



# Ray County Senior Services Board

*Working to enable Senior Citizens of Ray County to be more independent and healthy.*

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## Senior Center Contractor Guidelines 2014

### **SECTION 1: REQUIREMENTS FOR CONTRACTORS (WHERE APPLICABLE)**

#### **A Service Provider Requirements**

1. The service provider shall meet all applicable state and local licensure and safety requirements for the provision of those particular services.
2. Service providers shall maintain any licensure, certification or registration mandated by any state or local government body or board.
3. Service providers shall allow only employees or volunteers holding a current licensure, certification, or registration to perform those tasks, duties, or functions for which licensure, certification, or registration is required by any state or local agency, body, or board.
4. Verification of insurance covering provider, its employees and agents in the form of general liability, personal injury liability and broad form contractual liability coverage in the amount of not less than \$500,000.00 per occurrence and not less than \$1,000,000.00 annual aggregate limit.
5. Recipients must be age 60 and older.
6. Recipients must be a resident of Ray County.
7. For seniors residing in other residences: Home safety repairs or modifications may be provided to any private home in which the senior is residing as long as combined household income meets RCSSB income eligibility according to current poverty guidelines.
8. Acceptable repairs may include safety modifications, minor electrical or plumbing repairs, maintenance and general carpentry.
9. Minor Home Repair Services to be performed must be agreed upon by the recipient (client), RCSSB and person(s) performing the work, in writing, prior to the commencement of any job.
10. The recipient (client) must sign a waiver to release Ray County Senior Services & Provider of any liability for the work provided by the contractor
11. All work, payments and supplies are limited to a combined total of \$1,000.00 per client per year.

#### **B Abuse & Neglect Policy:**

1. Service provider staff and volunteer shall be familiar with and shall be able to recognize situations of possible abuse, neglect, exploitation, or likelihood of serious physical harm involving older persons.
2. Conditions or circumstance which place the older person or household in the likelihood of serious physical harm shall be immediately reported to the Department of Health and Senior Services Adult Abuse Hotline (1 800-392-0210).

**C. Training of staff (paid and volunteer)** Training of staff and volunteers shall include comprehensive and refresher training for staff and volunteers on safety responsibilities and actions to be taken if an emergency situation occurs.

**D. Each Contractor agrees to comply with the requirements of the Drug-Free workplace Act**



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**E. Background Checks:** All Contractors providing services shall screen volunteers and employees for criminal background history. All employees and volunteers having direct contact with vulnerable older persons shall be checked against the Employer Disqualification List (EDL) by the Contractor.

**F. Non-discriminatory policy.** No client should be discriminated against for reason of age, gender, race, physical or mental disability, and financial, religious or cultural preferences.

**G. Confidentiality:**

1. All records that identify individual recipients of services shall be confidential and may be released, for administrative and program monitoring purposes only between Ray County Senior Services and Contractor.
2. Confidentiality of client records must be maintained at all times and should be maintained in a secured data base, locked file, or room with only authorized personnel accessing for purpose of providing services and shall not be distributed, released, sold or used for any other reason.
3. Releasing confidential information for the purpose of referral to another agency must be authorized by the client or his or her representative.

**H. Grievance & Incidence Procedure:** Contractors shall establish written procedures which provide a system through which service recipients may present grievances concerning the operation of the service program. Service recipients shall be provided with written information regarding the availability of the grievance procedures.

**I. Reporting:** All contractors are required to provide a monthly report to the RCSSB for each service provided; upon request and for cause, quarterly reports will be permitted. Reports are due no later than the 10<sup>th</sup> of each month.

1. Reporting must include name, address and contact information of provider/contractor, client name, zip code, DOB, beginning grant award, monthly expenditures with explanatory information and balance remaining in grant award.
2. Any report not received by the 10<sup>th</sup> of a reporting month will result in that agency being required to absorb twenty percent (20%) of the expenditures shown on the late month's report. If necessary, that amount will be deducted from the agency's next grant award.

**J. Funding Policies**

1. Grant Awards are distributed one-half in January and one-half in June unless an agency and RCSSB develop a different funding cycle such as monthly or quarterly billing or one-time grant awards.
2. RCSSB maintains an operating and service contingency fund through which special requests may be funded as approved by RCSSB during any funding cycle.
3. A funded agency having on Dec. 31 of any grant year funds not yet distributed to them forfeits any and all rights to those funds with those monies reverting back to the RCSS Board.
4. An agency holding grant funds not expended (considered carryover in the past) at the end of a fiscal year will forfeit those funds. Unexpended funds will be returned to RCSSB following the submission of December expenditures reported by January 10 of the next year.



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5. To allow for unexpected client changes in the last month of any fiscal year, an agency which overspends its grant award by no more than \$1,000 may apply for and receive each year a one-time relief grant to cover that overage if that request is made by January 10 of the new year.
6. No additional monies for the recently completed year will be awarded by RCSSB after the 10<sup>th</sup> of January in the new grant year.

**J. Applicable to Centers:**

1. Centers shall be in compliance with all applicable state and local fire and safety laws.
2. Caterers and centers in which food is handled or served shall be maintained in a safe and sanitary manner and shall be in compliance with all applicable state, county, or city health codes.
3. Each location shall be inspected annually by state or local health authorities.

A copy of these guidelines or another set of guidelines applicable to the grant holder's contact for services must accompany the signing of that contract in duplicate; one signed copy for the grant holder; one signed copy for RCSSB.

Grantee Signature & Date \_\_\_\_\_

RCSSB Initials & Date: \_\_\_\_\_