



Calhoun County Office of Senior Services

Minimum Service Standard

SERVICE NAME: **ALL SERVICES**

GENERAL REQUIREMENTS – All services and programs funded with Calhoun County Senior Millage funds must comply with the following general requirements.

- A. The service provider shall provide assurance that they will comply with all applicable Federal, State, and local laws and regulations.
- B. The service provider shall adhere to the definitions and minimum standards and requirements for all contracted services.
- C. The service provider shall comply with all reporting requirements dictated by Calhoun County.
- D. Recipient Eligibility Criteria
 - 1. Services shall be provided only to Calhoun County residents 60 years of age or older.
 - 2. Service providers shall maintain a written list of persons who seek service but cannot be served at that time. Such a list must include the date the service is first sought and the service being sought by geographic area within the County. The service provider must determine whether the person seeking service is likely to be eligible for the service requested before being placed on a waiting list.
 - 3. Recipients eligible to receive services through Federal, State, or other community resources shall be referred to those programs, and third party reimbursement sought before Senior Millage resources are used.
 - 4. It is expected that all residents in licensed nursing facilities will receive their primary benefits and services from those facilities and not utilize senior millage funds. This does not preclude or exclude mutual programs or special events that benefit the facility residents and senior millage.
 - 5. For services that have an income limitation requirement for eligibility, the income limitation is program specific. For a few specific services, recipients must be at or below 200% of the poverty level as published in the most recent Federal Register. (See Chart of Services at the end of this Section.)
 - 6. When demand exceeds program or financial capacity, substantial emphasis must be given to serving eligible persons with greatest social and/or economic need.



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E. Contributions and Cost-Sharing

No one may be denied services for failing to make a donation. All program recipients shall be encouraged to and offered a confidential and voluntary opportunity to contribute towards the costs of providing the services received. This can be at the time of service, such as meal programs and transportation, or via a mailed statement of services value each month. Waiver of this requirement for accepting donations may be approved in writing for some services by the County. 2. Except for program income, no paid or volunteer staff person of any service program may be allowed to solicit contributions from program recipients, offer for sale any type of merchandise or service, or seek to encourage the acceptance of any particular belief or philosophy.

3. The service provider shall have in place a written procedure for handling all donations or contributions, upon receipt, which includes, at a minimum:
 - a. Counting, recording, and signature of all receipts by two individuals at each service facility or service provider office. In the case of in-home services, Recipient donations must be collected in either a locked box, or sent by check through the U.S. Postal Service to a service facility or the program office for counting, recording, and signature of receipts;
 - b. Provisions for sealing, written acknowledgment and transporting of receipts to either deposit in a financial institution or secure storage until a deposit can be arranged; and,
 - c. Reconciliation of deposit receipts and collection records by someone other than the depositor or counter(s).
4. Specific programs, such as Hearing, Vision, PERS, Ramp Installs, Chore Services, and Community Supportive Services (aka care management), may have a cost-sharing provision for recipients with incomes above 150% poverty level. Cost-shared funds returned to the program will provide additional services to other seniors.

F. Confidentiality

1. The service provider shall have established procedures to protect the confidentiality of information about recipients collected in the conduct of its responsibilities. No information will be disclosed without prior informed consent of the recipient or his/her legal representative. Disclosure may be allowed by court order, or for program monitoring by the Calhoun County Office of Senior Service which is also bound to protect the confidentiality of client information. It is the responsibility of each service provider to determine if they are a covered entity with regard to HIPAA regulations.
2. All recipient information shall be maintained in controlled access files.



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G. Coordination, Publicity, Alternate Funding

1. Each program shall demonstrate working relationships with other community agencies to insure that recipients in need of services have access to such services.
2. The service provider shall publicize the service(s) to assure access to older persons which at a minimum shall include being easily identified in local telephone directories.
3. The service provider shall include language in all publicity which recognizes that funding was provided by the Calhoun County Senior Millage.
4. The service provider shall be prepared to bring to the attention of appropriate officials for follow-up, conditions, or circumstances which place the older person, or the household of the older person, in imminent danger.
5. The service provider shall be prepared to make arrangements for the availability of services to recipients in weather related emergencies, as appropriate.

