COUNTY OF OSCEOLA
BOARD OF COMMISSIONERS’
COMMITTEE OF THE WHOLE
AGENDA
Tuesday, October 2, 2018
301 West Upton Ave., Reed City, Michigan
2nd Floor, Board of Commissioners’ Room, 9:30 a.m.

NOTE: Claims will be available for review from 9:00 – 9:30 a.m.

1. Meeting Called to Order by Chairperson.

2. Additions or Deletions to the Agenda – Approval of the Agenda.


4. Employee/Board Comments.

5. Consider Approval of the Minutes of September 18, 2018.

6. Consider Payment of Claims.

7. Old Business:
   A. Discuss C.O.A. Staffing – Scott Schryer.
   B. Consider Other Budget Amendments, Cash Transfers, and Journal Register Reports from Treasurer.
   C. Discuss Items – Susan Vander Pol:
      1. 2019 County Budget.
      2. Update on Opioid Litigation.
      3. Closed Session for Union Negotiations discussion (only if needed).

8. New Business:
   A. Discuss C.O.A. Items – Scott Schryer:
      1. Reliance Community Care Partners Agreement.
      2. HPS Systems Advantage Contract #51 for 1% Rebate.
   B. Discuss E.M.S. Items – Jeremy Beebe:
      1. Bad Debt 2018 Qtr. 3 Report.
      2. Revised Policies.
      3. E.M.S. Staffing.
   C. Discuss Holiday Party – Tracey Cochran and Pheobe Ginnever.
   D. Discuss Items – Susan Vander Pol:

9. Other Business:
10. Employee/Board Comments.
11. Extended Public Comments (Six Minute Limit).

Note: A quorum of the Board of Commissioners may be present at the Committee meetings.

PUBLIC COMMENT
The Committee welcomes public comment. We appreciate your attendance and look forward to hearing any concerns you may have. We request that the following rules of procedure be followed: At the beginning and at the end of each Committee meeting, there is time to receive public comment from the audience. If you wish to address the Committee, we ask that you stand, give your name and present your concern. If you wish to speak while the Committee is addressing a specific issue, you are asked to make arrangements ahead of time with the Committee Chairperson. No comments or questions will be taken at any other time.

If you should require special assistance in order to attend the meeting, please notify the County Coordinator at (231) 832-6196, twenty-four (24) hours before the posted meeting time, for arrangements to be made.
The Committee meeting was called to order at 9:33 a.m. by Chairman Emig.

Present: Commissioners Jack Nehmer, Jill Halladay, Roger Elkins, Alan Tiedt, Pam Wayne, Larry Emig and Mark Gregory.

Also present: Jeremy Beebe-E.M.S. Director, Scott Schryer-C.O.A. Director, Susan Vander Pol-County Coordinator and Karen Bluhm-County Clerk.

**Motion by Commissioner Elkins, seconded by Commissioner Gregory, to approve the agenda as amended. Motion carried.**

**Brief Public Comment: None.**

**Employee/Board Comment:** Susan Vander Pol, County Coordinator, updated Board members with information regarding the Indigent Defense Fund

**Moved by Commissioner Nehmer, seconded by Commissioner Wayne, to approve the minutes of September 5, 2018, as presented. Motion carried.**

**Recommended by Commissioner Tiedt, seconded by Commissioner Wayne, to approve the claims of the County in the amount of $50,412.42. Recommendation was unanimously supported.**

**Update Health, Safety & Grounds Committee**
Commissioner Gregory reviewed their committee minutes with all Board members. He advised the Annex Parking Lot has been repaired. E.M.S. is looking into more space, possibly in the Health Department Building. Mark Watkins, E.M.D. Director, shared a presentation. Building security plans will proceed at the north entrance of the Courthouse, design is currently being prepared.

**Budget Amendments, Cash Transfer & Journal Register Reports**
Commissioner Tiedt reviewed the budget amendments and cash transfer.

**Recommended by Commissioner Tiedt, seconded by Commissioner Wayne, to approve the budget amendments, cash transfer and the County Treasurer’s September Journal Register Report for August transfers as presented. Recommendation was unanimously supported.**

**2019 County Budget**
Susan Vander Pol, County Coordinator, updated Board members briefly on the progress with the 2019 budget process.

**AAAWM FY 19 Older Americans Act Contract Amendment & Business Associate Agreement**
Scott Schryer, C.O.A. Director, explained AAAWM contacted them about extra funds available if they are in need. Scott reported working with Jon-Thomas Burgess, Technology Coordinator, to update some computer needs. Discussion was held.

**Recommended by Commissioner Tiedt, seconded by Commissioner Halladay, to approve the AAAWM FY 19 Older Americans Act Contract amendment and Business Associate agreement as presented and authorize the Chairman to sign. Recommendation was unanimously supported.**

**Evart Parking Lot/Entrance**
Scott Schryer, C.O.A. Director, spoke about the problems related to their parking lot at the Evart office. He shared three bids received and explained why he wishes to move forward on the project using the Fenstermacher bid. Discussion was held.
Recommended by Commissioner Wayne, seconded by Commissioner Tiedt, to approve the quote from Fenstermacher Asphalt Paving in the amount of $2,500 for parking lot repairs and authorize the Chairman to sign. Recommendation was unanimously supported.

C.O.A. Staffing
Scott Schryer, C.O.A. Director, requested an increase in his staffing. He specifically asked to add an Operations Coordinator to oversee day to day of each program specialist. He explained it would be very similar to an Assistant Director and described some of the duties involved. Discussion was held.

Brownfield Contract with SME
Dan Massy, Community Developer, explained nine (9) bids were received from various contractors for the County’s Brownfields Assessment Program. The grant has already been awarded by the State, so now we need to hire a contractor. Discussion was held.

Recommended by Commissioner Gregory, seconded by Commissioner Nehmer, to approve the Brownfield Contract for Services with SME and authorize the Chairman to sign. Recommendation was unanimously supported.

Community Development/Third Party Administrator Contractor
Dan Massy, Community Developer, shared a contract agreement for a Third-Party Administrator for the Osceola County Housing Emergency Repair Program. A brief discussion was held.

Recommended by Commissioner Wayne, seconded by Commissioner Tiedt, to approve the Third-Party Administrator Contract with Hager Consulting LLC to provide services for the Osceola County Housing Emergency Repair Program and authorize the Chairman to sign. Recommendation was unanimously supported.

Mecosta & Osceola-Lake Conservation Districts Services Agreement
Susan Vander Pol, County Coordinator, explained the annual agreement between the County and the Mecosta & Osceola-Lake Conservation Districts for the annual Household Hazardous Waste Program.

Recommended by Commissioner Nehmer, seconded by Commissioner Wayne, to approve the Mecosta and Osceola-Lake Conservation Districts Services Agreement for the hazardous waste collection and disposal program in the amount of $2,500 and authorize the Chairman to sign. Recommendation was unanimously supported.

Clerk Staffing
Karen Bluhm, County Clerk, explained she currently has a vacant Circuit Court Clerk position within her department. Although she wants to put someone in that position, at this time she explained why she would like it to be part-time for the time being. Discussion was held.

Recommended by Commissioner Nehmer, seconded by Commissioner Elkins, to approve filling a Circuit Court Clerk position in the Clerk’s Office as part-time instead of full time as long as the work load allows. Recommendation was unanimously supported.

Prosecutor Victim Rights Grant
Tony Badovinac, Prosecuting Attorney, and Dani Taylor, Victim’s Rights Advocate, spoke to the Board about accepting the grant from the State for the Prosecutor’s Victim Rights Program. A brief discussion was held.

Recommended by Commissioner Gregory, seconded by Commissioner Wayne, to accept the State of Michigan Prosecutor Victim Rights Grant and authorize the Chairman to sign. Recommendation was unanimously supported.
Employee/Board Comment: Commissioner Halladay expressed a concern about the appearance of some of the windows within the building.

Extended Public Comments: None.

Closed Session
Moved by Commissioner Elkins, seconded by Commissioner Nehmer, to approve going into Closed Session to discuss collection bargaining. Motion carried with seven (7) yes votes.

Open Session Resumes
Moved by Commissioner Gregory, seconded by Commissioner Nehmer, to close the Closed Session meeting regarding union collective bargaining. Motion carried with seven (7) yes votes.

Approve Closed Session Minutes
Moved by Commissioner Gregory, seconded by Commissioner Tiedt, to approve the minutes from the Closed Session as presented. Motion carried with unanimous voice vote.

GELC Union Contract
Recommended by Commissioner Tiedt, seconded by Commissioner Elkins, to approve the tentative agreement contract changes with the GELC union as presented for the 2019/2020 collective bargaining agreement. Recommendation was unanimously supported.

Motion by Commissioner Nehmer, seconded by Commissioner Elkins, to adjourn at 11:47 a.m. Motion carried.

__________________________________________
Karen J. Bluhm, County Clerk

__________________________________________
Larry Emig, Chairman
Date: 9/26/2018

To: Osceola County Board of Commissioners

From: Scott Schryer, Commission on Aging Director

Re: COA Employee Positions

Dear Board,

The COA has the following positions current and I am asking to update them as follows:

<table>
<thead>
<tr>
<th>Admin or Program</th>
<th>Title</th>
<th>Current Slots</th>
<th>F/PT</th>
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<tbody>
<tr>
<td>Admin</td>
<td>Director</td>
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<td>F</td>
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<td>Admin</td>
<td>Administrative Ass.</td>
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<td>Admin</td>
<td>Fiscal Manager</td>
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<td>Program</td>
<td>Recept/Trans Coordinator</td>
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<tr>
<td>Program</td>
<td>In-Home Coordinator</td>
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<td>Program</td>
<td>Case Manager RN</td>
<td>2</td>
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<td>Nutrition Coordinator</td>
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<td>Program</td>
<td>Homemaker</td>
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<td>Program</td>
<td>HHA</td>
<td>16</td>
<td>PT</td>
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<td>Program</td>
<td>Maintenance/Van Driver</td>
<td>3</td>
<td>PT</td>
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<tr>
<td>Program</td>
<td>Cook</td>
<td>3</td>
<td>PT</td>
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<td>Program</td>
<td>HDM Drivers</td>
<td>6</td>
<td>PT</td>
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<tr>
<td>Program</td>
<td>Meal Site Coordinator</td>
<td>4</td>
<td>PT</td>
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<tr>
<td>Program</td>
<td>Prep Cook</td>
<td>2</td>
<td>PT</td>
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<tr>
<td>Program</td>
<td>Social Services Coordinator</td>
<td>2</td>
<td>PT</td>
</tr>
</tbody>
</table>
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

COMMISSION ON AGING DIRECTOR

Directed By: County Coordinator

Supervises: All employees of the Commission on Aging Department and volunteers, either directly or indirectly.

Position Summary: Under the direction of the County Coordinator, the Commission on Aging Director plans, promotes, directs and evaluates a variety of programs for the senior population in Osceola County. Directs staff engaged in providing various programs/services to seniors, including nutrition services, casework/in-home services, and volunteer program. Responsible for the financial management of the agency and all other administrative functions. Supervises over forty employees.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Interprets and implements regulations and guidelines established by funding sources. Works extensively with funding source and regulatory agency staff.

2. Analyzes community needs, identifies needed programs and services and documents unmet needs of older adults. Secures funds for the department through preparing grant proposals, soliciting community donations and seeking alternative funding sources.

3. Enhances community understanding of department programs and promotes department’s services through presentations to community groups and other interested parties.

4. Authorizes purchases of all necessary supplies and equipment using bid and purchasing procedures as required by funding sources and county policy.

5. Disseminates all financial data in order to accurately develop unit rates for all programs.

6. Negotiate and administer contracts with other agencies that are interested in purchasing services from the COA.

7. Sits on various committees and boards relative to the provision of services to seniors in order to help maintain coordination and cooperation.

8. Oversees the data processing system of the Agency and the maintenance of statistical databases.
9. Monitors changes at the Federal, State, regional, and local levels regarding funds and operations and meets with governmental leaders to advocate on behalf of seniors.

10. Plans, organizes, and directs all aspects of departmental operations including personnel, budgeting, planning, and general administration. Develops and implements departmental policies, procedures and regulations.

11. Assesses department operations, staffing levels, facilities, and equipment. Analyzes budgetary and resource needs, makes recommendations for improvements, and implements changes. Monitors operational costs and makes recommendations for increasing efficiency.

12. Prepares and presents annual budget requests, administers departmental budget, and ensures that the authorized budgetary and purchasing procedures are properly used.

13. Assigns or delegates responsibility for assignment of work, directs personnel, evaluates performance of all employees and assures necessary training and professional development. Takes disciplinary action according to established procedures.

14. Keeps abreast of legislative and regulatory developments, new administrative techniques and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.

15. Performs other duties as directed.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:

**Education:** Bachelor’s degree in business administration, social work, gerontology, or healthcare.

**Experience:** 5 years of professional experience in the field of gerontology with supervisory/administrative experience which included personnel administration, budgeting, and grant preparation responsibilities.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**

1. Must be highly motivated.

2. Possession of valid Michigan driver’s license
3. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations

4. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.

5. Thorough knowledge of the principles and practices of senior services.

6. Considerable knowledge of maintenance techniques associated with senior services.

7. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public.

8. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.

9. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies.

10. Ability to attend meetings scheduled at times other than normal business hours.

11. Thorough knowledge of the professional public management techniques involved in budgeting, personnel administration and resource management and the ability to identify and implement new best practices.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT

Supervised By: COA Director

Supervises: Subordinate departmental employees as assigned including Maintenance / Van Drivers

Position Summary: Under the supervision of the Commission on Aging Director, the Administrative Assistant lays-out and types a variety of materials for the Agency, and creates forms and other documents. Serves as the Payroll Clerk for the Commission on Aging. Works with the Fiscal Manager to provide information to the Payroll Department to assure that all unit employees are paid correctly and timely. Maintains the Agency’s extensive mailing list, and provides various other clerical and administrative support to the Director.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Provides clerical support to the Director.

2. Prepares and maintains statistical databases and spreadsheets for various programs, compiles data and drafts reports for State and Federal agencies.

3. Prepares hours worked, travel time and mileage each payroll.

4. Requests longevity pay and step increases for office on anniversary dates.

5. Maintains calendars for Director and office staff for appointments outside the office setting and days off.


7. Prepares bi-monthly transmittals by summarizing deposit advices and transmitting to the County Treasurer.

8. Opens, sorts, priorities, and distributes agency mail. Receives and records checks.

9. Compiles information from records and files for the preparation of various routine reports, mileage reimbursement invoices, and tracks payments.
10. Downloads updates and performs back-up of computer program, including year-end procedures.

11. Responsible for sending monthly donation, billing and cost sharing letters to clients. Reconciles payment when received.

12. Has acquired working knowledge of various other positions and serves as “fill in” for In-Home Service Coordinator, Secretary/Transportation Coordinator, and Nutrition Coordinator as needed.

13. Assists in new hire process, sets up drug screen, physical, criminal background and reference checks and disbursement of county and department policies.

14. Serves as a representative for the Commission on Aging.

15. Assists the Director in all aspects of management when required and serves as a working supervisor for the staff by instructing and overseeing routine tasks and assignments.

16. Assists in promoting COA when needed.

17. Keeps abreast of legislative and regulatory developments, new administrative techniques and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.

18. Preforms other duties as directed.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:

**Education:** Equivalent of associate’s degree in business education or advanced work or training in secretarial skills. Prefer some advanced course work in data process (word processing and databases).

**Experience:** Two years of office experience with some responsibility for maintaining databases and providing secretarial and administrative support services.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**

1. Must be highly motivated.
2. Possession of valid Michigan driver’s license
3. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations

4. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.

5. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public

6. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations

7. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies

8. Ability to attend meetings scheduled at times other than normal business hours

9. Knowledge of the principles and practices of providing senior services

10. Knowledge of maintenance techniques associated with providing senior services

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

FISCAL MANAGER

Supervised By: COA Director

Supervises: N/A

Position Summary: Under the supervision of the Commission on Aging Director, the Fiscal Manager maintains the financial records of all programs for the Commission on Aging, including the ledgers for the various grants and funding sources, receipts journal, payroll journal, disbursements journal, and related records, as well as processes and maintains records of accounts payable and accounts receivable.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Maintains general ledgers for the various grants and budgets of the Agency. Posts from journals such as cash receipts, payroll, employee benefits and disbursements.

2. Processes accounts payable for all program areas of the Agency, to include payroll for the staff. Prepares vouchers for payment of all bills, verifies supporting documentation, identifies proper account, adds vendor number, ensures that sufficient funds are in the account, and transmits to the County Clerk for payment.

3. Processes all accounts receivable of the Agency, includes calculation Agency revenues from Federal and State agencies, contributions for services, local donations, grants, and other sources, preparing the deposits, and delivering to the bank.

4. Prepares monthly transmittals by summarizing deposit invoices and transmitting to the County Treasurer.

5. Prepares financial reports to Area Agency on Aging and the State. Compiles data directly from the ledger. Prepares other financial status reports and program budgets as required by the Agency and other funding sources.

6. Prepares bills to various sources for services provided by COA staff.

7. Works with auditors and AAAWM staff to provide necessary data for audits and assessments.
8. Processes all client data from files and worksheet to AAAWM Napis, Care Management, and Medicaid Waiver forms and ensures that same matches accurately data in client files and other reports.

9. Assists in promoting the COA when needed.

10. Keeps abreast of legislative and regulatory developments, new administrative techniques and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.

11. Performs other duties as directed.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:

**Education:** High school graduate with associates’ degree in accounting or related field.

**Experience:** At least 2-5 years of progressively more responsible or expansive experience required.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**

1. Job requires interpreting and translating facts and information, explanation of issues and advising on appropriate courses of action on a periodic basis.

2. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations

3. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.

4. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public

5. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations
6. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies

7. Ability to attend meetings scheduled at times other than normal business hours

8. Knowledge of the principles and practices of providing senior services

9. Knowledge of maintenance techniques associated with providing senior services

**Physical Demands and Work Environment:**
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

RECEPTIONIST / TRANSPORTATION COORDINATOR

Supervised By: COA Director

Supervises: Subordinate departmental employees as assigned, which may include Transportation Volunteers

Position Summary: Under the supervision of the Commission on Aging Director, the Receptionist / Transportation Coordinator has a dual focus. The department receptionist lays-out and types a variety of materials for the Agency, and creates forms and other documents. Serves as editor of the O.C.C.O.A. newsletter. Maintains the Agency’s extensive mailing list and provides various other clerical and administrative support to the COA Director and staff.

The Transportation Coordinator arranges transportation and escort services for clients of the department.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Types correspondence, applications, forms, envelopes, cards, reports, and other documents. Programs telephones and handles switchboard phone system.

2. Answers inquiries of visitors and telephone callers regarding departmental procedures, schedules, case information, and other matters, or refers to the appropriate staff.

3. Arranges transportation and escort services for clients of the Commission on Aging, includes maintaining the appointment book, list of volunteer drivers, daily log sheet, vouchers for drivers and intake forms which include client demographics and units of service. Coordinates with DHS transportation volunteer. Also maintains the schedule for the Van transportation.

4. Keep current information on insurance, drivers’ license renewals and yearly vehicle maintenance records. Screens potential drivers for final approval of the director.

5. Serves as editor of the O.C.C.O.A. newsletter, includes gathering materials and putting together a rough draft, revising and completing the final draft, and copying mailing the newsletter to seniors in the community.

6. Creates and maintains an extensive mailing list for newspaper and other purposes.
7. Programs telephones and handles switchboard phone system.

8. Performs a variety of other support tasks to include maintaining and updating manuals, making travel and lodging arrangements, organizing and distributing mailings, making copies, order office supplies, retrieve the mail, and related tasks.

9. Assembles work books for new participants in the Matter of Balance class, as well as creating certificates for those who have completed the class.

10. Assists in promoting the COA when needed.

11. Keeps abreast of legislative and regulatory developments, new administrative techniques and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.

12. Performs other duties as directed.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:

**Education:** High school diploma or GED

**Experience:** Minimum 2 years’ experience in receptionist position or an associate’s degree in business management or a related field

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**

1. Recommended and encouraged to be CPR certified

2. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations

3. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.

4. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County,
representatives of other governmental units, professional contacts, elected officials and the public

5. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations

6. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies

7. Knowledge of the principles and practices of providing senior services

8. Knowledge of maintenance techniques associated with providing senior services

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

IN-HOME SERVICES COORDINATOR

Supervised By: COA Director

Supervises: Subordinate departmental employees as assigned including Homemakers and Home Health Aides

Position Summary: Under the supervision of the Commission on Aging Direct, the In-Home Services Coordinator completes intakes, coordinates referrals, in-home services, and provides supervision to Home Health Aides and Homemakers, while managing client files, databases, field staff calendars, and trainings.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Intakes initial contact with potential clients, friend/families of potential clients, contracting agencies, or the general public.

2. Manages referrals by collecting initial information and assigning RN/Care Manager.

3. Prepares service information from data/reports for Commissioners, Human Service Agencies and the general public.

4. Facilitates Case File Review meetings weekly. Follows through with putting services in place, assigning field staff, and seeking other funding sources when appropriate.

5. Corresponds with client’s primary physicians when hands on care is provided.

6. Ensures compliance with AAAWM standards, for both clients and in-home workers.

7. Manages Respite Voucher Program. Plans for yearly budget and generates voucher through AAAWM.

8. Performs and documents annual supervisory visits in the field, generate calendars, monitor calendars and time sheets, ensures coverage for after hour services, handles client/employee relations as related to Home Health Aides and Homemakers, Workman Compensation claims, and disciplinary actions.

9. Collaborates with Director in the hiring of Home Health Aides. Orients new employees to their job duties.
10. Maintains and stocks staff equipment to carry out universal precautions.

11. Maintains complete and detailed case records consistent with COA standards and requirements of third party funding sources.

12. Facilitates quarterly In-Service Staff Meetings. Assists with providing trainings.

13. Assists in promoting the COA as needed.

14. Keeps abreast of legislative and regulatory developments, new administrative techniques and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.

15. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:

Education: High School Degree and an Associate’s Degree in business or a related field.

Experience: 3 years of experience in social work preferred, 2 to 5 years work in an office environment preferred.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

Other Requirements:
1. Possession of a valid Michigan Driver’s License

2. Dependable transportation

3. Recommended and encouraged to be CPR certified

4. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations

5. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.

6. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and
the public

7. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations

8. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies

9. Ability to attend meetings scheduled at times other than normal business hours

10. Knowledge of the principles and practices of providing senior services

11. Knowledge of maintenance techniques associated with providing senior services

**Physical Demands and Work Environment:**
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to insanitary or unhygienic materials, individuals and situations in the course of performing required duties.
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

CASE MANAGER (RN)

**Supervised By:** COA Director

**Supervises:** N/A

**Position Summary:** Under the supervision of the Commission on Aging Director, the Care Manager collects information on clients, completes Outreach and Assistance forms, assesses applicants’ needs for service, develops a comprehensive care plan, and conducts periodic reassessments of each client.

**Essential Job Functions:**
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Interviews prospective clients and family members to obtain information concerning physical health, mental health, financial condition, nutrition, activities of daily living, community and family support systems, and other pertinent areas.

2. Develops a comprehensive care plan based on input from the client, health care providers, and members of the client’s family. Identifies problems the client may be encountering involving the service description and the provider.

3. Makes referrals to various agencies such as social services, veteran’s administration, and Area Agency on Aging to establish services.

4. Monitors implementation of service plans for clients, and provides regular follow-up and assessment of services in relation to the goals and objectives of the comprehensive care plan.

5. Maintains complete and detailed case records consistent with COA standards and requirements of third party funding sources. Prepares reports, correspondence and other documents.

6. Organizes and participates in evidence based health programs in accordance with standards set by contracted agency.

7. Conducts on-site visits with OCOA Home Health Aides, and provides written bi-annual feedback.

8. Maintains availability by phone for advice and consultation to the home health aides at all times they provide services.
9. Assists in promoting the COA when needed.

10. Insures compliance with HIPAA.

11. Keeps abreast of legislative and regulatory developments, new administrative techniques and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.

12. Performs other duties as directed.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:

**Education:** Licensed as a Registered Nurse in the State of Michigan. Bachelor’s Degree preferred.

**Experience:** 2 to 5 years’ experience working as an RN preferred, 2 to 5 years’ experience working with older adults preferred, some in-home services experience preferred.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**

1. Possession of a valid Michigan Driver’s License

2. Dependable transportation

3. Recommended and encouraged to be CPR certified

4. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations

5. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.

6. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public
7. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations

8. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies

9. Ability to attend meetings scheduled at times other than normal business hours

10. Knowledge of the principles and practices of providing senior services

11. Knowledge of maintenance techniques associated with providing senior services

**Physical Demands and Work Environment:**
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works both in an office and in the field. While in the office, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile both in an office setting and in the field with the ability to stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

While performing the duties of this job, the employee regularly works both in the office and at other work sites and regularly travels between work sites using a motor vehicle. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals and situations in the course of performing required duties. The noise level in the work environment varies from quiet to moderate.
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

NUTRITION COORDINATOR

Supervised By: COA Director

Supervises: Subordinate departmental employees as assigned including Cooks, Meal Site Coordinators, and Home Delivered Meals Drivers

Position Summary: Under the supervision of the Commission on Aging Director, the Nutrition Coordinator supervises the meals program to include Home Delivered Meals and the Congregate Meal Sites for the senior citizens of Osceola County.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Create menu plans and get approval from Area Agency on Aging for state compliance.

2. Oversees coordination of site activities to meet the needs of nutrition program participants.

3. Continuously seeks out ways to increase participation at the Congregate Meal Sites, and level of services for Home Delivered Meals.

4. Implements and administers programming for all nutrition programs.

5. Compiles extensive information for Area Agency on Aging assessments and carries out recommendations of any finding.

6. Compiles weekly, monthly and quarterly statistical reports as required by various funding agencies. Ensures reports meet State of Michigan and AAA requirements.

7. Interprets and implements regulations and guidelines established by funding sources. Works cooperatively with funding source and regulatory agency staff including but not limited to: Area Agency on Aging of Western Michigan, Health Department, Office on Services to the Aging, United Way and Michigan Department of Community Health.

8. Seeks out new sources of funding for the nutrition program, which may include writing grants and holding fund raisers.

9. Purchases necessary supplies and equipment using bid and purchasing procedures as
required by funding sources and county policy.

10. Maintains inventory as required by funding sources or county policy.

11. Recruits and supervises all program staff and volunteers. Performs evaluation of staff and initiates further training or discipline when required.

12. Holds training sessions at least quarterly for nutrition program staff and volunteer as required by funding sources.

13. Enhances community understanding of program through presentations to community organizations and other interested groups.

14. Assist in promoting the COA when needed.

15. Preforms other duties as directed.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:

**Education:** Bachelor’s Degree in food services, hospitality or restaurant management.

**Experience:** 3 years experience in restaurant management or hospitality industry.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**
1. Be able to successfully pass Serve Safe Class.

2. Ability to manage day to day operations with minimal supervision of the director.

3. Recommended and encouraged to be CPR certified

4. Must have dependable transportation

5. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations

6. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.

7. Ability to establish effective working relationships and use good judgment, initiative and
resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public

8. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations

9. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies

10. Ability to attend meetings scheduled at times other than normal business hours

11. Knowledge of the principles and practices of providing senior services

12. Knowledge of maintenance techniques associated with providing senior services

**Physical Demands and Work Environment:**
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals and situations in the course of performing required duties.
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

HOMEMAKER

Supervised By:  Services Coordinator

Supervises:  N/A

Position Summary:  Under the supervision of the Services Coordinator or designee, the Homemaker provides services designed to assist seniors in the performing of routine household activities to maintain an adequate living environment for the client. Services include, but are not limited to, Respite Care and Light Homemaking.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Assists with light homemaking such as vacuuming, dusting, mopping floors, cleaning bathrooms and kitchens, making beds, laundry and maintaining a safe environment.

2. Utilizes observation, reporting and recording skills.

3. Notifies In-Home Services Coordinator or RN of an “out of the ordinary” occurrence.

4. Adheres to monthly calendar as supplied by In-Home Services Coordinator.

5. Utilizes good personal hygiene.

6. Competent in allowing the client to be as independent as possible, taking into consideration his or her limitations.

7. Complies with HIPAA.

8. Assists in promoting the COA when needed

9. Complies with the completion of reporting forms including client and employee signatures after form completion and returning such to the COA office in the designated time frame.

10. Keeps abreast of legislative and regulatory developments, new administrative techniques and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.

11. Performs other duties as directed.
**Required Knowledge, Skills, Abilities and Minimum Qualifications:**
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:

**Education:** High school diploma or GED. Prefer CENA or some advance coursework in nursing.

**Experience:** Preferred one year of experience as a CENA, or working in-home services.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**

1. Ability to manage day to day operations with minimal supervision of program supervisor
2. Recommended and encouraged to be CPR certified
3. Ability to handle and coordinate in an emergency situation
4. Must have dependable transportation
5. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations
6. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.
7. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public
8. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations
9. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies
10. Ability to attend meetings scheduled at times other than normal business hours
11. Knowledge of the principles and practices of providing senior services
12. Knowledge of maintenance techniques associated with providing senior services

**Physical Demands and Work Environment:**
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works both in an office and in the field. While in the office, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile both in an office setting and in the field with the ability to stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

While performing the duties of this job, the employee regularly works both in the office and at other work sites and regularly travels between work sites using a motor vehicle. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals and situations in the course of performing
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

HOME HEALTH AIDE

Supervised By: Services Coordinator

Supervises: N/A

Position Summary: Home Health Aide services are services designed to assist seniors in performing ADLS and of routine household activities to maintain an adequate living environment for the client. Services may include, but are not limited, Personal Care, Respite Care, and Light Homemaking.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Assists with light homemaking such as vacuuming, dusting, mopping floors, cleaning bathrooms and kitchens, making beds, laundry and maintaining a safe environment.

2. Utilizes observation, reporting and recording skills. Notifies Services Coordinator or RN of an “out of the ordinary” occurrence.

3. Adheres to monthly calendar as supplied by Services Coordinator.

4. Utilizes good personal hygiene.

5. Competent in allowing the client to be as independent as possible, taking into consideration his or her limitations.

6. Complies with HIPAA.

7. Mandatory attendance in all Osceola Commission on Aging workshops, in-services regarding supervisory issues.

8. Complies with the COA dress code, name tags, seat belt usage.

9. Complies in the completion of reporting forms including client and employee signatures after form completion and returning such to the COA office in the designated time frame.

10. Competent in following Registered Nurse instructions for home Health Aide tasks, including but not limited to: Vital signs, plan of treatment, monitoring medications, environmental conditions.

11. Assists in promoting the COA when needed.
12. Keeps abreast of legislative and regulatory developments, new administrative techniques and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.

13. Performs other duties as directed.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:

**Education:** High school diploma or GED. Prefer CENA or some advance coursework in nursing. Complete and pass the Osceola COA written skills test on a yearly basis.

**Experience:** Preferred one year of experience as CENA, or working in-home services.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**

1. Ability to handle and coordinate in an emergency situation

2. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations

3. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.

4. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public

5. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations

6. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies

7. Knowledge of the principles and practices of providing senior services

8. Knowledge of maintenance techniques associated with providing senior services
9. Ability to attend meetings scheduled at times other than normal business hours

**Physical Demands and Work Environment:**
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works both in an office and in the field. While in the office, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile both in an office setting and in the field with the ability to stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

While performing the duties of this job, the employee regularly works both in the office and at other work sites and regularly travels between work sites using a motor vehicle. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals and situations in the course of performing
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

MAINTENANCE / VAN DRIVER

Supervised By: Administrative Assistant

Supervises: N/A

Position Summary: Under the supervision of the Administrative Assistant or designee, the Maintenance/Van Driver provides medical transportation for Commission on Aging clients, and general maintenance of the Osceola Commission on Aging office building and grounds.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Performs general office cleaning such as vacuuming, dusting, dishes, washing windows and screens, general cleaning of bathroom and kitchen areas.

