

The Executive Director is responsible for setting administrative policy and procedure, as designated by the LCCOA Board of Directors. Administrative policy and procedure are considered to be any policy or procedure specific to the day to day operation of the various programs and services provided by LCCOA.

Administrative Policy and Procedures

Lenior County Council on Aging

Last updated July 2015

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I) Agency

A) Mission Statement

The mission of the Lenoir County Council on Aging is to improve and promote the wellbeing of senior citizens in Lenoir County. (Bylaws)

The vision of the agency is that quality services will be available to older adults in Lenoir County who wish to maintain or enhance their wellbeing.

The Values of the agency are as follows:

All age groups should have a positive attitude about their own aging and towards those who have acquired age.

Services provided by the Lenoir County Council on Aging should prevent premature or undesired institutionalization among older adults.

Growth and development is a need for people of all ages and services should be available to older adults to meet these needs.

Organizations and groups in the community should cooperate toward identifying, planning for and meeting needs of the aging population.

B) Emergency Plans

Emergency instructions shall be posted in a conspicuous place at each service location. Included therein shall be instruction for dealing with bomb threats, choking, fire, hurricanes, tornadoes and acute illness or injury.

LCCOA will make a reasonable effort to maintain shelf stable meals for emergency situations or in the event that catered lunches are not available as scheduled. Such meals may be distributed to homebound clients with instruction to store in the event their regular meal delivery is interrupted by extraordinary circumstances.

In the case of inclement weather, LCCOA will act in agreement with the closing of the county school system for staff. If the schools are closed for both teachers and students, the agency will also be closed. For shortened hours of operation, the agency will open (or close) at the same time as the schools. If the schools are on a 2 hour delay, and they normally open at 8:00 a.m., then LCCOA will open at 10:00 a.m.

In anticipation of interruption in regular operations, respective staff members will notify clients of any possible changes in service availability or delivery and the Executive Director will update the automated phone message to indicate any change in hours of operation. Effort will be made to announce closures on the agency website and Facebook page. Where possible the service will be delayed or rescheduled rather than canceled. When closure occurs without advance notice, clients will be informed when operations resume. Staff responsible for services to clients with greater risk during inclement weather shall contact said clients during inclement weather lasting longer than 24 hours to assure their safety. This will require responsible staff members to anticipate long periods of closure and prepare contact lists

in advance and to have access to such information from home. Such information will be maintained within the confidentiality policy.

Clients receiving services in their homes such as home delivered meals or home management shall receive a written notice of our inclement weather policies. Service locations will post notices with information on such policies at times that inclement weather is expected.

C) Volunteer Plan

Recruitment of volunteers shall be a shared responsibility among all staff members. Strategies to recruit volunteers shall include personal invitation, posted notices of volunteer position openings, campaigns and public events to target skilled individuals. The volunteer application will be completed as a preliminary step to becoming a volunteer. Individuals will be considered for defined volunteer positions based on individual factors (interest, skill, availability) and agency factors (current need for volunteers, ability to support volunteer) and the goodness of fit between the individual and the agency. All reasonable effort will be made to apply the skills of willing individuals to the mission of the agency through meaningful assignments and responsibilities.

The Executive Director in consult with the appropriate staff shall maintain current descriptions of volunteer positions at the agency. Plans to support volunteers in their roles and to offer benefits such as social events, training and annual recognition shall be developed and executed through the combined effort of all staff members working with volunteers.

The orientation of new volunteers will include the following topics: LCCOA mission, scope of services, program eligibility, facility tour, staff introductions, hours of operation, policy and procedures manual overview, attendance and schedule, explanation of volunteer position, and time to address any questions. Ongoing training on the job and workshops will be provided as needed to individual volunteers or groups as appropriate. Staff responsible for volunteers shall keep files documenting orientation, training and volunteer work hours.

D) Religious Activity

LCCOA is a private non-profit organization which serves the public. As such, LCCOA will not actively endorse any specific religion or religious group. Individual religious beliefs of all clients will be respected by staff and volunteers. Furthermore, clients have the right to exercise their religious beliefs to the extent that their practice does not infringe upon the experience of others.

E) Fiscal Management

Revenue Handling Procedure- All checks, regardless of the source, are routed through the Executive Director or another designated staff member, and logged in by the Business Manager, then deposited. Reimbursement checks for Older Americans Act funded services will be verified by the Business Manager for agreement with reports from the Aging Resource Management System, or ZGA reports.

