
Vega Alta
Yauco
Comerio
Canovanas
Mayaguez (note a)
Aguadilla

SCHOOLS:

Colegio San Gabriel--Puerto Nuevo
A. B. Quinones--Moca

HOSPITALS:

Centro Medico--Rico Piedras
Hospital de Distrito--Fajardo

TITLE VII FEEDING PROJECTS:

Centro de Actividades Multiples Para Ancianos--Bayamon
Centro de Actividades Multiples Para Ancianos--Arecibo

a/Store-door delivery points.