

The Monroe County Commission on Aging Operating Guidelines for Service Programs

Contractual Agreement

- A. All services funded by the Commission on Aging are to be provided under an approved contract. Each agency entering into a contract with the Commission on Aging must comply with all program requirements established by the Commission.
- B. Assignment of responsibilities under the contract or execution of subcontracts involving a third party must be approved in writing by the Commission on Aging.

Compliance with Service Definitions

- A. Each service program must adhere to the definition and minimum standards to be eligible to receive reimbursement of allowable expenses.

Eligibility and Targeting of Participants

- A. Services shall be provided to Monroe County seniors 60 years of age or older unless otherwise allowed under eligibility criteria for a specific program (such as a spouse under 60 of a meal participant). Seniors shall not be denied or limited service because of their income or financial resources. Greatest emphasis shall be given to the service of eligible seniors with the highest degree of social, physical and economic need. Greatest emphasis is defined as the effort to service a greater percentage of older persons with the highest degree of frailty and need in relation to the total elderly population within the Monroe County Area. Each provider must be able to specify and provide service for the needs of low-income individuals in the Monroe County Area.

Wait List

- A. Where financial resources are insufficient to meet the demands of the persons needing service, a written policy for prioritizing clients shall be developed. This policy shall prioritize clients at a minimum by frailty, homebound because of illness, incapacitating disability, or otherwise isolated.
- B. Each agency must keep a written list of clients seeking service. This list must contain the date the client requested service, the type of service needed and where they live.

Contributions

- A. All program participants shall be encouraged to and be offered a confidential and voluntary opportunity to contribute toward the cost of the service received. Donations are strictly on a voluntary basis, unless a fixed cost has been established and approved by the Commission on Aging and the agency being funded.
- B. Except for program income, no paid or volunteer staff person of any service program may be allowed to solicit or accept contributions or gifts from program participants, offer for sale any type of merchandise or service, or

- C. Each agency program must have a written policy in place for handling all donations/contributions upon receipt from the senior which must include the following: Documented signatures of staff receiving donations, procedure for maintaining confidentiality, and collection records to balance program income.

Confidentiality

- A. Each agency must have policies in place to provide maximum confidentiality of information for each and every senior that is served. The policy must ensure that no information about an older person is disclosed without the informed consent of that person or their legal representative. Disclosure may be allowed by court order, or for program monitoring by authorized state, federal or local agencies, which are bound by the same applicable confidentiality responsibilities, so long as access is in conformity with the Privacy Act of 1974. All information on clients should be maintained in controlled access within the agency.

Note: Health Insurance Portability and Accountability Act (HIPAA) Guidelines may also apply. (It is the responsibility of each service agency to determine if they are a covered entity under HIPAA)

Referral and Coordination Procedures

- A. Each service provider shall demonstrate a working relationship with other community agencies for referrals and resource coordination to ensure that seniors in need of service from other agencies have information on how to access such other services. Each program must be able to show linkages with other agencies providing services within the County such as:
 - 1. Case coordination
 - 2. Information and referral
 - 3. Outreach and resource advocacy
 - 4. Transportation
 - 5. Meals
- B. Each agency must publicize their services in order to assure access to seniors in the County and shall use a system, which prioritizes the clients according to highest degree of frailty and need. Agencies must assist seniors in directing them to authorized officials in situations where imminent danger is present. Each provider must be prepared to assist seniors in providing essential service in weather related emergencies.

Insurance Coverage

- A. Each program shall carry insurance policies, which indemnify loss of local resources, due to casualty, employee theft and fraud. All equipment, supplies and other property purchased in whole or in part with county millage dollars are to be covered with sufficient insurance to reimburse the program for the fair market value of the asset at the time of loss.

Volunteers

- A. Each program utilizing volunteers shall have a written policy governing the recruiting, training, and supervising of volunteers. Volunteers shall receive a written job description, orientation training and a yearly performance evaluation, if appropriate.

Staffing

- A. Each program shall employ qualified personnel sufficient to provide services pursuant to the budgetary agreement. Each program shall be able to demonstrate an organizational structure including established lines of authority.
- B. Each program shall have a written policy showing the process for conducting reference checks.
- C. Each program must require and shall have a written policy showing the process for conducting criminal background checks through the Michigan State Police for all employees and volunteers that enter client homes.
- D. Each program that employs workers who enter a client's home to perform in-home services must secure a signature from the client, family member or proxy of the client that the service was indeed performed. The worker's signature must also appear on the form that service was performed. These worker/client service sheets are subject to audit by the Commission on Aging.

Staff Identification

- A. Every program staff person, paid or volunteer, who enters a senior's home must display proper identification, which is either an agency picture identification card or a Michigan drivers license and some other form of agency identification.

Training Participation

- A. New program staff must receive an orientation, which includes, at a minimum, introduction to the program, aging services in the community, maintenance of records and files, ethics and emergency procedures. Appropriate records shall be kept in the employee's personnel file.
- B. Each program that provides in-home service must have an annual training program on the observation, identification, reporting and recording information on abuse and neglect of seniors.

Complaint Resolution

- A. Each program must have a written complaint resolution procedure for use by senior recipients. Each program must also have a written appeals policy for individuals determined to be ineligible for services or for individuals who have services terminated. Persons denied service and recipients of service must be notified of their rights for complaint resolution within the agency or by filing a report with the Commission on Aging, AAA 1-B, the U.S. Department of Health and Human Services, Office of Civil Rights or the Michigan Department of Civil Rights.

Civil Rights Compliance

- A. Each program must not discriminate against any employee, applicant for employment or receiver of service due to race, gender, color, religion, national origin, age, sexual orientation, height, weight or marital status.

Equal Employment Opportunity ACT

- A. Each program must comply with equal employment opportunity and affirmative action.

Universal Precautions

- A. Each program that has occupational exposure of employees to blood or other potentially infectious materials must instruct employees on the proper use of universal precautions.

Drug Free Workplace

- A. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in all service program workplaces. Each program must operate in compliance with the drug-free work act of 1988.

Americans With Disabilities ACT of 1990

- A. Each program must operate in compliance with the Americans with Disabilities Act.

Family and Medical Leave ACT of 1993

- A. Each program must comply with the Family and Medical Leave Act of 1993.

Workplace Safety

- A. Each program must operate in compliance with the Michigan Occupational Safety and Health Act (MIOSHA).

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