Consumer contribution funds for Older Americans Act funded programs are received by staff members delivering services. The staff member must count contributions with another person present and both must document the amount received. All contributions are submitted to the Business Manager at the earliest possible time, and otherwise secured until that time. Daily cash deposits are not required. When cash receipts reach \$250, the deposit should be made. Otherwise, deposits should be made no more frequently than once per week. The Business Manager records all funds received and completes all

deposit slips, maintaining all documentation pertaining to deposits. All funds received are coded by the Business Manager to appropriate accounts as per the Executive Director's instruction.

Budgeting Procedure- A budget is to be prepared by April of each fiscal year. This budget is to include all revenue sources and all expected expenditures. The budget is to be approved by the Board of Directors. Private and public sources of funding will be coded separately in documentation of finances. All fiscal records will be kept according to applicable federal, state, and grant retention schedules.

An audit, or appropriate financial statement will be prepared at the end of each fiscal year in accordance with the provisions of the Office of Management and Budget Circular A-133. Budget revisions will be approved by the Board of Directors.

Fixed Assets- A list of fixed assets is maintained by the Auditor. Invoices and receipts will be maintained by the Business Manager in order to keep record of merchandise and purchases.

Financial Procedures- All expenses and revenues are coded to accounts as directed by the Executive Director in agreement with the approved budget. All expenditures must be approved by the Executive Director in writing, with the exception of those under \$20 for which verbal approval may be given. Approved purchases may be made by the Executive Director or Business Manager by check or check card. In the event another staff member needs to make an approved purchase, he or she may use personal funds for approved expenses and submit proof of payment for reimbursement on an expense report.

Checks must be signed by two individuals. These individuals may be any combination of the Executive Director and the members of the Executive Board.

The Business Manager prepares monthly reports for the Executive Director and Treasurer within 7 days of the close of the month. Reports will include all expenses and revenues for the month, as well as account balances and contribution and reimbursement amounts by program for the Aging Resource Management System (ARMS). The Business Manager reconciles bank accounts via online banking with QuickBooks monthly. ARMS entries are made by the Executive Director after reviewing the Business Manager's report.

Expenditures are monitored regularly by the Executive Director relative to the approved budget to regulate spending and assure accurate accounting of revenues and expenses. The Executive Director prepares quarterly financial reports, reviewed by the Treasurer and presented to the Board of Directors at regular meetings.

Time sheets shall be completed biweekly and submitted to the respective supervisor for approval on the last day of the pay period. All supervisors shall submit all completed and approved timesheets to the Business Manager by close of business on the last day of the pay period. The Business Manager enters all work completed and related benefits through the ADP interface for processing of payments due. Reports of earnings, taxes, and other benefits are maintained by the Business Manager and coded to expense accounts in QuickBooks with each pay period.

II) Clients

A) Provision of Services

i) Special Populations Outreach

Outreach efforts will be performed to identify those at greater risk for loss of independence or premature decline and institutionalization. Within the older adults of Lenoir County this includes those with greater social or economic need, minority groups, and those with severe disabilities. These criteria are not to be confused with priority for service, but rather are groups that shall be directly considered in the planning and implementation of outreach initiatives.

In order to reach these subgroups of the service population LCCOA will maintain working relationships with community partners providing services such as transportation, housing, legal, and social support. Information on services available through LCCOA will regularly be shared through various media to reach the greatest possible number of seniors across diverse groups. There will be reasonable effort to make services accessible in smaller townships, through satellite sites or local partnerships, to meet the needs of those living in rural areas of the county.

ii) Assessment and Registration

All services are based on eligibility, priority and level of need. Procedure for determining higher priority and need are described in the "Priority of Services" section of this manual. All factors being equal, requests from eligible individuals will be filled in the order they are received.

The DAAS 101 (Client Registration Form) must be completed at the time of the client's first contact with the provider agency with the intent to receive services. (Client Registration Form (DAAS 101) Instructions, *NC Division of Aging*, pg. 1, 2006).

LCCOA will use an assessment and screening tool (based on the SOS Profile-Form DOA-403) to collect information on prospective service recipients. This tool will be reviewed and updated as necessary (by the appropriate staff member) to attain accurate assessments and to satisfy service regulations. IADLs and ADLs shall be assessed based on descriptions found in the Client Registration Form Instructions Manual, *NC Division of Aging*, Section IV, 21, pg. 11-14 (2006).