2. Assists with the performance of general building maintenance to include but not limited to grass/weed clipping, snow removal, sweeping/shoveling walkways, and minor repairs.

3. Drives one of the various COA vans utilized for medical appointments for Osceola County senior residents.

4. Upon occasion may be called upon to drive the van to assist the Nutrition Program in meal delivery.

5. Performs weekly vehicle maintenance records on COA vehicles, gets three bids, and schedules vehicle maintenance.

6. Assists in promoting the COA when needed.

7. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:
**Education:** High school diploma or GED.

**Experience:** 2 to 5 years of experience transportation preferred, 2 to 5 years’ experience in building and grounds maintenance preferred, some vehicle maintenance experience preferred.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**

1. Possession of a valid Michigan Driver’s License
2. Ability to obtain a chauffeur’s license
3. Dependable transportation
4. Recommended and encouraged to be CPR certified
5. Ability to follow direction and read a map
6. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations
7. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.
8. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public
9. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations
10. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies
11. Knowledge of the principles and practices of providing senior services
12. Knowledge of maintenance techniques associated with providing senior services

**Physical Demands and Work Environment:**
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works both in an office and in the field. While in the office, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile both in an office setting and in the field with the ability to stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 50 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

While performing the duties of this job, the employee regularly works both indoors and outdoors and regularly travels between work sites using a motor vehicle. The noise level in the work environment varies from quiet to moderate.
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

COOK

**Supervised By:** Nutrition Coordinator

**Supervises:** Subordinate departmental employees as assigned and volunteers.

**Position Summary:** Under the supervision of the Nutrition Coordinator, the Cook coordinates and participates in the preparation of all meals for the senior citizens of Osceola County, including reviewing menu plans, planning cooking schedules, ordering, taking care of and maintaining inventory, and preparing meals for home delivery and congregate meal sites.

**Essential Job Functions:**
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Helps prepare menu plans that meet the Area Agency on Aging of Western Michigan and OSA guidelines for quantities, nutrition, calories, fat grams, and other requirements.

2. Removes necessary food products from storage or cooler and freezer in time to be ready in accordance with the menu plans. Monitors temperatures of coolers and freezers.

3. Helps the Nutrition Coordinator review the vendor prices and order food items if needed. The Nutrition Coordinator will do the majority of the food ordering.

4. Plans cooking schedules so all meal items are ready at specific times. Maintains ongoing count of meals to be served and ensures that the appropriate numbers of meals are sent to other meal sites.

5. Performs preliminary food preparation activities as well as prepares and cooks all food.

6. Oversees and participates in the portioning of food on serving trays for distribution. Ensures that appropriate temperature of foods is maintained in serving process.

7. Ensures compliance with state and federal regulations regarding food preparation, service, and storage. Ensures proper sanitation of all food service areas and equipment.
8. Maintains an ongoing inventory of food and supplies in storage, coolers and freezers.

9. Utilizes a variety of kitchen utensils and equipment such as blender, ovens, mixers, grinders, steamers, and slicers in the preparation of the meals.

10. Maintains sanitary and orderly cooking conditions. Monitors water chemical levels and cleans dishwashers.

11. Closes kitchen at end of day, includes proper cleaning and sanitizing of kitchen and all equipment, ensuring ovens and all equipment is turned off.

12. Assists in promoting the COA when needed.

13. Keeps abreast of legislative and regulatory developments, new administrative techniques and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.

14. Performs other duties as directed.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:

**Education:** High school diploma or GED. Prefer some advance coursework in food service, nutrition, or related areas.

**Experience:** 3 yrs experience in institutional cooking, providing experience with food preparation and service, nutritional requirements, sanitation requirements, and therapeutic diets.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**

1. Be able to successfully pass Serve Safe Class.

2. Ability to manage day to day operations with minimal supervision of program supervisor.

3. Recommended and encouraged to be CPR certified.

4. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations.
5. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.

6. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public.

7. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.

8. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies.

9. Ability to attend meetings scheduled at times other than normal business hours.

10. Knowledge of the principles and practices of providing senior services.

11. Knowledge of maintenance techniques associated with providing senior services.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, sit, walk, climb, use hands and fingers, talk, hear and view and create written documents. The employee uses hand strength to grasp tools and may climb ladders, balance, stoop, kneel or crouch. The employee is frequently required to reach with hands and arms, such as to operate vibrating machinery, use hand tools, etc. and operate motorized equipment. The employee must lift or push/pull objects of up to 50 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

While performing the duties of this job, the employee works near moving mechanical equipment and items found in an institutional kitchen setting with ovens, freezers, blenders, steamer and various other pieces of kitchen equipment with exposure to hot stoves, hot trays of food, hot water and steam, as well as frozen foods, sharp knives and other utensils, and chemical cleaning products. The noise level in the work environment is usually moderate, but can frequently be loud.
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

HOME DELIVERED MEALS DRIVER

Supervised By: Nutrition Coordinator

Supervises: N/A

Position Summary: The home delivered driver assist in packaging food and delivers it to the seniors of Osceola County.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Valid driver’s license and maintains a good driving record. Seat belt use is mandatory.

2. Keeps all information pertaining to clients strictly confidential.

3. Responsible for reporting any emergency situations to appropriate office personnel.

4. Maintains highest standards of personal hygiene and clean appropriate attire required for food handling.

5. Reports all undeliverable clients or any abnormal situation that may arise.

6. Lifts and carries various equipment and materials related to program.

7. Assists in promoting the COA when needed.

8. Keeps abreast of legislative and regulatory developments, new administrative techniques and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.

9. Preforms other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:

Education: High school diploma or GED. Prefer some advance coursework in food service,
nutrition, or related areas.

**Experience:** Preferred minimum of one year experience in transportation.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**

1. Be able to successfully pass Serve Safe Class.
2. Ability to manage day to day operations with minimal supervision of program supervisor
3. Recommended and encouraged to be CPR certified
4. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations
5. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.
6. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public
7. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations
8. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies
9. Ability to attend meetings scheduled at times other than normal business hours
10. Knowledge of the principles and practices of providing senior services
11. Knowledge of maintenance techniques associated with providing senior services

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in the field. The employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents. The employee must be mobile both in an office setting and in the field with the ability to stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 50 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

While performing the duties of this job, the employee regularly works both indoors and outdoors and regularly travels between work sites using a motor vehicle. The noise level in the work environment varies from quiet to moderate.
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

MEAL SITE COORDINATOR

Supervised By:  Nutrition Coordinator

Supervises:  N/A

Position Summary:  Under the supervision of the Nutrition Coordinator, the Meal Site Coordinator organizes the meal site for the senior citizens of Osceola County, including set-up and break down of eating area, planning activities, utilizing volunteers and distribution and clean-up of congregate meals.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Implements and operates a congregate meal site.

2. Assists with the delivery of meals for congregate sites and packages meals for the Home Delivered Meals program.

3. Manages portion control, temperature and time control for food.

4. Maintains cleanliness of the dining area or any area used during meal site. This includes sweeping, mopping and bathrooms and emptying trash cans on a daily basis.

5. Coordinates activities.

6. Maintains daily paper work, donation deposits and participant records as required by our funding contract.

7. Plans and coordinates adult education and nutrition activities and make referrals to Commission on Aging Case Coordinator.

8. Recruits volunteers.

9. Manages the distribution of food items for the congregate and home delivered meals.

10. Assists with promoting the COA when needed.

11. Keeps abreast of legislative and regulatory developments, new administrative techniques and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.
12. Performs other duties as directed.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:

**Education:** High school diploma or GED. Prefer some advance coursework in food service, nutrition, or related areas.

**Experience:** Preferred two years experience in activities and working with seniors.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**

1. Be able to successfully pass Serve Safe Class.

2. Ability to manage day to day operations with minimal supervision of program supervisor.

3. Recommended and encouraged to be CPR certified

4. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations

5. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.

6. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public.

7. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.

8. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies

9. Knowledge of the principles and practices of providing senior services.

10. Knowledge of maintenance techniques associated with providing senior services.
11. Ability to attend meetings scheduled at times other than normal business hours

**Physical Demands and Work Environment:**
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, sit, walk, climb, use hands and fingers, talk, hear and view and create written documents. The employee uses hand strength to grasp tools and may climbs ladders, balance, stoop, kneel or crouch. The employee is frequently required to reach with hands and arms, such as to operate vibrating machinery, use hand tools, etc. and operate motorized equipment. The employee must lift or push/pull objects of up to 50 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

While performing the duties of this job, the employee works near moving mechanical equipment and items found in an institutional kitchen setting with ovens, freezers, blenders, steamer and various other pieces of kitchen equipment with exposure to hot stoves, hot trays of food, hot water and steam, as well as frozen foods, sharp knives and other utensils, and chemical cleaning products. The noise level in the work environment is usually moderate, but can frequently be loud.
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

PREP COOK

Supervised By: Nutrition Coordinator

Supervises: N/A

Position Summary: Under the supervision of the Nutrition Coordinator, the Prep Cook assists the Cook coordinates and participates in the preparation of all meals for the senior citizens of Osceola County as needed.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Assists in removing necessary food products from storage or cooler and freezer in time to be ready in accordance with the menu plans. Monitors temperatures of coolers and freezers.

2. Follows cooking schedules so all meal items are ready at specific times as set up by cook.

3. Assists in preliminary food preparation activities as well as prepares and cooks all food.

4. Assists in the portioning of food on serving trays for distribution. Ensures that appropriate temperature of foods is maintained in serving process.

5. Assists in maintaining an ongoing inventory of food and supplies in storage, coolers and freezers.

6. Utilizes a variety of kitchen utensils and equipment such as blender, ovens, mixers, grinders, steamers, and slicers in the preparation of the meals.

7. Maintains sanitary and orderly cooking conditions. Monitors water chemical levels and cleans dishwashers.

8. Assists in promoting the COA when needed.

9. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.
Requirements include the following:

**Education:** High school diploma or GED.

**Experience:** 1-2 yrs experience with food preparation preferred.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**
1. Be able to successfully pass Serve Safe Class.
2. Recommended and encouraged to be CPR certified
3. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.
4. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public.
5. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
6. Ability to attend meetings scheduled at times other than normal business hours
7. Knowledge of the principles and practices of providing senior services
8. Knowledge of maintenance techniques associated with providing senior services

**Physical Demands and Work Environment:**
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, sit, walk, climb, use hands and fingers, talk, hear and view and create written documents. The employee uses hand strength to grasp tools and may climb ladders, balance, stoop, kneel or crouch. The employee is frequently required to reach with hands and arms, such as to operate vibrating machinery, use hand tools, etc. and operate motorized equipment. The employee must lift or push/pull objects of up to 50 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

While performing the duties of this job, the employee works near moving mechanical equipment and items found in an institutional kitchen setting with ovens, freezers, blenders, steamer and various other pieces of kitchen equipment with exposure to hot stoves, hot trays of food, hot water and steam, as well as frozen foods, sharp knives and other utensils, and chemical cleaning products. The noise level in the work environment is usually moderate, but can frequently be loud.
OSCEOLA COUNTY COMMISSION ON AGING
JOB DESCRIPTION

SOCIAL SERVICES COORDINATOR

Supervised By: COA Director

Supervises: N/A

Position Summary: Under the supervision of the Commission on Aging Director, the Social Services Coordinator assists seniors with medical assistance programs, performs guardianship reviews for the Osceola County Probate Court, organizes, markets, distributes and monitors various assigned programs, makes referrals to various agencies and assist seniors with emergency utilities programs.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Organizes, markets, distributes and monitors the Senior Project Fresh program.

2. Assists seniors with Medicare / Medicaid assistance program, to include medical bill management.

3. Performs guardianship reviews as assigned by Osceola probate court.

4. Organizes, markets, distributes and monitors the Senior Green program.

5. Organizes, develops, markets, and monitors senior activities program, which is separate from senior center activities.

6. Assist seniors with emergency utilities programs.

7. Makes referrals to various agencies such as social services, veteran’s administration, and Area Agency on Aging to establish services.

8. Has acquired working knowledge of various other positions and serves as “fill in” for Case Managers, and Meal Site Coordinator.

9. Organizes and participates in evidence based health programs in accordance with standards set by contracted agency.

10. Assist in promoting the COA as needed.

11. Keeps abreast of legislative and regulatory developments, new administrative techniques
and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.

12. Preforms other duties as directed.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:

**Education:** Bachelor’s Degree in social work or related field.

**Experience:** 2 to 5 years of experience in social work preferred, 2 to 5 years work in an office environment preferred.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**
1. Possession of a valid Michigan Driver’s License

2. Dependable transportation

3. Recommended and encouraged to be CPR certified

4. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations

5. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.

6. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public

7. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations

8. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies

9. Ability to attend meetings scheduled at times other than normal business hours
10. Knowledge of the principles and practices of providing senior services

11. Knowledge of maintenance techniques associated with providing senior services

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works both in an office and in the field. While in the office, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile both in an office setting and in the field with the ability to stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

While performing the duties of this job, the employee regularly works both in the office and at other work sites and regularly travels between work sites using a motor vehicle. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals and situations in the course of performing
COUNTY OF OSCEOLA  
BUDGET AMENDMENT  

TO: COUNTY TREASURER AND COUNTY CLERK  

AS PROVIDED IN THE UNIFORM BUDGETING AND ACCOUNTING ACT OF 1978, AS AMENDED, AND AS APPROVED BY THE DIRECTION OF THE BOARD OF COMMISSIONERS OR AS ESTABLISHED BY POLICY, IT IS HEREBY AUTHORIZED TO RECORD THE FOLLOWING ADJUSTMENTS TO THE BUDGET:  

FUND: General ( ) Debt Service ( ) Capital ( ) Other ( ) Special Revenue ( )  

REVENUE  

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<tr>
<th>Account Name</th>
<th>Account Number</th>
<th>Increase</th>
<th>Decrease</th>
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<tbody>
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</table>

EXPENSE  

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<th>Account Name</th>
<th>Account Number</th>
<th>Increase</th>
<th>Decrease</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disability Insurance (2nd Rd Patrol)</td>
<td>101-315-724.002</td>
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<tr>
<td>Permanent Employees (ORV)</td>
<td>101-330-702.003</td>
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</tr>
<tr>
<td>FICA (ORV)</td>
<td>101-330-719.000</td>
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<tr>
<td>Permanent Employees (Sheriff)</td>
<td>101-301-702.003</td>
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<td>$555</td>
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<td>TOTAL</td>
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<td>$555</td>
<td>$555</td>
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</tbody>
</table>

Sheriff/ORV/Secondary Rd Patrol  

DEPARTMENT  

[Signature]  

DEPARTMENT HEAD SIGNATURE  

DATE 9/14/10  

EXPLANATION: To correct budget shortage
County of Osceola

BUDGET AMENDMENT

TO: County Treasurer and County Clerk

As provided in the Uniform Budgeting and Accounting Act of 1978, as amended, and as approved by the direction of the Board of Commissioners or as established by policy, it is hereby authorized to record the following adjustments to the budget:

FUND: General ✓ 245 Capital ( ) Special Revenue ( )
Debt Service ( ) Other ________ ( )

REVENUE:

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<tr>
<th>ACCT. NAME</th>
<th>ACCOUNT NUMBER</th>
<th>DECREASE</th>
<th>INCREASE</th>
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EXPENSES:

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<th>ACCT. NAME</th>
<th>ACCOUNT NUMBER</th>
<th>INCREASE</th>
<th>DECREASE</th>
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<td>Office Supplies</td>
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<td>Disability insurance</td>
<td>101.148.724.002</td>
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<tr>
<td>Sick Pay</td>
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<td>$(__500)</td>
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<tr>
<td>Telephone</td>
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<td>Travel Expenses</td>
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<td><strong>TOTAL</strong></td>
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<td>$(__2,900)</td>
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</tbody>
</table>

Family Court
Department

[Signature]
Department Head Signature
9.17.18 Date

Board of Commissioners/Representative

[Signature]
Recorded ( ) Motion/Resolution No. __________
Budget Amendment No. ________
County of Osceola

BUDGET AMENDMENT

TO: County Treasurer and County Clerk

As provided in the Uniform Budgeting and Accounting Act of 1978, as amended, and as approved by the direction of the Board of Commissioners or as established by policy, it is hereby authorized to record the following adjustments to the budget:

FUND: General ( )
245 Capital ( )
Debt Service ( )
Other CoA (%)

REVENUE:

<table>
<thead>
<tr>
<th>ACCT. NAME</th>
<th>ACCOUNT NUMBER</th>
<th>DECREASE</th>
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EXPENSES:

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<tr>
<th>ACCT. NAME</th>
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<th>INCREASE</th>
<th>DECREASE</th>
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<td>EICA</td>
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<td>$(20,000)</td>
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<tr>
<td>Raw Food</td>
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<tr>
<td>Raw Food</td>
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</table>

TOTAL $(27,000) $(27,000)

Commission on Aging
Department Head Signature

Board of Commissioners/Representative
Recorded ( ) Motion/Resolution No.
Budget Amendment No.