H. Insurance

1. The service provider shall maintain the following insurances, if required by law:
 - a. Worker's compensation
 - b. Unemployment
 - c. Property and theft coverage (including employee theft)
 - d. Fidelity bonding (for persons handling cash)
 - e. No-fault vehicle insurance (for agency owned vehicles)
 - f. General liability and hazard insurance (including facilities coverage)
2. The following insurances are recommended, but not required, for additional agency protection:
 - a. Insurance to protect the program from claims against the program drivers and/or passengers
 - b. Errors and Omission insurance for board members and officers
 - c. Professional liability (both individual and corporate)
 - d. Malpractice
 - e. Special multi-peril

I. Volunteers

1. Service providers utilizing volunteers shall have written procedures governing recruiting, training, and supervision.
2. Volunteers shall receive a written position description, orientation training, and a yearly performance evaluation, as appropriate.



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J. Staffing/Staff Identification

1. Each service provider shall employ competent personnel sufficient to provide services pursuant to the contractual agreement and demonstrate an organizational structure including established lines of authority.
2. Each service provider shall insure that any staff person, paid or volunteer, who enters a participant's home shall display proper identification, either an agency picture identification card, or a Michigan driver's license and some other form of agency identification.

K. Training Participation

1. New service provider staff shall receive an orientation which includes an introduction to the program, the aging network, maintenance of records and files, the aging process and emergency procedures. Records identifying dates of training and topics covered are to be maintained in employee personnel files.
2. The service provider shall budget an adequate amount of funding to address its training needs.

L. Recipient Satisfaction/Complaint Resolution

1. The service provider shall have established procedures to assure recipients are able to express their opinion of services.
2. The service provider shall have written complaint resolution procedures, to be used by recipients, and an appeals procedure for persons determined to be ineligible for services or who have services terminated. Persons denied service and program recipients shall be notified of these procedures through posted written materials at locations where services are provided, or through verbal instructions, as appropriate. Such notice must advise recipients that complaints of discrimination may be filed with the County, U.S. Department of Health and Human Services, Office of Civil Rights, or the Michigan Department of Civil Rights.

M. Service Quality Review/Program Evaluation

1. Each service provider must employ a mechanism for obtaining and evaluating the views of service recipients about the quality of the services rendered.
2. Each program must develop and implement an appropriate objective evaluation process to determine the effectiveness of the program in achieving its desired outcomes.



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N. Civil Rights and Fair Employment Compliance

1. Service providers agree to abide by the provisions of the Elliott-Larsen Civil Rights Act, P.A. 1976, No. 453, as amended, being sections 37.2101 et seq. of the Michigan Compiled Laws, and the Michigan Persons with Disabilities Civil Rights Act, P.A. 1976, No. 220, as amended, being sections 37.1101 et seq. of the Michigan Compiled Laws.
2. Each service provider must clearly post signs at service provider offices and locations where services are provided in English, and other languages, as appropriate, indicating non-discrimination in hiring, employment practices, and provision of services.
3. Service providers that subcontract must include Civil Rights language as part of the terms and agreement of the subcontract.



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Income Limitations for Services			
	No Income Limits	May Require Cost- Share	200% of Poverty
as of 08.21.13			
HEALTH RELATED SERVICES			
Benefits Counseling	X		
Community Supportive Services			X
Congregate Meals	X		
Dental Services			X
Health Ins Plan for Uninsured Seniors/HLth Assist Fund			X
Hearing Services			X
Home Delivered Meals	X		
Prescription Drug Access			X
Prescription Vouchers			X
Vision Services			X
Whole Person Wellness	X		
INDEPENDENCE QUALITY OF LIFE SERVICES			
Adult Day Care			X
Caregiver Respite Services	X		
Chore Services			X
Guardianship	Below \$500 in Assets		
Home Heating Assistance			X
Information & Assistance	X		
Legal Services			X
Minor Home Repair			X
Money Management			X
Personal Emergency Response System			X
Ramp Services: Portable and Permanent			X
Senior Center Programming	X		
Transportation	X		
Transportation Dispatch	X		