Clients will receive a written notice of determinations regarding requested service within a reasonable time following their assessment. The notice is to include for each service requested: the name and description of the service they were assessed for, the service determination (approved or denied), and contact information for the appropriate staff member responsible for the service. If the client was approved for service the notice is to include the date service is expected to begin. If the client was denied for service the notice is to include information on rights to appeal the decision (as described in section II.B. of this manual).

iii) Priority of Services

Once eligibility has been established, individuals will be served in the order of priority set forth by the Home and Community Care Block Grant Manual, Section 2, VI., pg. 2-2 (1997). A priority status between 1 (high) and 7 (low) will be assigned to each client in agreement with priorities set forth in the HCCBG regulations.

Within a priority classification, individuals are to be served according to greatest need. Level of need is determined by the number of IADLs and ADLs a person is unable to perform unassisted, as determined

in completion of the assessment tool. Some individuals may have a high level of need but not be eligible or appropriate for a service. Such situations indicate a need for referral to other resources.

iv) Wait List

For individuals requesting services that have a waiting list Section I only of the registration form must be completed (Client Registration Form (DAAS 101) Instructions, NC Division of Aging, pg. 1, 2006). All clients waiting for services will be entered in ARMS by the appropriate staff member monthly. Those on the wait list will be contacted at least quarterly to collect any change in status and to determine continued desire for services.

v) Reduction or Denial of Service

The Executive Director of the Lenoir County Council on Aging shall have the authority to reduce or deny services to any client or prospective client for the following reasons: ineligibility; actions or behavior that interfere with the rights of other clients to access and benefit from services; intoxication or other illegal substance abuse while receiving services; destruction of property; theft; possession of weapons on agency property; physical assault or verbal abuse upon staff or other clients; sexual harassment of staff or clients; failure to maintain reasonable personal hygiene in group settings; unauthorized use of materials or equipment; other behavior determined by the Executive Director to be contrary to the purpose and goals of the Lenoir County Council on Aging.

In the event that services are reduced or denied, the client or client representative shall be informed in writing of his or her right to appeal the decision.

vi) Discontinuation of Service

As funding, demand or client factors change, discontinuation of service to some or all clients of that service may become necessary. Clients will be informed of possible causes for discontinuation at the start of service delivery.

Some, but not all, of the situations that may result in the discontinuation of services:

- Client becomes the resident of an assisted care facility such as a nursing home or adult care home.
- Client is no longer eligible for service.
- Client refuses services.
- Client moves out of Lenoir County.
- A family member of the client becomes available to provide services.
- Situation is no longer safe for the client or the employee providing service.
- Irreconcilable differences between the client and the employee or volunteer who serves him or her.
- Lack of funding.
- Client is rehabilitated and no longer needs services.
- A change in the client's status which disqualifies the client for services.
- Another agency is meeting the client's needs.
- There is a significant scheduling problem that cannot be resolved.
- The client exceeds the level of care or service the agency is authorized to provide.
- The service provided is not appropriate to the client's needs.
- Client has a low service priority relative to others who need the service when there is a wait list.

If a client's services were ever discontinued, he or she would be notified and given the opportunity to appeal the decision.

B) Client Appeals

Applicants and clients of services provided by the agency shall have the right to appeal decisions regarding service through the procedures stated in this section. (In this section where the term "client" appears, it can be interpreted to mean an applicant, current or former client, or a designated representative of any of the afore mentioned.)

Applicants or clients may appeal on the basis of:

- Discrimination in violation of applicable federal or state law on the basis of race, color, religion, creed, national origin, sex, age, political affiliation, disability, religion, ancestry, marital status, status with regard to public assistance, sexual orientation, military status or status as a veteran
- Incorrect eligibility or functional status information recorded by the service authorizing agency;
- Incorrect client services plan, assessment or quarterly review recorded by the service authorizing agency or
- Performance of LCCOA in the provision of services to the client.

At the time of intake and assessment or in the event that services are reduced or denied, the applicant, client or client representative shall be informed in writing of his or her right to appeal decisions affecting the receipt of service.

As a best practice, agency staff will make every effort to extend information to clients on an annual basis regarding rights to appeal decisions affecting service and the right to voice grievances without fear of repercussion or discrimination in future service decisions.

An applicant, client or their representative may, within thirty (30) days of the date stated on the notification from the service authorizing agency, appeal verbally or in writing to the Executive Director concerning a decision affecting his or her receipt of aging services. The thirty (30) day period will be waived if the applicant/client/representative was not properly informed of his or her right to appeal. Staff shall document verbal or written notices of appeal in the client file upon notification.

At the time that notification of an appeal is given by a client or his/her representative the agency will take the following action to assure clients' rights are honored.