Date 9-20-18
Dear Provider,  

Thank you for your continued involvement with Reliance Community Care Partners (RelianceCCP) in providing services to those in our community. It is our privilege to work with you on this endeavor.

We have attempted to streamline the process and paperwork this year by emailing relevant non-provider specific documents. A copy of the email that was sent on September 7, 2018 is enclosed for your reference. If you need paper copies of any of the referenced documents, please let us know.

We have included provider specific information in this packet. Please fill out the required documentation in its entirety and return it by Friday, September 28, 2018.

Rates

_We are happy to announce that we are able to raise the rate for Community Living Supports (H2015) in the MI Choice Waiver program to $5.00 per unit/ $20.00 per hour_. Please begin to bill the new rate for services provided as of 10/1/2018. If services are billed at a previous rate, we will be unable to go back and adjust the claims. Please make sure that the necessary individuals in your agency receive this update.

_We have also raised the rate for counseling services to $100. The minimum standards for counseling can be found on pages 37-38. Please contact us if you are interested in contracting for this service._

Conditions of Participation

There were multiple changes to the Conditions of Participation (COP) this year. We have included a document on the email outlining those changes. Please review the entire document and update appropriate staff to the changes. Please review and sign the acknowledgement of receipt.

Demographic Information

Please fill out the demographic forms completely and legibly. We use this information throughout the year to provide Case Managers with information about you and your organization and also to contact you. Your services and rates for each service will be listed on this demographic form. Please keep a copy of the completed demographic form for your records. If there are changes, please let us know as soon as possible.

Insurance

Please submit copies of your current insurance for the insurances identified in your packet. Please also add RelianceCCP as a “certificate holder” if you have not already done so. This will allow the insurance company to send us the updates without any prompting from you.

RN and LPN Licenses

Please provide, as appropriate for your organization, copies of all current RN and LPN licenses for those staff employed by or contracted with your organization to provide services or supervision.
Transportation

If you are a transportation provider, please review the Minimum Standards pages 33 – 36. The Non Emergency Medical Transportation and the Non Medical Transportation standards have been combined into one service standard.

Capacity Reporting

It is a requirement that we report to the State of Michigan available capacity of our provider network. Please check Yes or No to being able to provide at least 125% of the services provided in the previous year on the demographic form. Also, fill out the specific unit information requested for each service area that you are contracted to provide for RelianceCCP.

Case Logic Users List

We are including a list of all active Case Logic users. If individuals need to be activated or deactivated, please complete the enclosed form(s) and send them back with the renewal. Also, remember to keep us updated throughout the year as changes occur.

Home and Community Based Services Assessment (HCBS)

For Residential Facilities and Adult Day Health Providers only, please complete the attached HCBS assessment. This will enable us to ensure continuing compliance with the Final Rule.

Satisfaction

Please fill out the enclosed satisfaction survey related to your experience with us over the past year. We are always looking to improve our services and your feedback is much appreciated in this endeavor.

Please provide the following required information to RelianceCCP by Friday, September 28, 2018. Information can be mailed to Vicki Ringnalda at 2100 Raybrook SE Suite 203 Grand Rapids, MI 49546 or faxed to (616) 954-1520 or emailed to Vicki.Ringnalda@relianceccp.org. If all of the required information is not received by September 28, 2018, RelianceCCP may withhold payment for services until documentation is received or termination of the Agreement.

☐ Signed Compliance Acknowledgement of the receipt of the Conditions of Participation and other documents
☐ Updated Demographic form
☐ Copies of required insurance proofs
☐ Copies of RN and LPN licenses
☐ Updates to the Case Logic users list
☐ Capacity Reporting
☐ HCBS Assessment for Residential Facilities
☐ Satisfaction Survey

Sincerely,

Karla Wagner
Director of Contracts and Program Supports
Karla.Wagner@relianceccp.org
Phone: (616) 954-1554

Vicki Ringnalda
Contract Coordinator
Vicki.Ringnalda@relianceccp.org
Phone: (616) 954-1575
COMPLIANCE ACKNOWLEDGEMENT

I, Larry Emig, the authorized agent of Osceola County thru its COA
(Print Name) (Name of Organization)

under contract with Reliance Community Care Partners™ recognize that I have received, read, reviewed, shared with appropriate staff and acknowledge my obligations as specified under the following documents:

☒ Exhibit 1 Demographic/Fee Schedule
☒ Exhibit 2 Conditions of Participation
☒ Exhibit 3 Minimum Operating Standards
☒ Exhibit 4 Priority Classification System
☒ Deficit Reduction Act Information

I have shared the required information with appropriate staff in the following manner:

__________________________________________________________________________
__________________________________________________________________________

Signature ___________________________ Date ___________________________

Larry Emig, Osceola County Board Chair
Printed Name

Note: Failure to sign and return this compliance attestation does not negate any agent of a network provider from his or her responsibility to adhere to the standards.
Changes to the Conditions of Participation – FY19

Home Based

Condition 4.3 – added requirement

Condition 4.4.3 – added “The provider shall have...”

Condition 4.7 – added “...Electronic Visit Verification systems may take the place of this requirement as long as verification is available to Reliance.”

Condition 5.12 - added

Condition 5.13 – deleted “adult day health”

Condition 5.14 – added “...Electronic Visit Verification systems may take the place of this requirement as long as verification is available to Reliance.”

Condition 7.3.3 – added “...The provider will not be reimbursed for services provided if the provider does not maintain the required insurance coverage.”

Condition 7.3.4 - added

I acknowledge that I have reviewed the Conditions of Participation and have communicated the requirements to the appropriate staff.

_________________________________________  ________________________
Responsible Party Signature                  Date
INSURANCE REQUIREMENTS

Agency Name: Osceola County Commission on Aging

A recent review of your file indicates that the verification of proof of insurance that we have in our files has expired or will be expiring prior to October 1, 2018. Below is the list of Mandatory insurance coverage that needs to be in place per the Reliance Community Care Partners contract. A check mark has been placed next to the coverage(s) that we are requesting updated proof of insurance from your agency. If you have not already done so, please also add RelianceCCP as a “certificate holder”. This will allow the insurance company to send us the updates without any prompting from you.

<table>
<thead>
<tr>
<th>Coverage</th>
<th>Date current</th>
<th>Proof Expired</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worker’s compensation</td>
<td>12-31-18</td>
<td></td>
</tr>
<tr>
<td>Unemployment</td>
<td>12-31-18</td>
<td></td>
</tr>
<tr>
<td>Property and Theft Coverage</td>
<td>7-1-18</td>
<td></td>
</tr>
<tr>
<td>Fidelity Bonding (for persons handling cash)</td>
<td>7-1-18</td>
<td></td>
</tr>
<tr>
<td>No-fault vehicle insurance (for agency vehicles)</td>
<td>7-1-18</td>
<td></td>
</tr>
<tr>
<td>General Liability and hazard insurance</td>
<td>7-1-18</td>
<td></td>
</tr>
<tr>
<td>(including facilities coverage)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

☐ Insurance proofs are up to date
Provider: Osceola County Commission on Aging

Below is the list of current Case Logic Provider Site Users assigned to your agency. Please review for accuracy. For removal of a current user please check the box “remove.” If a user’s information is incorrect, please check the box “update” and provide the corrected information below.

To add additional users please list their name, check the box “new” and return with a signed Terms of Use Agreement (enclosed) signed/dated by the new user. If you have any questions/concerns regarding the use of Case Logic Provider Site, please notify Vicki Ringnalda at Vicki.Ringnalda@RelianceCCP.org or (616) 954-1575.

<table>
<thead>
<tr>
<th>User Name (First/Last)</th>
<th>New</th>
<th>Remove</th>
<th>Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brenda Henry</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marcia Eising</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CaseLogic Provider Site Software Terms of Use

The CaseLogic Provider Site Software is sponsored solely by Reliance Community Care Partners.

By accessing and/or using Reliance Community Care Partners Provider Site you accept, without limitation or qualification, the following terms of use.

CONSENT. You agree that your use of the CaseLogic Provider Site are subject to your agreement with all of these Terms of Use, Copyright and Reprint limitations, and the Provider Site Privacy requirements. You agree that you will not violate any local, state, federal laws in using this site.

SITE ACCESS. Reliance Community Care Partners reserves the right to prohibit, restrict or discontinue your access to certain pages within the site if you violate any terms of this agreement. Reliance Community Care Partners may modify these Terms of Use at any time without notice. The modified terms of use will be effective upon posting on our site. To remain in compliance, Reliance Community Care Partners suggest that you review the Terms of Use.

SECURITY. All information regarding personal information (name, address, email address, etc.) and protected health information are secure and should not be transmitted over the Internet without being encrypted.

USER NAME AND PASSWORD. Access to the CaseLogic Provider Site requires a User Name and Password, you are solely responsible for keeping such User Name and Password strictly confidential.

PRIVACY. Access to the Reliance Community Care Partners CaseLogic Provider Site requires the individual to maintain strict protection of all Protected Health Information ("PHI") accessed for our mutual clients, and only the minimum necessary information is shared with those individuals assigned to the client. Client specific information should only be accessed to coordinate services and it is unlawful to access protected health information when information is not needed to conduct a contracted business function.

TRADEMARKS AND COPYRIGHTS. All trademarks, service marks, and logos or copyrights displayed and used in this site are the property of their respective owners. Nothing in this site should be construed as granting any right or license to use any Trademark without the written permission of its owner.

BY USING THIS PROVIDER SITE, YOU ACCEPT THESE TERMS.

Signature: ___________________________ Date Accepted: ____________
Print Name: ___________________________ Name of Organization: ___________________________
Email Address: _________________________ Provider Site Role: _________________________
# Capacity Reporting FY 2018

<table>
<thead>
<tr>
<th>Osceola County Commission on Aging</th>
<th># of units that could be provided for MI Choice Waiver participants from 10/1/18 - 9/30/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Living Supports</td>
<td></td>
</tr>
<tr>
<td>Home Delivered Meals</td>
<td>OPEN</td>
</tr>
<tr>
<td>Respite - in home</td>
<td></td>
</tr>
</tbody>
</table>

Signature: ______________________________ Date: ______________________________
Contracted Agency Demographic Information

Date: 09/07/2018  Federal Tax ID (FEIN#): 38-6004880
Legal Name of Applicant: Osceola County Commission on Aging
Doing Business As (if applicable): 
NPI: 1205205903  MI Medicaid Provider # (if app) 
Website:  Medicare Certified? Yes No
P.O. Box 594  Evart  MI  49631
Mailing Address  Street  City  State  Zip Code
732 W 7th Street, Evart MI  49631
Physical Location Address  Street  City  State  Zip Code
Phone: 231-734-5559  Emergency After Hours Phone: 231-912-0062
Fax: 231-734-6000  Email: coa@osceola.coa.org

Circle Counties Covered:

Allegan  Ionia  Kent  Lake  Mason  Mecosta
Montcalm  Muskegon  Newaygo  Oceana Osceola Ottawa

Please List Name and Contact Information for the Following:

Owner/CEO  Scott Schryer, Director
Administrator

Contracts  Scott Schryer, 231-734-6002  sschryer@osceola.coa.org
Referrals  Brenda Henry 231-734-6002  bhenry@osceola.coa.org
Billing  Marcia Eiseng 231-734-6000  meising@osceola.coa.org

Remittance Name/Address:

Ownership:  Private  Non-Profit  Charitable/Religious  Public Government Other
Legal Structure:  Sole Proprietorship  S Corp  Partnership  Voluntary Corp Corp  Non-Profit Corp
How do you prefer to be contacted? (Circle one)  Email  Phone Regular Mail
Are you able to accept new participants? (Yes) No

Does your agency have the capacity to serve at least 125% of participants that you provided service for in the past year? Yes / No

Can we contact you about providing back up services for those enrolled in Self Determination? Yes / No

Identify your hours of operation:
Monday: 9:00 AM - 5:00 PM
Tuesday: 9:00 AM - 5:00 PM
Wednesday: 9:00 AM - 5:00 PM
Thursday: 9:00 AM - 5:00 PM
Friday: 9:00 AM - 5:00 PM
Saturday: n/a

For CLS – per unit and RN/LPN providers only:

What is the minimum amount of time per visit required to accept participants' case? CLS

Does your agency hire family members? Yes / No

As long as they meet pre-employment criteria.

How many RN's do you have on staff? 2

How many LPN's do you have on staff? 8

What Languages do you have available? Other: English Spanish Russian

Medicaid Waiver Services Available: (Check all that Apply)

☐ Adult Day Health (S5100 $3.55 per unit)
☐ Chore Services (S5120 $4.50 per unit)
☐ Community Living Supports (H2015 $5.00 per unit)
☐ Community Living Supports (H2016 per diem based on authorized amount)
☐ Counseling Services (99510 $100.00 per hour)
☐ Environmental Accessibility Adaptations (S5165 Per Bid/ Per Project)
☐ Home Delivered Meals (S5175 Per Bid)
☐ Transportation ($0.54 per mile)
☐ Nursing Services – LPN (T1003 $10.49 per unit)
☐ Nursing Services – RN (T1002 $10.80 per unit)
☐ Personal Emergency Response Units (S5160 – install; S5161 monthly fee)
  o Basic Unit ($22 per month)
  o Cellular Unit ($28 per month)
  o Other
☐ Private Duty Nursing – LPN (T1000 TE $10.49 per unit)
☐ Private Duty Nursing – RN (T1000 TD $10.80 per unit)
☐ Respite provided at home (S5150 $4.35 per unit)
☐ Respite provided out of the home (H0045 $140 per day)
☐ Specialized Medical Equipment and Supplies (80% of billed)
☐ Supplements (B4150)/Food Thickener (B4100) Please submit product pricing list

Kent County Senior Millage Services Available: (Check all that Apply)

☐ Homemaker Services (S5130 $4.35 per unit)
☐ Personal Care Services (T1019 $4.35 per unit)
☐ Respite provided at home (S5150 $4.35 per unit)

Signature: ___________________________________________ Date: ____________________
EXHIBIT 2

MI CHOICE WAIVER PROGRAM, KENT COUNTY SENIOR MILLAGE, OTHER RELIANCE COMMUNITY CARE PARTNERS™ (RELIANCE) PROGRAMS

HOME-BASED CONTRACTED SERVICE PROVIDER CONDITIONS OF PARTICIPATION

CONDITIONS SUMMARIZED

Condition 1. Agency Structure

The provider must be a formally organized business or service agency that is operating in the community at the point of application.