1. Administrative Review by the Executive Director- within 10 working days of receiving the notice of appeal, the Executive Director shall conduct a review of the service decision which includes contacting the client or their representative to discuss the basis for the appeal and to discuss reasons for the decision. If appropriate, the Executive Director will take corrective action at this point. If able to resolve issues concerning the appeal at this point, written notice of the findings and conclusion on the appeal will be provided to the client. The notice will indicate the reason for the initial decision or corrective action taken. Copies of all correspondence and other documentation concerning the administrative review shall be maintained in the client file.
2. Hearing by the agency- If the appeal issue is not resolved through the administrative review, the Executive Director shall, within the same 10 day period arrange a hearing date with the client

and confirm the time, date and place of the hearing via certified mail. The Executive Director shall establish a hearing panel consisting of representation from the county, the Area Agency on Aging (or applicable grantor) and LCCOA. The Executive Director shall appoint a hearing officer to preside over the hearing. The composition of the panel shall provide balanced representation from the county, AAA, LCCOA and local mediation agency, if one exists. The hearing shall be held at a location of mutual convenience to the panel within the county or, in the home of the client if necessary. The client may review their file, service standards, criteria for establishing priorities for the receipt of services, and other information pertinent to the appeal. The client, county and LCCOA may be represented by attorneys or other representation obtained at their own expense. Minutes of the hearing shall be taken and the original copy will be maintained by the service authorizing agency. The Area Agency on Aging or applicable grantor shall be provided with a copy of the minutes. Within 10 days of the hearing, the panel shall make a decision on the appeal and the hearing officer shall inform the client of the decision in writing via certified mail. The decision shall state factors, based on documentation presented at the hearing, and shall inform the client of the procedures for further appeal by the Division of Aging. The hearing officer shall provide a copy of the decision to the county Home and Community Care Block Grant administrator, Area Agency on Aging or applicable grantor and LCCOA.

C) Client Grievances

Any participant having a complaint regarding the policies of LCCOA or their enforcement should present his or her complaint in writing to the Chairman of the Board of Directors. The Executive Committee of the Board of Directors will make a decision within ten days of receipt and mail the decision to the complainant. If the Executive Committee so deems it necessary, they will contact the complainant for a hearing.

In the event that an individual with a disability encounters a barrier to participation in activities, programs, or services they shall have a right to convey their concern or dissatisfaction to LCCOA officials regarding such barriers. Individuals shall have a right to voice such grievances free from interference, coercion, restraint, discrimination, penalty, or reprisal. An individual may file a grievance orally or in writing with the Executive Director, including the location or nature of the barrier and the difficulty encountered. The Executive Director shall determine whether or not the grievance is covered under the Americans with Disabilities Act.

If not covered under ADA, the reason shall be documented and shared with grievant, no later than 5 workdays following the date the grievance was filed.

If covered under ADA, the appropriate individual shall be notified and remedial action will be planned. A plan of action shall include components required by ADA. The plan will be shared with grievant within 10 workdays following the filing date of the grievance.

All documentation, records and reports will be retained for minimum of 3 years and shall be maintained by the Executive Director. The records will be subject to review by the grievant and the LCCOA Board of Directors. The procedure described above does not preclude any individual from pursuing any other remedies available under law.

D) Adult Protective Service Referrals

All staff should be sensitive to our clients' needs. In the event that a client should show signs of change in his or her behavior or appearance, staff should bring such information to the immediate attention of the Executive Director. The following are some signs that indicate cause for concern: Extreme loss of weight; physical signs of abuse or neglect; inappropriate dress or behavior; appears dizzy or disoriented; is expressing a wish to die; seems very depressed; complains of being sick, but refuses to see a doctor; tells you that he or she is being abused, neglected or exploited; any other concern that warrants attention. The Executive Director shall contact the Department of Social Services APS representative or local law enforcement and discuss the situation, if needed. If the Executive Director is not available and the staff feels that the client is in danger of harm either from another person or themselves, the staff person should call DSS (252) 559-6400 and report the situation as best as they can. Documentation of the situation will be maintained in the client file by LCCOA.

E) Confidentiality

The Executive Director and any staff members with supervisory responsibility shall be responsible to train employees on the limitations in discussing or sharing client specific information as described in section 13 of the LCCOA personnel policies manual. All staff shall receive a copy of this manual for reference and shall consult with their supervisor on cases that arise pertaining to client confidentiality. All staff members responsible for maintaining client information for program purposes shall be provided with a copy of the Home and Community Care Block Grant Manual, section 6: Confidentiality Policies and Procedures (DAAS, 1997). LCCOA shall follow this policy in maintaining records with client specific information, obtaining informed consent from clients to share their information with another individual or agency, and providing clients (current or previous) with access to their own records. Any consent obtained from the client to share their information shall be maintained on their file. The Executive Director shall assure that all record keeping and operations agree with this policy.

III) Services

A) Senior Center

The Senior Center shall be operated to promote maintenance and improvement of the whole person in the areas of health, socialization, expression, and learning. Services of the center include programming towards these pillars of active living in advanced age as well as improved access to information and counseling on topics relevant to older adults such as health insurance, legal and financial planning, resources and community services. While there is one main senior center location, services under this purpose may be offered at satellite sites around the county to extend the benefits of the senior center to a greater portion of the senior population.

Regular activities and special events are to be planned and coordinated by the Aging Program Coordinator. A monthly schedule of activities will be posted at service locations and newsletters published at least quarterly to share additional information on upcoming services and to facilitate social connections between members. The Aging Program Coordinator will communicate with volunteer group leaders and greeters to assure the clients' needs are met to the extent of the agency's ability. Reports of participation in activities and registration of members will be prepared by the Program Coordinator and submitted to the Executive Director semi-annually.

An advisory committee consisting of representatives of different groups utilizing the senior center and community partners will be constructed and maintained by the Program Coordinator to assure agreement of senior center planning and operation with client's interests. Committee members will receive an orientation to include regular volunteer training as well as senior center certification material. Suggestions from the committee will be implemented to the extent possible and members will be engaged in program planning and delivery to improve quality and increase client ownership of the senior center's outcomes. Recertification of the Senior Center will include the assistance and contribution of advisory committee members.

No soliciting of any sort will be allowed on the premises of the senior center except those that have prior approval in writing by the Executive Director. No political campaigning will be allowed and no political posters and flyers put up without the prior approval of the Executive Director. This does not exclude advocacy events that empower seniors to be informed of issues that affect them and offer opportunities for them to voice their concerns and values to elected officials.

Any group, class or club using the senior center must meet the following criteria:

- be open to all persons who are at least 55 years of age, regardless of race, color, religion, creed, national origin, sex, age, political affiliation, disability, religion, ancestry, marital status, status with regard to public assistance, sexual orientation, military status or status as a veteran;
- supervised by Council on Aging staff or a duly authorized representative as assigned by the appropriate staff member;
- must clean up after using the facility;
- must meet at the appropriate times with set-up no more than 30 minutes prior and clean-up completed within 30 minutes after the event;

Furthermore, areas for activities or meetings will be assigned at the discretion of the responsible staff member.

Eligible individuals who wish to use the senior center shall complete a registration form and acknowledge the following information by signing that they have read and understand these policies.

Intended Clients

The Center is for use by persons 55 years of age or better. Some services and activities may have additional eligibility requirements related to funding sources. Younger guests are permitted as participants in intergenerational activities or as an occasional guest of a senior.

Senior Center Code of Conduct

Lenoir County Council on Aging prides itself on being able to provide a safe and secure place for the senior citizens of Lenoir County to come and enjoy the company and fellowship of their peers. In order to ensure that this goal is met, we have set up the following overall guidelines and policies:

The Center is to be used in a manner that promotes the safety, comfort, and well-being of seniors in the community. Any activity or behavior that is not compatible with this will not be permitted.

Seniors are expected to share constructive feedback to staff and volunteers regarding activities and events. The Center's purpose is to provide meaningful and enjoyable experiences.

All participants and staff shall show respect towards others and their personal belongings.

There shall not be any vulgar language permitted.

Loud disruptions and unbecoming behavior is not permitted. If disagreements should arise, they are to be handled in a reasonable and mature manner.

Any type of object intended for harm is not permitted at the Center.

Staff shall directly supervise all activities. Activities not regularly scheduled at the Center must have prior approval from the Site Manager.

Computer & Internet Use

Free and open access to informational, recreational, social and cultural resources is provided to serve the diverse needs of seniors. Within this context, the Center offers access to the internet and computers with useful applications including Microsoft Office programs and games.

The Center's rules pertaining to these amenities are as follows:

Users must have some knowledge of how to use a computer.

Users must meet the same age requirements as outlined in the general participation at the Center.

Computers are available during regular hours of operation, unless a scheduled group is meeting in the room where the computers are located.

Users must sign-in at the Center entrance and check "computer" under the activities listed.

Staff may be available to offer computer questions, but have other duties that take priority over technical assistance. One-on-one tutorials will be offered and can be found on the activity calendar.

Users are responsible to notify a staff member of any problems with a computer.