Condition 2. Legal Adherence

The provider must comply with and adhere to all required Federal, State and Local laws and regulations as listed in the Purchase of Service Agreement and Minimum Operating Standards for MI Choice Waiver Program Services.

Condition 3. Physical Facility

The provider must have a physical facility from which to conduct business.

Condition 4. Administrative Policies

The provider must have written policies and procedures supporting the operation of business and service.

Condition 5. Personnel Policies

The provider must have written personnel policies that are in compliance with State and Federal employee practice regulations.

Condition 6. Service Delivery

The provider must deliver services in compliance with service specifications and in accordance with the person-centered plan developed and authorized by the MI Choice Waiver Program, Kent County Senior Millage or other Reliance programs.

Condition 7. Compliance

The provider must comply with all contract requirements, Conditions of Participation, relevant standards and monitoring and reporting requirements of Reliance programs.

Condition 8. Billing

The provider must submit timely invoices for authorized services rendered using established procedures and in compliance with outlined requirements.

Condition 9. Grievances and Severability

The provider must provide notice of termination of the contractual agreement and participate in Reliance’s provider dispute resolution procedure.
EXHIBIT 2

Condition 1. Agency Structure

The provider must be a formally organized business or service agency that is operating in the community at the point of application.

Required Elements:

1.1 The provider must disclose ownership and have a written statement defining the purpose of their business or service agency.

1.2 The provider shall employ competent personnel sufficient to provide services pursuant to the contractual agreement and must have a written table of organization that clearly defines lines of administrative authority and responsibility to the direct care level.

1.3 The provider must have a written statement of policies and directives or bylaws or articles of incorporation.

Condition 2. Legal Adherence

Provider must comply with and adhere to all required Federal, State and Local laws and regulations as listed in the Purchase of Service Agreement and Minimum Operating Standards for MI Choice Waiver Program Services. These include, but are not limited to: Pro-Children Act, Hatch Political Activity Act and Intergovernmental Personnel Act, Equal Employment Opportunity Act, Clean Air Act and Federal Water Pollution Control Act, Federal Civil Rights Act, Drug Free Workplace Act, Americans with Disabilities Act, Health Insurance Portability and Accountability Act (HIPAA), Conflict of Interest and the Byrd Anti-Lobbying Amendment.

Required Elements:

2.1 The provider must have a written statement supporting compliance with non-discrimination laws, federal wage and hour laws and Workers' Compensation Laws in the recruitment and employment of individuals.

2.2 The provider must have written attestation supporting compliance with non-discrimination laws in service delivery.

2.3 The provider must have a written statement supporting compliance with Drug Free Workplace laws. The State of Michigan prohibits the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances in the provider's workplace.

2.4 The provider must operate in compliance with the Americans with Disabilities Act (PL 101-136).

2.5 The provider must not be excluded from receiving federal contracts, certain subcontracts, and from certain types of federal financial and non-financial assistance and benefits. Exclusion records will be checked using the System for Award Management (SAM) site.

Condition 3. Physical Facility

The provider must have a physical facility from which to conduct business.

Required Elements:

3.1 The provider must have a telephone, internet access/computer access, and a method to receive faxes.
EXHIBIT 2
3.2 The provider must designate and utilize a locked storage space for the maintenance of all non-electronic Reliance participant records.

Condition 4. Administrative Policies

The provider must have written policies and procedures supporting the operation of business and service.

Required Elements:

4.1 The provider must maintain administrative policies and procedures to support daily operations.

4.2 The provider must establish accessible record systems to verify all programmatic and fiscal information is reported and make such records available for review by Reliance staff, Michigan Department of Health and Human Services (MDHHS), and/or Centers for Medicare & Medicaid Services (CMS).

4.3 The provider must have documentation of reviewing these Conditions of Participation with applicable staff.

4.4 The provider must have a written procedure for reporting and documenting all incidents that affect a participant's physical or emotional well-being.

4.4.1 The provider must notify the Reliance Case Manager of any critical incidents as defined by MDHHS MI Choice Waiver Program including at a minimum no-shows, medication errors, theft and death within one (1) business day of occurrence and document the notification.

4.4.2 The provider shall be prepared to bring to the attention of appropriate officials for follow up, conditions or circumstances that place the participant, or the household of the participant, in imminent danger.

4.4.3 The provider shall have a training program on critical incidents.

4.5 The provider must have written policies and procedures to assure the availability of services in emergency situations. The provider must evaluate the occupational exposure of employees to blood or other potentially infectious materials that may result from the employee's performance of duties. The provider must establish the following:

4.5.1 Appropriate universal precautions based upon the potential exposure to blood or infectious materials.

4.5.2 An exposure control plan which complies with the Federal regulations implementing the Occupation Safety and Health Act (OSHA).

4.5.3 A training program on Universal Precautions.

4.6 The provider must maintain comprehensive and complete participant records. Refer to the Minimum Operating Standards and Definitions for each service for further detail. Files shall be made available to authorized representatives of Reliance, MDHHS, or CMS. At a minimum the participant record shall contain:

4.6.1 A copy of or have access to the Reliance's assessment summary on the Case Logic Provider Site.

4.6.2 A copy of or have acknowledged the approved authorizations and corresponding service adjustments for the participant on the Case Logic Provider Site.

Revised August 2018
4.6.3 A way of identifying the participant as a Reliance participant.

4.6.5 Separate and specific progress notes in response to participant, family, and other contacts pertaining to the agency’s provision of service to each participant.

4.6.6 A copy of a signed release of information form to disclose personal information about the participant.

4.6.7 Documentation of services delivered and billed to Reliance. Failure to produce complete documentation upon request will result in recoupment of unverifiable units of service billed to and paid by Reliance.

4.6.8 Documentation of incident reports as applicable

4.6.9 Documentation of termination reason as applicable

4.7 The provider must maintain signed and dated documentation of each participant contact. Documentation of services provided in the home must include the participant name, date of service, start time, stop time, tasks completed, provider staff signature and participant/Reliance approved delegate signature. Electronic Visit Verification systems may take the place of this requirement as long as verification is available to Reliance upon request. If it is not provided, then claims payment will be held.

4.7.1 Tasks completed must correspond to the tasks ordered on the authorization.

4.7.2 Participants must not be asked to sign blank time sheets.

4.7.3 Timesheets must not be prefilled with dates, times, signatures or tasks.

4.8 The provider must keep all participant records (written, electronic, or other) confidential and in controlled access files for at least ten (10) years following the date of participant service termination.

4.8.1 The provider must adhere to requirements as specified in the Reliance Business Associate Agreement and maintain an agreement with all subcontractors assuring adherence to the same requirements.

4.8.2 The provider must have established procedures to protect confidential information about participants collected in the conduct of it responsibilities. No information will be disclosed without the prior informed consent of an individual for his/her legal representative. Disclosure may be allowed by court order, or for program monitoring by authorized federal, state, or local agencies (which are bound to protect the confidentiality of participant information) so long as access is in conformity with the Privacy Act of 1974. This applies to all information whether written, electronic, or oral.

4.8.3 The provider must maintain the security and privacy of all Protected Health Information (PHI) in a manner consistent with all applicable State and Federal laws and regulations.

4.9 The provider must notify each participant, in writing, at the time service is initiated of his or her right to comment about service provision or appeal the termination of services. Such notice must advise the participant that he/she may file complaints of discrimination with Reliance, MDHHS Field Office, Office of Civil Rights, or Michigan Department of Civil Rights.

4.10 The provider must establish a written termination policy that documents the reason for the termination of the participant’s services.

HOME BASED SERVICE PROVIDERS

Revised August 2018
EXHIBIT 2

Condition 5. Personnel Policies

The provider must have written personnel policies that are in compliance with State and Federal employee practice regulations.

5.1 The provider shall have written procedures governing, recruiting, training, and supervision. Personnel policies must apply to all individuals involved in the direct delivery of services. This includes paid and volunteer staff regardless of the relationship to the participant.

5.2 The provider must have written job descriptions or statements of job responsibilities that include qualifications (as applicable to service) for each position involved in direct delivery of service.

5.3 The provider must have a written policy to conduct and document annual performance appraisals for all individuals involved in the direct delivery of services.

5.4 Service providers must conduct in-home supervision of each staff at least twice per each fiscal year. A qualified professional must conduct the supervisory visit. Staff providing hands-on care must receive supervisory visits from a Registered Nurse. Documentation of all supervisory visits must be maintained in the employee record. Supervision documentation must include the name and title of the supervisor, the staff receiving supervision and the location of the supervision.

5.5 The provider must have a supervisor available to direct care workers at all times while the worker is furnishing services to participants.

5.6 The provider must have documentation signed and dated by staff members that indicates completion of an orientation prior to rendering services to a Reliance participant that includes:

5.6.1 The provider’s purpose, policies, and procedures including but not limited to:
1. Employee position description/expectations
2. Agency personnel policies
3. Reporting procedures and policies
4. Agency organizational chart
5. Lines of communication

5.6.2 Training which includes at a minimum, the following topics:
1. Introduction to MI Choice Waiver
2. Aging Network
3. Documentation required and maintenance of records and files
4. The Aging Process
5. Working with disabled individuals
6. Ethics, specifically:
   Acceptable work ethics
   Honoring the participants’ dignity
   Respect of the participant and their property
   Prevention of theft of the participant’s belongings
7. Emergency Procedures
8. HIPAA and IIHI (Individually Identifiable Health Information)
9. Assessment and observation skills
10. Person Centered Planning
11. Universal Precautions

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EXHIBIT 2

5.7 The provider must have written policy to assure that all participant information remains confidential whether written, oral, or electronic.

5.8 The provider must have a written procedure defining the process by which a staff member can register a complaint or grievance.

5.9 The provider must maintain a personnel file on every staff member (including volunteers and contract workers) who provides services. This file must include:

5.9.1 A resume or application for employment that includes work history

5.9.2 Documentation of provider attempts to confirm employee previous work experience, training, and employment.

5.9.3 Documentation of a thorough check of references prior to entering the home of a participant. Documentation is to include successful and unsuccessful attempts to check references.

5.9.4 Written verification of required licensure/certification.

5.9.5 A copy of annual performance appraisals signed/dated by the staff member and supervisor.

5.9.6 A copy of all signed/dated supervisory visits conducted.

5.9.7 A copy of the Criminal History Screening (initial and most current).

5.10 Each provider 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.

5.11 The provider must conduct a criminal history screening for staff members that provide, either directly or indirectly, services for Reliance participants. Criminal history screenings must be conducted prior to initial delivery of service to participants, and no less than every three (3) years thereafter.

5.11.1 This condition shall be effective 1/1/15 for staff hired on or after 1/1/15.

5.11.2 This condition shall be in effect for staff hired prior to 1/1/12 on 4/1/15.

5.11.3 All other staff shall have their criminal history screenings repeated on or before the third year from their last screening.

5.11.4 Staff providing hands-on care or that enters a participant’s home shall receive a criminal history screening conducted through the Michigan State Police.

5.11.4 Any individual that has ownership interest in the provider, staff that provides services on behalf of the provider that has direct access to the participant or their property, financial information, medical records, treatment information, or any other identifying information, or any individual providing services to a participant for which the agency is reimbursed under Medicaid must have a criminal history screening through applicable public record databases.

5.11.5 The provider will review the positive results on any criminal history screening and take action relative to the findings.
1. New employees can not be utilized to provide care for Reliance participants.
2. New employees that are being considered for hire to provide care for a family member, the agency will notify Reliance. These employees continue to be ineligible to provide care to Reliance participants.
3. Current employees with a positive result must be immediately removed from providing care to Reliance participants.
4. The Provider must notify Reliance of current employees with a positive result and the action taken within one day of the issue.
5. If the current employee is a paid family caregiver, it is recommended that the provider conduct an investigation and follow up with Adult Protective Services and/or the police to ensure the health, welfare and safety of the participant.

<table>
<thead>
<tr>
<th>Length of Time Barred from Working</th>
<th>Types of Conviction</th>
</tr>
</thead>
</table>
| **Lifetime Ban**                  | Felony related to manufacture, distribution, prescription or dispensing of a controlled substance. (Felony must have occurred after August 21, 1996)  
Felony or misdemeanor related to delivery of item or service under any state or federally funded health care program.  
Felony of health care fraud (Felony must have occurred after August 21, 1996).  
Felony or misdemeanor patient abuse.  
Felony for abuse, neglect, assault, battery, criminal sexual conduct (1st, 2nd, or 3rd degree), fraud or theft against a minor or vulnerable adult.  
More than one felony conviction  
Felony involving cruelty or torture |
| **Fifteen Years After Completion of Parole or Probation** | Felonies involving the use of a firearm or dangerous weapon.  
Felonies involving cruelty or torture  
Any conviction relating to the abuse of or fraud against a vulnerable adult.  
Felony involving abuse or neglect  
Felony involving criminal sexual conduct  
Felony that involves the intent to, or results in, death or serious impairment of a body function  
Felonies involving the diversion or adulteration of a prescription drug or other medications.  
Felonies involving the use or threat of violence. |
| **Ten Years After Completion of Parole or Probation** | Any other felony |
| **Ten Years From the Date of Conviction** | Misdemeanors involving the use or threat of violence.  
Misdemeanors involving the use of a firearm or dangerous weapon.  
Misdemeanors involving abuse or neglect.  
Misdemeanor related to delivery of item or service under any state or federally funded medical insurance program.  
Misdemeanor related to submission of falsified records or reports to a state licensing authority or the interference of an individual attempting to submit a report to a state licensing authority.  
Misdemeanor involving cruelty or torture.  
Misdemeanor involving sexual conduct (4th degree) |
| **Five Years From the Date of Conviction** | Misdemeanor cruelty if committed by an individual who is less than 16 years of age  
Misdemeanor home invasion  
Misdemeanor embezzlement  
Misdemeanor negligent homicide  
Misdemeanor involving a moving violation that causes serious impairment of a body function to another person  
Misdemeanor larceny |
EXHIBIT 2

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Misdemeanor second degree retail fraud</td>
<td>Any other misdemeanor involving assault, fraud, theft, or possession or delivery of a controlled substance.</td>
</tr>
<tr>
<td>Three Years From the Date of Conviction</td>
<td>Misdemeanor assault without use of firearm or dangerous weapon and no intent to commit murder or inflict great bodily injury</td>
</tr>
<tr>
<td></td>
<td>Misdemeanor third degree retail fraud</td>
</tr>
<tr>
<td></td>
<td>Misdemeanor involving the creation, delivery or possession with intent to manufacture or deliver a controlled substance.</td>
</tr>
<tr>
<td>One Year From the Date of Conviction</td>
<td>Misdemeanor involving the creation, delivery, or possession with intent to manufacture or deliver a controlled substance by an individual who is less than 18 years of age.</td>
</tr>
</tbody>
</table>

5.11.6 The provider will mandate that employees report any charges, pleas, or convictions of felonies or misdemeanors. Provider policy must state if the employee does not report such incidence to employer they may be terminated immediately.

5.11.7 The provider may not employ in the delivery of service to Reliance participant any staff member that has been subject of a substantiated finding of neglect, abuse or misappropriation of property by a state or federal agency pursuant to an investigation conducted in a skilled nursing or nursing facility at which the staff member was employed.

5.11.8 The provider may not employ in the delivery of service to an Reliance participant any staff member that becomes or has been the subject of an order or disposition finding of not guilty by reason of insanity.

5.12 Conduct an internet check of the following registries for each employee or volunteer who works directly with or has access to participant information. The check must be completed prior to providing service to participants or having access to participants' records.
1. Michigan Public Sex Offender Registry: [http://mipsor.state.mi.us](http://mipsor.state.mi.us)
3. Central Registry: [http://www.michigan.gov/mdhhs/0,5885,7-339-73971_7119_50648_48330--,00.html](http://www.michigan.gov/mdhhs/0,5885,7-339-73971_7119_50648_48330--,00.html)

5.13 Both volunteer and paid staff of in-home care, and home delivered meal providers must receive in-service training at least twice each fiscal year (October 1 – September 30) which is specifically designed to increase their knowledge and understanding of the program and participant and to improve their skills at tasks performed in the provision of service. Comprehensive records identifying dates of training and topics covered are to be maintained in each employee’s personnel file. An individualized in-service training plan should be developed for each staff person when a performance evaluation indicates a need.