Printing is available (up to 10 pages, in black and white) for the intentions described above. To print a document, staff assistance is required.

Unacceptable uses include but are not limited to:

Violating a copyright law or software license restriction.

Sending, receiving, displaying text, files, or images of any type that are pornographic, obscene, offensive or disruptive.

Soliciting, advertising, or profiting from activities.

Downloading of any types of files from the internet (pictures, games, software, etc.)

Committing any of the above actions may be grounds for verbal or written warning, suspension or expulsion, depending upon the seriousness of the offense. Individuals who repeatedly fail to comply with established rules or policies governing the Center programs and services will be suspended and/or terminated.

Exercise Programs & Equipment

In order to use exercise equipment, you must have a registration form on file. Guests exercise at their own risk. LCCOA is not responsible for any injury that may result from exercise performed at the Center. LCCOA strongly recommends a physician's opinion before participating in physical programs or using exercise equipment. Guests may not be allowed to participate in classes if they are disruptive or dangerous to themselves or others.

Prior to using equipment, you should review instructions for use or consult a staff member. As for computer use, guests should indicate on the sign-in sheet that they are using the exercise equipment. Children are not allowed on the exercise equipment at any time.

Tips for Treadmill use:

Wear flat, rubber soled shoes (no loafers, heels, flip-flops, or bedroom shoes)

Do not wear loose clothing that may catch in the machine

Bring a towel in case you perspire

Food or Drink is not permitted in the exercise room

Do not walk on or off the treadmill while the belt is moving

Safety cord must be attached to clothing at all times

Walk with your back straight, facing the front of the machine

Activities and Programs

Various activities are available and a monthly schedule of planned activities is available in the Center. Special events are listed in the newsletter, posted to Facebook and promoted in the community in various forms.

B) General Transportation

General transportation is provided to adults 60 years of age or better, who are unable to provide or arrange their own transportation, for the purpose of performing daily activities related to maintaining independence or accessing services such as those provided at the senior center or nutrition sites. The purpose of this service does not include access to health care services such as doctor appointments, exams, or treatments. LCCOA utilizes the NC Division of Aging and Adult Services Transportation standards (1992). This policy is adopted by LCCOA.

Service will be purchased from the Lenoir County Transit System, as a Department of Transportation compliant service provider. LCT has written policies regarding accidents and traffic violations, emergencies and priority for destination and purpose of the ride that are beyond LCCOA's control or influence. The Executive Director shall serve on the LCT advisory committee to maintain aware of issues

that may affect service and to advocate for older adults as consumers of transit services. Monthly reports of services will be provided by LCT to LCCOA documenting the date, time, pick up and destination addresses, and name of client for each trip provided to LCCOA clients.

The Business Manager shall serve as the transportation coordinator for LCCOA. Intake and eligibility determination may be performed by another staff member assessing the older adult for other services such as congregate nutrition or home management. The Business Manager shall maintain a client intake form (reassessed annually) and documentation of client notice of eligibility or service determination for each client receiving general transportation. A monthly request for service to approved clients will be sent to the appropriate LCT staff by email or fax a minimum of 2 work days before the first of the month by the Business Manager. The request/approval will include client names, day and time of service, origination and destination addresses, and any related details of the ride. Changes to arranged service will be communicated by the Business Manager to LCT, with the exception of cancelations. Clients will be responsible to contact LCT to cancel a scheduled ride no less than one hour ahead to avoid charges for services not received (“no-show” charges). Such rides are not reimbursable by HCCBG funds and are a loss for LCCOA. Clients with repeated no-shows may be suspended by LCT under its policy and further may not be approved for service by LCCOA depending on the cause of the no-show offenses.

Clients are responsible to communicate desired schedules for rides for a month at a time to the Business Manager. Within reason, clients may need to change schedules during the month. The Business Manager needs a 2 day notice to assure changes are approved and sent to LCT in time to avoid a no-show and to assure rescheduling.

Upon receipt of monthly service reports and invoice from LCT, the Business Manager will prepare a turnaround document and submit to the Executive Director within 5 days of the close of the month. In the event LCT reports are not provided in time to meet this timeframe, the turnaround document will be submitted as soon as possible, and no later than the final day of ARMS entries for the reporting period (usually the 11th).

C) Senior Nutrition

As described in Title III-C of the Older Americans Act, senior nutrition services will include the provision of a meal that provides a third of the Recommended Daily Dietary Allowance. LCCOA provides meals in a group setting or by volunteer delivery to homebound seniors five days per week (Monday through Friday), with the exception of recognized holidays. Meals provided in a group setting are intended to be consumed on site and not taken “to go.” If unable to eat all of the meal the client may sign a waiver to take any left overs with them, releasing the agency of responsibility for proper food storage and preparation to avoid foodborne illness. Clients may be asked to reserve meals to reduce waste in purchased meals from a caterer. In the event of a shortage of volunteer drivers for home delivered meals, deliveries may be reduced to 1 delivery of frozen meals (on Monday) in the place of 5 hot meal deliveries. Meals will be purchased from a caterer, with recognition of applicable HCCBG requirements.

Clients who may dine at a nutrition site include adults 60 years of age or older, they may be accompanied by their spouse (regardless of age) or disabled adult child who lives with the primary eligible adult. All congregate nutrition clients will be reassessed annually or sooner if there is a change in status.

Clients meeting this description who are unable to dine at a nutrition site for mental or physical health reasons may be considered homebound pending an assessment by a qualified professional. Other

considerations related to approval for home delivered meals include the appropriateness of the meal to the client's dietary needs, other services being provided that meet the need, and the absence of an individual in the home who can prepare a meal. Home delivered meals may be provided, even when there is an unpaid caregiver available, as a relief to the family caregiver. After initial eligibility is determined, clients will be reassessed at least every 6 months, or sooner in the event of a change in status.

Meals may be purchased by private pay or provided through non-HCCBG funds to individuals not fitting this description when meals are available and after all intended clients have been served. Expenses for meals provided to non-HCCBG eligible individuals will be coded to appropriate non-HCCBG funding sources and such clients shall not be reported in ARMS for reimbursement.

The Executive Director shall satisfy all qualifications and perform all responsibilities of the Nutrition Director for the agency. The Executive Director shall enter all senior nutrition client data and service units in ARMS monthly.

Nutrition Site Managers shall maintain daily operation of nutrition sites within state and federal regulation. Nutrition Sites will be maintained in an orderly fashion and operated in agreement with the Senior Nutrition guidelines set forth by the Division of Aging and Adult Services. Site Managers are to report to the Executive Director immediately the following: health or fire inspection visits; information about a possible case of abuse, neglect or exploitation; any injuries or accidents occurring on site. Site Managers are responsible to maintain current and complete lists of all clients and volunteers, as well as all required documents in a well-organized, secure filing system that can be easily located by a substitute.

Documentation of service and client information shall be submitted to the Executive Director by the Nutrition Site Manager monthly within 5 days of the close of the month. For example, June's documentation is due by the fifth of July. The monthly file shall contain: turn around documents with total meals per client for the month; daily meal sign in sheets; temperature records for all meals served; weekly summary reports of meals ordered, meals served, and consumer contributions; intake forms for any new clients or reassessments for existing clients; and a log of changes to reservations with the caterer. Quarterly the Nutrition Site Manager shall turn in record of nutrition education programs (2) foodborne illness education programs (1) and fire drill records (1).

The Aging Support Specialist shall perform all in-home assessments. Changes in eligibility will be communicated by the Support Specialist within the same work day to the Program Coordinator. Client files will be maintained by the Support Specialist on an ongoing basis and provided to the Executive Director following assessments for reporting in ARMS. Active files will be returned to the Aging Support Specialist and inactive files will be archived in agreement with the records retention policy by the Executive Director.

Client files must contain:

1. Universal Assessment Form
2. Consumer Contribution Form (Provider Assurance)
3. Client Notes and Observations (documenting phone calls, home visits, and other client contact)
Signed by the client:
4. DAAS-101 Client Registration Form (initial intake and every 6 months or sooner in the event of change in status)

5. Client Rights *
6. Notice of Appeals & Grievance Procedures *
7. Conditions for Continuing or Discontinuing Services *
8. Consent for Release of Information (where appropriate)

*client is provided with a copy for reference.

The Aging Program Coordinator shall maintain daily operation of home delivered meal services within state and federal regulation. Current home delivered meal client lists and delivery routes (including volunteer driver schedules) will be updated and well organized by the Program Coordinator. Documentation of service delivery will include confirmation of meals received by each participant, signature of the volunteer driver, notes on client status or identified unmet needs, and times for beginning the route and delivery at the last home. In the event that a volunteer drive is not available, the Program Coordinator is responsible to find a substitute or deliver the meals personally. A list of clients receiving frozen meals (in the event of a shortage of volunteer drivers) shall be maintained for reassurance calls on days that meals are not delivered (Tuesday through Friday). The Program Coordinator will verify daily that calls are made and follow up on any change in client status identified during the calls to assure the safety and continued eligibility of clients. The Program Coordinator will maintain daily delivery documentation and submit along with a log of catering reservation changes, temperature sheets (minimum of 1 per hot meal route per month) and the monthly service report (turn around document) to the Executive Director with within 5 days of the close of the month. Other responsibilities of the program Coordinator include ongoing recruitment and training of volunteer drivers and communication with Nutrition Site Managers and the Support Specialist relative to maintaining knowledge of the clients' status.