5.13 No paid or volunteer staff person may solicit contributions from participants for services paid for by Reliance, offer for sale any type of merchandise or service, or seek to encourage the acceptance of any particular belief or philosophy by any participant.

5.14 The provider must have procedures in place for obtaining participant signatures on the time sheets (or similar document) of direct care workers to verify that the worker provided the services ordered by Reliance. In the event, the participant is unable to sign, the provider must coordinate with Reliance and document who can provide an authorized signature. Electronic Visit Verification systems may take the place of this requirement as long as verification is available to Reliance upon request. If it is not provided, then claims payment will be held.

5.15 The provider must establish a policy in place prohibiting direct care workers from smoking in participant’s home (or during the delivery of service).
5.16 The provider must establish a policy prohibiting direct care workers from threatening or coercing the participants in any way. The policy needs to assure the health, welfare, and safety of the participant and notification to the proper authorities. Failure to establish and enforce this policy is grounds for immediate termination of the contract.

5.17 The provider must immediately report any conflict of interest that exists between the staff and/or volunteers and the Reliance program participant to the Case Manager.

5.18 The provider must report, in good faith, any incidence of false claim fraud, waste or abuse of public funding to Reliance.

5.19 The provider must have entered all new and currently employed staff into the CHAMPS system by the assigned date.

Condition 6  Service Delivery

The provider must deliver services in compliance with service specifications and in accordance with the person-centered plan developed and authorized by the Reliance program staff.

Required Elements:

6.1 The provider must acknowledge acceptance of the participant referral for consideration of service within one (1) working day of the Reliance request.

6.2 The provider must collaborate with the Reliance programs regarding issues of service delivery and participant status. The provider must immediately notify the Reliance if there is a change in the participant status, location or admission to an institution.

6.3 The provider must designate a contact person with whom Reliance staff can discuss referrals, authorizations, and service delivery schedules or problems.

6.4 The provider must have available staff and be able to begin services within two (2) business day upon accepting a Reliance referral.

6.5 The provider must not increase or decrease units of participant service or change a schedule without prior approval by Reliance Case Management staff. Increases without prior authorization shall not be reimbursed by Reliance, the State of Michigan, nor are they billable to the participant.

6.6 The provider must make all reasonable efforts to deliver services as authorized.

6.6.1 The provider shall not change authorized days of service except as required to meet the participant needs and at the participant’s request (service priority 3 only).

1. No one participant should have the service time or day of service changed more than one time a week without prior authorization form the Reliance Case Manager.

2. Permanent changes to service schedules require prior authorization from the Reliance Case Manager.

3. Units of service from multiple dates of service may not be combined within a single date of service unless explicitly authorized, in writing, by Reliance.

6.6.2 The provider shall be prepared to make arrangements for availability of services to participants in weather related emergencies, as appropriate.

6.6.3 In the event of a staff member absence, the provider must furnish a substitute to deliver the services as authorized.
6.6.4 Provider is required to ensure the client receives services in accordance with the Service Level assigned by Reliance. Refer to Exhibit 4 for further definition.

1. Documented failure to meet schedule obligations of a service authorization that has been marked as a Priority 1 may result in contract termination.
2. If the schedule obligations of a service authorization that has been marked as Priority 1 OR 2 cannot be met, the provider must immediately report this by telephone to the Reliance and initiate the emergency back up plan.
3. The provider is responsible for assuring that all participants receive services as authorized by Reliance.

6.6.5 The provider shall not use the Priority classification to determine that a participant may receive fewer hours of service in one week than authorized by Reliance. The total number of service hours one participant receives should never be reduced to serve another participant.

6.6.6 In situations of potential participant and/or provider staff jeopardy, the provider must participate with Reliance in good faith towards problem resolution in order to promote continuing service delivery.

1. Providers are not expected to deliver services to any participant if they delivery of service would pose a significant risk of harm to the providers’ staff.
2. Such events must be reported to Reliance with in one (1) business day of occurrence.

6.6.7 Services ordered may not be subcontracted to another entity without prior written authorization from Reliance.

6.6.8 The provider must notify the participant who is to receive a new caregiver or a change in service appointment time prior to implementing the change.

6.6 The provider cannot be reimbursed for time spent traveling to a participant’s home. The provider cannot be reimbursed if no service is provided.

6.7 Services provided under the Reliance Purchase of Service Agreement must not duplicate services available under Medicare, Medicaid or other third party resources for which the provider may be enrolled.

6.8 The provider shall employ a registered nurse (RN) to supervise direct care staff and is available to staff when they are in the participant’s home.

6.9 Each provider contracted to either administer or set-up medications is required to maintain a verified, current and comprehensive medication list.

6.9.1 Medication lists shall be verified with prescribing physicians prior to rendering any medication assistance.

6.9.2 Medication lists shall be reconciled, at a minimum, every three (3) months or more frequently as needed to ensure accuracy of medication lists.

6.9.3 Medications being administered by trained medication technicians (residential settings only) or licensed health professionals must be dispensed from labeled prescription bottles or labeled packages prepared by a licensed pharmacist and in accordance with provider policies and procedures.

6.10 The participant service plan shall be reviewed with each care provider prior to his/her initial delivery of service.
EXHIBIT 2

6.11 The provider must notify each participant, in writing, at the time service is initiated, of his or her right to comment about service provisions or to appeal the denial, reduction, suspension, or termination of services.

6.12 The provider must give a minimum of seven (7) days notice prior to terminating the services for an individual participant.

6.14 The provider must attempt to maintain an in-home journal that contains the minimum requirements of the date of service provided, start times, stop times, a written summary of tasks performed, pertinent information regarding the participant, changes, problems, and signatures from the caregiver and the participant.

6.15 Personal Emergency Response System providers must submit the UL certificate for all equipment at the time of contracting and for all new equipment as necessary.

Condition 7 Compliance

The provider must comply with all contract requirements, Conditions of Participation, relevant standards and monitoring and reporting requirements of Reliance programs.

Required Elements:

7.1 The provider must furnish documentation demonstrating that all requirements outlined in the applicable service standards have been met.

7.2 The provider must have sufficient insurance to indemnify loss of federal, state and local resources, due to casualty or fraud, and to cover the fair market value of the asset at the time of the loss.

7.2.1 Insurance coverage requirements for the provider are:
   General Liability
   Worker’s Compensation
   Unemployment
   Property and Theft
   No-fault vehicle insurance (for provider owned vehicles)
   Fidelity Bonding (for persons handling cash) or written attestation that the agency does not handle participant cash

7.2.2 Insurance coverage recommendations are:
   Insurance to protect the provider from claims against provider drivers and/or passengers
   Errors and Omissions Insurance for board members and officers
   Professional Liability
   Umbrella Liability
   Special Multi-peril

7.3 The provider must maintain insurance coverage as required in the minimum standards and conditions of participation.

7.3.1 Initially, a copy of the entire policy must be provided to Reliance.

7.3.2 The provider must provide continued proof of coverage for each required insurance and name Reliance as a certificate holder as applicable.

7.3.3 The provider must notify Reliance immediately of any changes in coverage, changes in the need for coverage or the termination of coverage. The provider will not be reimbursed for services provided if the provider does not maintain the required insurance coverage.
7.3.4 If the provider is not required to maintain Worker’s Compensation and Unemployment due to established laws, the provider agrees that they cannot file a claim for either against Reliance or MDHHS.

7.4 The provider must successfully maintain Reliance program certification and Medicaid provider enrollment.

7.4.1 The following documents and forms must be completed and up-to-date in the Reliance files:
   1. Michigan Medicaid Provider Enrollment Agreement
   2. Purchase of Service Agreement
   3. Business Associate Agreement
   4. Conditions of Participation Acknowledgement
   5. Minimum Standards Assurance

7.5 The provider must agree to receive reimbursement for services rendered at the unit rate agreed upon with Reliance as payment in full.

7.6 The provider recognizes that Reliance will assume responsibility for determining participant eligibility.

7.7 When a corrective action plan has been requested by Reliance, a formal written plan of correction shall be submitted by the provider by the deadline established in the request.

7.7.1 Approved plans of correction must be implemented by the provider within the timeline established by the corrective action, or by the date specified in the plan of correction.

7.7.2 Failure to submit an acceptable plan of correction or implement approved plans of correction by established deadlines may result in contract termination.

7.8 The provider must have written policies and/or procedures related to the following:

7.8.1 Participant confidentiality
7.8.2 Participant appeals and grievances
7.8.3 Participant feedback/evaluation
7.8.4 Participant rights and responsibilities
7.8.5 Reporting suspected abuse, neglect, exploitation and other critical incidents
7.8.6 Emergencies in the participants’ home
7.8.7 Personnel policies including recruitment, training and supervision

Condition 8 Billing

The provider must submit timely invoices for authorized services rendered using established procedures and in compliance with outlined requirements.

Required Elements:

8.1 The provider must submit complete and accurate monthly invoices for services rendered during the prior month.

8.1.1 The invoices must cover a full month period and be complete upon submission.

8.1.2 Invoices may not be submitted that include dates of service from more than one month. Invoices must be separated by month.

8.1.3 The provider invoices, by date of service, for only those units of service authorized and
delivered and have dated documentation for each unit of service delivered. (Documentation must include date and time of service provided, services provided, date of signature, signature of caregiver and the signature of the participant.)

8.1.4 Invoices must include the Reliance participant ID number, date of service, units of service, type of service, diagnosis code and total cost for each date of service. A unit of service is defined in each service standard. Do not use the participant’s Social Security Number as the participant ID number.

8.1.5 Partial units are not billable and cannot be rounded up. Units must be rounded down to the nearest full unit for the service provided.

8.1.6 The provider must submit and/or resubmit all invoices for services within ninety (90) days of the date of service.

8.1.7 Reliance shall have and exercise at its discretion the following rights:
1. To reject invoices submitted that are inaccurate or are incomplete
2. To process original invoices on a first-in, first-out basis.
3. To pend invoices for processing that are missing any required verification documents.
4. To reject invoices, in whole or in part, that is missing required verification documents.
5. To reject invoices that are submitted more than ninety (90) days following the latest date of service billed.
6. To pay the invoice as billed if the unit amount billed is less than the contracted rate.
Invoices that have been adjudicated for payment that were not billed at the contracted rate may not be resubmitted at a later date with a new rate being billed.

8.2 The provider will submit all notes for Private Duty Nursing and Nursing Services at the time of invoicing.

Condition 9 Grievances and Severability

The provider must provide notice of termination of the contractual agreement and participate in Reliance’s provider dispute resolution procedure.

9.1 The initial term of the Agreement with Reliance shall begin on the Effective Date, and shall, until terminated as provided herein, continue in effect for a period of one (1) year. The Agreement shall automatically renew for one (1) additional one (1) year period unless either party provides the other party termination notice. The Agreement will be reviewed annually and amended, as necessary.

9.2 This agreement may be terminated without cause and without reason by either party with 60 days prior written notice.

9.3 The provider agrees to submit, within thirty (30) days of the date of termination, all reports, records, and invoices necessary for the reimbursement of outstanding invoices and to complete final reporting.

9.4 In the event that either party substantially fails to perform any of its material obligations under this Agreement, the other party may give written notice to the non-performing party specifying the obligation(s) not performed and demanding performance within thirty (30) days. If at the end of the thirty (30) day period the non-performing party has not performed the specified obligation(s), the party giving notice may terminate this Agreement immediately in writing. Each party is responsible for its own legal fees and costs incurred.

9.5 Whenever contract suspension, termination, revocation, or cancellation, is considered by Reliance, Reliance shall first make a determination as to whether the noncompliance, although substantial, is
EXHIBIT 2

amenable to correction. When the cause for contract suspension, termination, revocation, or cancellation is considered by Reliance to be substantial but subject to correction, Reliance Community Care Partners shall notify the Provider of the specific deficiency and shall request that the Provider develop and submit a plan of correction within ten (10) working days following receipt of a formal notice of deficiency. If approved by Reliance, the plan of correction shall be an amendment to the contract. Failure to meet or continue to meet the plan’s requirement(s) shall constitute a substantial failure to comply with the contract and will result in an immediate suspension, termination, revocation, or cancellation of the contract.

9.6 Should either party or any of its employees be debarred or excluded from participating in any federal or state health care program, failure to attain and/or retain licensure, appropriate insurance, a prerequisite and ongoing prerequisite condition of the contract, or demonstrates a lack of quality of care that may adversely affect the health or safety of participants, then said failure may immediately cause this contract to be canceled.
SYSTEMS Advantage
Contract #51

The HPS member signing below ("Member") agrees to purchase from GFS at least 90% of its need for the products in the categories marked below. In consideration of Member's commitment to Systems Advantage, GFS will pay to the member a rebate of 1% on all purchases.

**GFS CLEAN POWER SYSTEMS:** At least 3 of 5 for GFS CleanPower
(Sanitation Systems)
- Dishmachine Products
- General Kitchen Cleaning Products
- Waxes and Floor Care Products
- Laundry Cleaning Products
- Housekeeping & Janitorial Supplies

**GFS BEVERAGE SYSTEMS:** All GFS Beverage Systems
- All Coffee, Tea, Cocoa
- All Dispensed Juices
- Trayline Beverages (Ready to Drink)
- Cafeteria Line (If Available)
- Catering (If Available)

**GFS DISPOSABLE PRODUCTS:** At least 4 of 5 + liners for Disposable Products
(Plastic, Foam, Paper)
- Foam Plates, Cups, Containers, Bowls
- Paper Cups, Plates, Bowls, Food Trays
- Toilet Tissue & Facial Tissue
- Napkins, Paper Towels, Roll Towels, C-Fold Towels
- Can Liners - MANDATORY

**GFS PRODUCE AND DAIRY:**
- Produce
- Dairy

**GFS TABLETOP:** Utilize all for maximum advantage
- Tabletop Contract - china, flatware, trays, temperature maint. Systems
- Insulated Ware Contract - mugs, bowls, dome covers, traymats
- Rubbermaid Contract - total Rubbermaid line

This agreement is subject to the terms and conditions of the Master Group Agreement between HPS and GFS, as amended from time to time. Member acknowledges and agrees to all such terms and conditions.

This agreement is entered into by and between GFS and Member this _____________ day of _____________, 20___.

Account Name: ________________________________ Account #: __________

Customer Commitment: ____________________________

Name (Title):

Sales Rep.: ____________________________ Branch Management:

Date: ____________________

Please return to Dave Butka at david.butka@gfs.com
Application for Membership/Associate Membership and Endorsement of Group Purchasing with the Hospital Purchasing Service

We, the Osceola C.O.A., located at 732 W. US 10, PO Box 594 Evart, 49631 are a nonprofit tax-exempt institution in the state of Michigan. We desire to be a member institution and will support the Hospital Purchasing Service (HPS) where it is in our benefit to do so. Therefore, we are signing this Endorsement indicating our support of group purchasing with the HPS. Terms of the initial dues payment are ninety (90) days net; all additional dues payments are thirty (30) days net.

Complete where applicable:

<table>
<thead>
<tr>
<th>Type of Organization</th>
<th>Number of Beds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute Care</td>
<td></td>
</tr>
<tr>
<td>Sub-Acute Care</td>
<td></td>
</tr>
<tr>
<td>Long-Term</td>
<td></td>
</tr>
<tr>
<td>Home for the Aged</td>
<td></td>
</tr>
<tr>
<td>Associate Member</td>
<td></td>
</tr>
</tbody>
</table>

Tax Exempt Status (check one)

☐ 501 (C)(3)
☐ Instrumentality of Government
☐ Other

*Please attach copy of tax exemption.

Loraine McCall

Print or type name 04/17/00

Signature

Director

Title

Phone 231-734-5559

Fax 231-734-6009

E-mail Address

Tina Ransom, Nutrition Program Admin.

Name and title of person to receive mailings

DEA #

The initial term of this Agreement is for one year and automatically is renewed for one-year periods. This Agreement may be canceled by either party by the giving of thirty (30) days written notice prior to the next anniversary date. The HPS reserves the right to cancel this Agreement with thirty (30) days written notice should Participant fail to meet the financial obligations with either the manufacturer/vendor or the HPS.

The following statement is set forth pursuant to 42 USCA §1320a-7b(3)(C) and 42 CFR 1001.952(j):

—Certain participating vendors from which HPS members and participants purchase goods or services under HPS’s group purchasing program will pay a fee to the HPS of three percent (3%) or less of the purchase price of the goods or services provided by those vendors.

(Rev. 7/98)
Membership Endorsement Check-In

Institution: Osceola COA  Classification: 3C  Acct.#: 2513
For-Profit:  Non-Profit:  X  Dues:  610.00  Cycle: 05  Rep: BS
DatBase: S[D419  DL:  2000]  AccPac:  
OE:  X  IR:  
GFS Notified: 4-19-00  Vendor Notice: 4-28-00  HPPI Notice: NA
Letter & Plaque Sent: 4-25-00  Pin done:  Y  N
Bread: 248  Milk: 25  Ice Cream: 259  Entered: 
Comments: Loraine in Adm. spot, Tina in all others.
Sept 18, 2018

Osceola County EMS

The attached report includes outstanding accounts for July through Sept. We have exhausted all effort to collect on these accounts. These accounts have been written off as bad debt and have been turned over to our collections company.

Thank you,

Jamie Cornelius
Billing Specialist

Jeremy Beebe
EMS Director
<table>
<thead>
<tr>
<th>MONTH</th>
<th>W/O AMT</th>
<th># OF ACCTS</th>
<th>RECEIVED FROM COLLECTION AGENCY</th>
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<tbody>
<tr>
<td>July</td>
<td>8,517.72</td>
<td>21</td>
<td>937.80</td>
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<tr>
<td>Aug</td>
<td>0</td>
<td>0</td>
<td>1136.54</td>
</tr>
<tr>
<td>Sept</td>
<td>21,450.02</td>
<td>35</td>
<td>2635.25</td>
</tr>
</tbody>
</table>

$29,967.74  56       $4,709.59
Policy: EMS Lieutenant Position Wage & Benefits Policy
General Non-Union Employee

Date Implemented: 12/06/11  Revised Date: October 2, 2018

Purpose: To establish the Wage and Benefit Policy for the general non-union full-time position of EMS Lieutenant working a 24 hour shift schedule on a regular basis due to the variances from other non-union employee positions working 7 to 10 hours per day in a regular scheduled 35 to 40 hours work week.

Policy: Employees classified in the position of EMS Lieutenant who are non-union will be considered At-Will employees and receive the wage and benefit package as set forth within this policy.

SECTION # 1 EMS LIEUTENANT WAGES

SECTION 1.1. EMS Lieutenant Wages
The non-union position of EMS Lieutenant shall be compensated for the additional duties and responsibilities in the amount of $4,000 over the established correlated paramedic union contract pay scale step based on their years of service placement and the 5 days in 14 days work schedule.

EMS Lieutenants who obtained, maintain, and perform the duties for Critical Care Emergency Transport Paramedic Certification (CCEMTP) and Medical Examiner Investigator (MEI) Certification as approved by the department will receive an annual stipend as follows: CCEMTP (Critical Care) $.18 per hour and MEI (Medical Examiner Investigator) of $.18 per hour. If an employee has both certifications, they will receive both payments for a total of $.36 per hour.

a) New hired employees will start at the step rate of pay as determined by the Director based on prior experience.

SECTION # 2 LICENSURE

SECTION 2.1 Licensure
EMS Lieutenant position employees are required as a condition of employment to have and maintain the minimum licensure required by the State of Michigan for the position occupied or hired for. It is the responsibility of the employees to take the necessary continuing education courses to maintain licensure. In the event an employee’s licensure expires, the employee may be placed on an unpaid leave of absence, up to sixty (60) days until licensure is obtained. If licensure is not obtained within the sixty (60) day period, the employee shall be terminated without recourse.

SECTION # 3 NO STRIKE PLEDGE

SECTION 3.1 No Strike Pledge
As a condition of employment, an EMS Lieutenant employee agrees that they will not for any reason whatsoever, directly or indirectly, call, sanction, counsel, encourage, or engage in any strike, walk-out, slow-down, sit-in, or stay-in; nor shall there be any concerted failure by them to report for duty; nor shall they absent themselves from work, abstain in whole or in part from the full, faithful and proper performance of their duties, including a labor dispute between the Employer and any other employee group or organization. The Employee shall not cause, authorize, sanction, or condone, nor shall they take part in, any picketing of the Employer’s building, offices, or premises because of a dispute with the Employer.

SECTION 3.2 Penalty  Any employee who violates the provisions of Section 3.1 shall be subject to discipline by the Employer, up to and including discharge.
SECTION #4 LEAVES OF ABSENCE

SECTION 4.1 Personal Leave Without Pay. Employees with at least one (1) year's seniority may be granted up to three (3) months leave of absence without pay. A three (3) month extension of the leave of absence may be granted at the option of the Director. If such leave exceeds thirty (30) days, then such leave shall be without accumulation of any fringe benefits nor shall insurances continue during that time unless the employee pays for the same, or is on unpaid leave covered by the Family Medical Leave Act; nor shall seniority accumulate beyond that time. Requests for a personal leave shall be in writing and shall be signed by the employee and given to the Director. Such request shall state the reason(s) for the leave. Employees shall not take a leave of absence for the purpose of obtaining other employment. An employee who takes other employment shall be considered voluntarily quitting. An employee's total hours of paid accumulated leave time (vacation, sick and personal) must be used prior to the actual commencement date of an unpaid leave of absence. The Employee's written request must be approved or denied by the Director prior to the date the leave of absence is to commence.

SECTION 4.2 Paid Sick Leave.

a) All full-time employees covered by this Policy who are regularly scheduled to work 24 hours per day shall be credited with seventy-two (72) hours paid sick leave on January 1st of each year. For new employees paid sick leave days will be prorated annually.

b) An employee eligible for paid sick leave time may use such leave when he is unable to perform their duties because of illness or injury, or for the care of an ill family member as defined under FMLA, Section 4.2a.

c) The Employer may require as a condition of any sick leave, a medical statement setting forth reasons for a sick leave when there is a reason to believe that the health or safety of personnel may be affected, or that an employee is abusing their sick leave benefits. If the Employer believes that an employee is abusing sick leave, the Employer may require a medical examination, at the Employer’s expense if not covered by the employee’s insurance, by a doctor selected by the Employer. Further, if the employee is found to have falsified information required under this section, the employee shall be subject to discipline by the Employer up to and including discharge.

In addition to other provisions contained in this contract, the Employer reserves the right to require an employee to take a medical examination (1) if it appears that the employee is having difficulty in performing their duties based upon health related reasons or (2) on return from a medical leave of absence. The medical examination shall be given by a doctor selected by the Employer at the Employer’s expense if not covered by insurance. If the employee is not satisfied with the determination of the designated physician of the Employer, they may submit a report from a doctor of their own choosing at their expense. If the dispute still exists, at the request of the Employer or employee, the designated physician of the Employer and the employee’s doctor shall agree upon a third doctor to submit a report to the Employer and the employee, and the decision of such third party shall be binding on all the parties. The expense of the third doctor shall be shared equally by the Employer and the employee if not covered by the employee’s insurance. On the basis of that medical examination, the Employer will take appropriate action.

d) Sick leave benefits shall be charged against the employee’s sick leave account in the amount taken. Sick leave shall be paid at the benefit rate of the employee’s regular rate of pay and will not count as hours worked.

e) Upon retirement, the employee will be paid one-half (50%) of their accumulated sick leave credits at the straight time hourly rate. Upon death, prior to retirement, the employee’s beneficiary will be paid 100% of their accumulated sick leave credits at the straight time hourly rate.
Non-probationary employees whose employment is terminated for other than just cause, will be paid one-half (1/2) of their accumulated sick leave credits at the straight time hourly rate.

Upon exhaustion of paid sick leave time, the employee may use earned vacation time and personal days.

Employees with unused sick time shall be allowed to roll over forty-eight (48) hours into the next year for a maximum of one hundred forty-four (144) hours credit on January 1st of each year.

At the end of each year, the employee shall cash in their unused sick leave up to ninety-sixty (96) hours for that year. If the employee cashes in sick leave days, he will be paid 100% of their normal straight time hourly rate of such unused sick leave days in the last pay period of January at the hourly rate that was earned as of the end of the year.

**SECTION 4.3 Funeral Leave**

A. An employee shall be allowed forty-eight (48) consecutive scheduled working hours with pay as funeral leave not to be deducted from sick/vacation/personal leave time, for a death for the following family members: brothers, sisters, mother-in-law, father-in-law, brother-in-law, sister-in-law, daughter-in-law, son-in-law, grandparents, grandchildren and dependents living at the employee’s residence.

B. An employee shall be allowed seventy-two (72) consecutive scheduled working hours with pay as funeral leave not to be deducted from sick/vacation/personal leave time, for a death for the following family members: the employee’s current spouse, children, foster children, stepchildren, parents, stepparents.

C. In the event more hours are requested, additional time may be taken by the employee with the approval of the Director. Such time shall be deducted from the employee’s personal leave time, vacation leave or sick leave, in that order.

D. Funeral leave time will be paid at the benefit rate of the employee’s regular rate of pay and will not count as hours worked.

**SECTION 4.4 Personal Leave Time**

Full-time employees covered by this Policy shall be allowed sixty (60) hours of personal leave time with pay each calendar year. For new employees, personal leave time will be prorated. All requests for personal leave time must be made to the Director or their designee twenty-four (24) hours in advance of the date requested. The amount of personal leave time to be taken at any one time shall be determined by the Director or their designee. A request for personal leave time may be denied if the absence of the employee would unreasonably interfere with the services required to be performed by the Department. Approval or denial of the request for personal leave time is to be given within one-half (1/2) of the time the date the request was made and the date of the personal leave. All personal leave time will be paid at the benefit rate of the employee’s regular rate of pay and will not count as hours worked.

At the end of each year, the employee shall cash in their unused personal leave time up to 60 hours for that year. If the employee cashes in personal leave hours, he will be paid 100% of their normal regular straight time hourly rate for such unused personal leave hours in the last pay period of January at the hourly rate that was earned as of the end of the year.

**SECTION 4.5 Scheduled Leave**

Requests for scheduled leaves of absence, i.e., vacation, personal leave, and continuing education leave, may be submitted by the employee any time during the twelve (12) months following the employee’s anniversary date, subject to the limitations in specific leave sections. Requests for additional leaves must be responded to by the Director at least forty-five (45) days prior to the date of the requested leave or within one-half (1/2) the time of the date of the requested leave and the date the request was made, whichever is less.

EMS Lieutenant Wage & Benefit Package Policy
SECTION # 5 HOLIDAYS

SECTION 5.1 Holidays
All full-time employees covered by this Policy who are eligible, shall receive twenty-four (24) hours of pay at the benefit rate of the employee's regular rate of pay for each of the following recognized holidays:

New Year's Day  July 4  Christmas Eve Day  Labor Day  Easter  Christmas Day  Good Friday (1/2 day; 12 hrs)  Thanksgiving Day  Day After Thanksgiving Day  Memorial Day

SECTION 5.2 Holiday Eligibility
Employees eligible for holiday pay are subject to the following conditions and qualifications:

a) The employee must work their hours on their last regularly scheduled day before and first regularly scheduled day after the holiday, unless otherwise excused;

b) The employee must not be on layoff that began more than seven (7) calendar days prior to the holiday;

c) The employee must not be suspended for disciplinary reasons, provided, however, if such suspension is reversed by an arbitrator, the employee will receive the applicable holiday pay;

d) The employee must not be on an unpaid leave of absence;

e) An employee who is scheduled to work on a holiday but fails to report to work, unless otherwise excused, shall not be entitled to holiday pay.

SECTION 5.3 Holiday During Vacation
Should a holiday recognized by this Policy fall during an employee's vacation, the employee will be paid for the holiday but no additional time off will be granted.

SECTION 5.4 Holiday Work
Employees who work on a holiday recognized by this Policy shall receive one and one-half (1-1/2) times their regular rate for all hours worked on the holiday up to a maximum of twenty-four (24) hours (12 hours for a 1/2 day holiday) in addition to holiday pay.

SECTION # 6 VACATIONS

SECTION 6.1 Vacation Period
All full-time employees shall be granted vacation leave with pay and benefits based upon their length of continuous service with the Employer in accordance with the following:

All regular full-time employees shall be entitled to vacation time with pay under the following schedule:

<table>
<thead>
<tr>
<th>Years of Continuous Service</th>
<th>Hours Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>At least 1 year but less than 2 years</td>
<td>72 hours = 3 days</td>
</tr>
<tr>
<td>At least 2 years but less than 5 years</td>
<td>468-144 hours = 7 6 days</td>
</tr>
<tr>
<td>At least 5 years but less than 13 years</td>
<td>240 192 hours = 40 8 days</td>
</tr>
<tr>
<td>At least 13 years</td>
<td>360 288 hours = 46 12 days</td>
</tr>
</tbody>
</table>

Vacation leave accrues on a yearly basis and is credited to eligible employees each year on their anniversary date, based upon their years of continuous service with the Employer as of their anniversary date.
Continuous Service. For purposes of vacation calculation, an employee’s length of continuous service with the Employer shall be calculated from the most recent date the employee commenced work for the Employer, but shall exclude all time spent on unpaid leaves of absence or on layoff in excess of thirty (30) consecutive days.

SECTION 6.2 Vacation Scheduling
Employees may request time off for vacations after vacation leave has been credited for their use.

a) Vacation requests will be granted on a first come basis and must be in writing and normally should be submitted by the employee at least fourteen (14) days in advance of the period requested.

b) The Director will advise the employees of the status of their vacation requests within one-half (1/2) the time the date requested and the date the request was submitted. The Director will endeavor to approve all vacations requests, but reserves the right to refuse to allow an employee to take vacation leave at the time requested if such vacation would interfere with the efficient operation of the Department.

c) Earned but unused vacation shall be paid to the employee at the time of their separation from service or to their beneficiary in the case of their death at the benefit rate of the employee’s regular rate of pay.

e) Vacation time will be paid at the benefit rate of the employee’s regular rate of pay.

f) Newly hired employees will start with earned vacation time as determined by the Director based on prior experience up to and including seven (7) days (168 hrs.)

SECTION 6.3 Vacation Conversion
Vacation will not be accumulative and must be taken in the year in which it was earned, excepting that an employee may carry over from anniversary date to anniversary date one hundred twenty (120) hours. An employee will be paid for vacation time not taken at the benefit rate of the employee’s regular rate of pay, if that time was unable to be used due to management demands and the employee gave the Employer prior advance notice of the request to use vacation and as provided under this policy.

SECTION 6.4 Benefits Upon Separation of Service
Employees who fail to provide a minimum of fourteen (14) days notice of resignation or employment separation forfeit any and will not receive any payment for unused benefit time including sick, vacation and personal leave.

SECTION # 7 HOURS OF WORK AND OVERTIME

SECTION 7.1 Normal Work Shift The normal work shift will consist of a two-week period (14 days) in which the employee will be regularly scheduled for 5 days of work.

Employees covered by this policy will be assigned shifts and bases by the Director or their designee and will not have a permanent base or shift.

SECTION 7.2 Overtime Pay
a) Time and one-half (1-1/2) the employee’s straight time rate of pay shall be paid for all hours actually worked in excess of forty (40) hours in the employee’s seven (7) day tour of duty.

b) There shall be no pyramiding or duplication of overtime and/or premium pay or benefit hours.

c) When overtime is available the following format will be used.

1. When there is a need to cover any time off the time first shall be offered to pool employees.

2. If unable to fill the time with pool employees or Union Employees, the Employer will then offer the time to the most senior full-time Lieutenant first based on overtime hours worked. The most senior Lieutenant with the least number of unscheduled hours will be asked first. If the time is rejected the Lieutenant will not be charged the time as if worked. The Lieutenant will be moved in the overtime rotation to correspond with the number of
hours he has worked.

3. A Lieutenant who volunteers for unscheduled overtime will be paid for the 24-hour shift. The Lieutenant will also be moved in the overtime rotation to correspond with the number of hours he has been offered/worked.

SECTION 7.3 Mandatory Overtime
The Employer may assign mandatory overtime if unable to fill the overtime opening.

SECTION 7.4 Trading of Pass Days and Quarterly Schedule
Lieutenants may trade pass days or their quarterly schedule provided they first obtain the permission of the Director, which shall not be unreasonably withheld and provided such trade does not result in overtime.

SECTION #8 ADDITIONAL

SECTION 8.1 Additional Wage & Benefit Provisions for the EMS Lieutenant Position
Any and All other wage and benefit provisions not covered by this policy are addressed and apply to this position under the General Non-Union Personnel Policies for all non-union county employees.

Approved by:

_________________________________________ Date_________
Osceola County Board of Commissioners, Chairperson

_________________________________________ Date_________
Osceola County EMS Director
Osceola County EMS

Policy # 210.2018

Policy: Pool Employee Requirements

Date Implemented: December 1, 2013  Revised Date: October 2, 2018

Purpose: To outline and define additional requirements of pool employees.

Policy: Pool employees must work a minimum number of hours as defined below to maintain proficiency in the ever changing EMS field. This policy also establishes a rate of pay for pool employees.

I. Minimum Hours Worked Requirement.
   a. Pool employees must work a minimum of forty eight (48) hour per quarter.
   b. In the event this is not accomplished by open shifts then the pool employee will schedule hours with the Assistant Director as a third rider to meet the minimum requirements.
   c. Failure to meet the minimum hours worked requirement for two consecutive quarters will result in termination of employment.

II. Hourly rate of pay
   a. Driver: State of Michigan Minimum Wage Scale
   b. EMT-B: GELC Agreement 4 year step wage
   c. EMT-S: GELC Agreement 4 year step wage
   d. EMT-P: GELC Agreement 4 year step wage
   e. If a pool employee meets the work requirements as defined they will be eligible for the annual increase offered to full time employees according to the current collective bargaining agreement.

Approved by:

_________________________________________ Date________________
Osceola County Board of Commissioners, Chairperson

_________________________________________ Date________________
Osceola County EMS Director
Osceola County EMS

Policy: Rules of Conduct

Policy #: 210.15024

Date: April 16, 2004

Approved by:

------------------------------------ Date
Osceola County Board of Commissioners, Chairperson

------------------------------------ Date
Osceola County EMS Director

Scope: OCEMS Staff

Purpose: In addition to the requirements of the foregoing policies, the following Rules of Conduct are set forth to expressly describe prohibited acts.

Policy:

Rule 1: Assisting or advising another Employee in the violation of any provision of Policy or Procedure.
Rule 2: Being incompetent or inefficient in the performance of duty.
Rule 3: Entering any tavern or bar while on duty or in uniform except to pick up food or in the performance of official duty.
Rule 4: Failure to immediately make written notification when you have knowledge that you are under investigation by any law enforcement agency.
Rule 5: Failure to report promptly any anticipated absence from duty. Being absent from duty without proper authorization.
Rule 6: Failure to be prompt for duty assignment, meeting or other official scheduled event.
Rule 7: Leaving duty assignment without being properly relieved or without proper authorization.
Rule 8: Failure to keep vehicles in a clean and fully equipped manor so as to be able to respond.
Rule 9: Disseminating, releasing, altering, defacing, or removing any department record from the facility or information concerning department matters except as provided by department order.
Rule 10: Violation of protocol(s) approved by the Local Medical Control Authority.
Rule 11: Conducting private personal business to the extent that it interferes with the performance of official duties.
Rule 12: Gambling on duty.
Rule 13: Theft of private or EMS property, including property of patients or employees.
Rule 14: Falsification of or supplying false information in records or reports, including employment applications, absence and sickness records and/or patient medical records.
Rule 15: Deliberate destruction or abuse of EMS, employee or patient property.
Rule 16: Possession of firearms or weapons of any kind while on EMS property, on duty or off duty.
# Osceola County EMS

**Rule 17:** Insubordination, including use of profane, threatening or abusive language to the Director, Assistant Director, Shift Lieutenant, employees or patients. Refusing to obey reasonable work orders or assignments.

**Rule 18:** Disclosure of confidential information regarding patients, employees, physicians, other medical staff, or EMS business.

**Rule 19:** Willful neglect or abuse of patients

**Rule 20:** Violation of the EMS policy against sexual harassment.

**Rule 21:** Immoral or unethical conduct or indecency.

**Rule 22:** Removal of EMS property, records, or other materials from the premises without proper authorization of the Director.

**Rule 23:** Fighting on EMS property or threats of violence to others.

**Rule 24:** Threatening, coercing, or intimidating patients or employees.

**Rule 25:** Unauthorized use of EMS facilities or operation of EMS equipment.

**Rule 26:** Discourteous treatment of patients, employees, and other medical staff.

**Rule 27:** Violation of the smoking or drug free work place policy.

**Rule 28:** Violation of any safety rule or practice or conduct which tends to create a safety hazard, including failure to use or wear required safety equipment.

**Rule 29:** Failure to report injuries, accidents, or abuse of safety equipment.

**Rule 30:** Being under the influence of intoxicants, drugs (other than personal prescriptions) narcotics, hallucinogenic while on duty.

**Rule 31:** Conviction of a Felony.

**Rule 32:** No Supplemental employment (12) hours prior to start of duty (Exclusion: Voluntary Work).

**Rule 33:** Recommending any agency or service affiliated with OCEMS for profit or gain.

**Rule 34:** Refusing to obey reasonable work orders or assignments.

**Rule 35:** Employees will not consume alcoholic beverages (8) hours prior to start of their duty shift.

**Rule 36:** Pets will not be brought to work.

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**Distribution List:** Osceola County Coordinator, OCEMS Staff

**Revision Dates:** April 16, 2004, November 4, 2005, October 7, 2013, October 2, 2018

**Review Dates:**
Osceola County EMS

Policy # 210.2025

Policy: Uniform, Dress Code & Personal Appearance

Date Implemented: December 1, 2013 Revised Date: October 2, 2018

Purpose: To maintain a professional appearance at all times within the community, projecting a positive image to the public.

Policy:
Osceola County EMS requires all personnel to meet appropriate dress code and uniform standards for the respective position of the staff member.

I. General standards of appearance.

a. Pins, jewelry, hats, name/insignia or other identifying symbols which are not professionally related to authorized uniforms are prohibited from being worn.

b. Any tattoos should be covered wherever possible.

c. Hair (including facial hair) is to be neat and groomed at all times. If an employee has long hair then he or she must arrange it in such a way that it does not present a safety hazard or distract from duties. Mustaches and beards must be clean, well-trimmed, and neat, and must not interfere with the wearing of any safety or medical device, including personal protective equipment (PPE).

d. Perfume, cologne, after shave, scented lotion, etc., should be used in moderation or avoided altogether. Jewelry should not be excessive and should be limited to items that do not functionally restrict the employee or create a danger to personnel or others. Earrings may be worn while on duty. The earrings shall not hang below the lobe of the ear. Limit of one earring per ear and in a location on the ear not to expose the employee to potential harm. Facial jewelry, such as eyebrow rings, nose rings, lip rings and tongue studs, is not permitted to be worn while on duty.

e. Finger nails will be well maintained and in moderate length and natural color. Finger nails shall not extend beyond the tip of the finger.

f. Personnel are expected to arrive to work in a clean, presentable manner with all appropriate uniform attire in place.
II. Uniform(s).

a. Navy blue, grey or white crew neck T-Shirts shall be worn with uniform shirts. T-Shirt sleeves shall not extend beyond the length of the uniform shirt sleeve.
b. Navy blue, grey or white turtleneck shirts may be substituted for the T-shirt. Long sleeve turtleneck shirts will not be worn under short sleeve uniform shirts.
c. Uniform shirts shall be buttoned up, including the first button under the collar button.
d. Navy blue uniform sweaters are an approved item that employees may choose to purchase and wear. They are not provided by the county.
e. Station duty shirts may be worn in lieu of button down uniform shirt within the EMS station after the hours of 8pm on weekdays, all day on weekends and County approved holidays. Button down uniform shirt must be worn whenever the employee is visible to the public.
f. All leather gear (including shoes) shall be maintained in good condition and kept polished.
g. A black leather belt may be worn with EMS pants.
h. Only EMS issued coats are to be worn. All other types of coats, jump suits, or pull overs are not to be worn.
i. Only the standard Osceola County EMS uniform shall be worn while on duty.
j. Uniforms must remain clean, unwrinkled, neat, and in good repair. Uniforms items that are faded, torn, or worn are not acceptable.
k. Pager, radio, and/or County-issued phone are considered a part of the uniform and must be worn appropriately.
l. All personnel are responsible for the care and maintenance of their uniforms. If your uniform becomes soiled during a shift, it should be changed as soon as possible.
m. Personnel should not wear their uniform when not on duty. Uniforms may be worn to and from work.
n. Osceola County EMS will replace uniforms that are contaminated or damaged in the line of duty.

Approved by:

_________________________________________ Date__________________
Osceola County Board of Commissioners, Chairperson

_________________________________________ Date__________________
Osceola County EMS Director

2 of 2
Mecosta/Osceola County
Indigent Defense Managed
Assignment Administrator

Request for Qualifications

Issue Date: [Date]
Submission Deadline: [Time and Date]

Send Response to:

Paul E. Bullock
400 Elm St.,
Big Rapids, MI 49307

Email: pbullock@mecostacounty.org

Request To: Licensed Michigan Attorneys with Indigent Defense Experience
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1. Overview of the Requirement

1) The Counties of Mecosta and Osceola are seeking an experienced Indigent Defense Attorney to administer, under contract, the counties’ indigent criminal defense programs. This is expected to be a multi-year contract.

2) This RFQ is limited to attorneys, currently licensed in the State of Michigan, who are members of the Michigan Bar Association.

3) Mecosta and Osceola Counties are contiguous Michigan municipalities located in west central Michigan.

4) In 2017 the Michigan Legislature adopted legislation removing Indigent Defense Administration from the local courts and placing the responsibility on the funding units. The intent of the legislation is to provide State funding and standards, through the Michigan Indigent Defense Commission, to assist the funding units in ensuring that all adult indigent defendants receive competent legal representation in criminal proceedings.

2. Request for Qualifications

2.1 Enquires

“All enquiries related to this RFQ are to be directed, in writing, or by email, to the contact person at the mailing address or email on the front cover of this RFQ.

2.2 Closing Date

Any hard copies and one electronic copy of each response must be received before [time], on [date] at the address, or email, on the front cover of this RFQ. Responses must not be sent by facsimile. Responses and their envelopes should be clearly marked with the name and address of the respondent and Mecosta/Osceola Indigent Defense Managed Assignment Administrator.

2.3 Late Responses

Late responses will only be accepted if an extension is provided 24 hours in advance.

2.4 Qualifications Review Committee

A review Committee consisting of County Administration, Board members, Judicial Council members, Prosecutors, and Defense Bar members will review all responses.

2.5 Review and Selection

This RFQ is being used for pre-qualification purposes:
The qualifications review committee will check responses against the mandatory criteria and will evaluate respondents based on the evaluation criteria in Section 4 of this RFQ. The review Committee will then offer interviews to selected respondents.

2.6 Signed Responses
The response must include all information that the respondent wishes the review committee to consider and be signed by the Attorney.

2.7 Acceptance of Responses
This RFQ is not a binding agreement to purchase goods or services. Responses will be assessed in light of the qualification review criteria and, if chosen for the shortlist, the respondent will be contacted to schedule an interview.

3. Services
Attachment A provides a list of services that the qualified respondents will be required to perform and be responsible for if they are selected following the interview process.

4. Evaluation Criteria
The criteria may include:

A. Years of experience in the legal field
B. Experience with Indigent Defense representation
C. Proven capacity to deliver the project requirements on time and on budget

5. Submission Requirements
A. A statement of interest
B. A resume outlining the respondent’s experience and a response to the qualification review criteria
C. A fee proposal for this project
D. Three professional references
MANAGED ASSIGNED COUNSEL ADMINISTRATOR

Position Summary:

Under the direction of County Administration, and pursuant to contract, the Managed Assigned Counsel Administrator (MACA) is responsible for operating the county’s indigent criminal defense program to ensure that Indigent adult defendants receive competent legal representation in criminal proceedings. The MACA is responsible for screening, selecting and maintaining a roster of eligible attorneys for case assignment and first appearance, evaluating attorney performance, maintaining payments, authorizing investigative resources and performing other duties associated with the provision of competent and consistent legal representation.

Essential Job Functions:

A contractor in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the contractor may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Manages the county’s public criminal defense operation separate from the court; including budgeting, planning, and general administration. Provides County Administration with ongoing reports regarding caseload, legal resources and costs.

2. Contracts for any necessary support staff. Maintains responsibility for directing day-to-day operation workload of personnel, evaluates performance, and assures necessary training and professional development.

3. Oversees indigency eligibility screening for assigned counsel based on income and other available assets. Follows baseline criteria ensuring that procedures are consistently applied.

4. Identifies attorneys that are qualified to accept assignments. Ensures that interested attorneys meet the MJD/C standards established for legal providers, including but not limited to basic skills and annual training requirements.

5. Maintains a roster of qualified attorneys, makes case assignments, and oversees scheduling of counsel. Monitors cases and the performance of
assigned attorneys.

6. Approves the use of investigators, experts and other resources required for particular cases and assigned counsel.

7. Reviews, approves and handles vouchers for payment to assigned attorneys, investigators, experts and other expenditures associated with particular cases.

8. Resolves non-grievance matters between defendants, and assigned counsel and the courts, including administratively reassigning counsel when appropriate.

9. Assists with the coordination of compliance with the MIDC standards, including annual grant requests for funding compliance plans.

10. Attends legal conferences and seminars to stay current on legal issues, updates administrative techniques regarding public defender requirements and other legal matters.

11. Performs other duties as directed.

**Required Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Juris Doctorate degree and licensed to practice law in the State of Michigan and a member in good standing with the Michigan Bar Association.

- Valid Michigan Vehicle Operator’s License.

- Ability to attend meetings scheduled at times other than normal business hours.

- Ability to respond to emergencies or service needs on a 24-hour basis.

**Preferred Knowledge, Skills, and Abilities and:**

- At least 5 years of progressively more responsible experience in the practice of criminal defense or the equivalent. The County, at its discretion, may consider an alternative combination of formal education and work experience.

- Thorough knowledge of the professional public management techniques
involved in budgeting, personnel administration and resource management and the ability to identify and implement new best practices.

- Thorough knowledge of the principles and practices of State of Michigan criminal law and public defense processes and procedures.

- Skill in assembling and analyzing data, preparing comprehensive and accurate reports, and formulating policy and service recommendations.

- Skill in effectively communicating ideas and concepts orally and in writing and making presentations in public forums.

- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units and the courts, professional contacts, elected officials, and the public.

- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.

- Skill in the use of office equipment and technology, including Microsoft Suite applications and the ability to learn data base software utilized in public defense administration.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those a contractor may encounter while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the MACA is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The MACA must be mobile in an office setting.

The typical work environment of this job is a business office or court setting where the noise level is quiet and sometimes moderate.

Other Contractual Requirements:

The MACA shall not represent any indigent defendant or provide any Indigent Defense Representation Services in this jurisdiction, except as called for in this description.