D) Home Management

This program is 'intended to provide support to individuals/families requiring assistance with basic home management tasks, such as housekeeping, cooking, shopping, and bill paying. Individuals to be served include those who are self-directing, medically stable, and have at least one (1) instrumental activity of daily living (IADL) impairment. Personal care tasks may not be performed at this level.' (In-Home Aide Services- Policies and Procedures, *North Carolina Division of Aging*, Section III.C.1., pg. 3, July 1992)

The Home Management Program is "intended to assist individuals and their families with attaining and maintaining self-sufficiency, and improving quality of life. These services are aimed at preventing the deterioration of individuals' functional capacity, preventing abuse, neglect and/or exploitation and avoiding premature institutional care by assisting individuals in maintaining themselves in their own homes as long as possible. It is the intent of the In-Home Aide Services Program to assist, but not replace, family members in carrying out their responsibilities for those individuals needing care or support." (In-Home Aide Services- Policies and Procedures, *North Carolina Division of Aging*, Section I., pg. 2, July 1992)

Clients eligible for services must be 60 years of age or older, be self-directing, medically stable, and live in a non-institutional setting. Individuals served must be in need of the service for all of the following reasons: The individual is unable to carry out one (1) or more tasks essential to the instrumental activities of daily living (IADLs); The individual needs help with these tasks in order to remain in his/her own home; A responsible person is not available to perform these tasks or the primary caregiver needs

relief. (In-Home Aide Services- Policies and Procedures, *North Carolina Division of Aging*, Appendix A, pg. 1, July 1992)

The Aging Support Specialist is responsible for compliance with all federal and state regulations for the In-Home Aide Level I- home management only service. The Aging Support Specialist submits a units of service report (ZGA903 or "Turnaround Report") to the director by the 5th day of the following month. All required records of service will be maintained in an orderly fashion by the Aging Support Specialist. Client files will be maintained on an ongoing basis and provided to the Executive Director following assessments for reporting in ARMS. Active files will be returned to the Aging Support Specialist and inactive files will be archived in agreement with the records retention policy by the Executive Director.

Client files must contain:

Universal Assessment Form

1. Consumer Contribution Forms (Provider Assurance (all clients) & Recommended Schedule (for those above the poverty level only))
2. Client Notes and Observations (documenting phone calls, home visits, and other client contact)
3. In-Home Aide Quarterly Review Form

Signed by the client:

4. DAAS-101 Client Registration Form (initial intake and annually thereafter, or sooner in the event of change in status)
5. Client Care Plan *
6. Client Rights *
7. Notice of Appeals & Grievance Procedures *
8. Conditions for Continuing or Discontinuing Services *
9. Consent for Release of Information (where appropriate)

*client is provided with a copy for reference.

The Aging Support Specialist shall maintain a current and complete file on every aide and submit to the Business Manager information related to payroll and will report as necessary or as requested to the Executive Director on the status of any or all In-home Aide employees.

Aide files must contain:

All items listed on the New Employee Personnel File Required Form Checklist

Competency testing or documentation of Certification

Aide notes to document supervision

In-Home Aide Supervision form

Documentation of all completed training

Verification of Personnel Policy Manual Receipt

All In-home Aide employees shall be supervised by the Aging Support Specialist, who will meet state requirements for supervision of level I aides. Supervision will include the responsibilities described in section V.C.1. of the In-Home Aide Services – Policies and Procedures (DAAS, 1992).

“Supervisory home visits will be made at least twice during the first month of the aide’s employment. Afterwards a supervisory home visit or telephone call to the aide within the first calendar week of an

aide assignment is recommended. A quarterly on-site supervisory visit to the home of at least one client served by each in-home aide is required.”

(In-Home Aide Services- Policies and Procedures, *North Carolina Division of Aging*, Section V.C.2., pg. 13-14, July 1992)

In-Home Aides- “Competency requirements consist of demonstration of knowledge and skills indicated for Level I tasks listed in Appendix A. Competency requirements for Level I must be met within one year of employment as a Level I aide.” Recommended Training Hours: 21 (In-Home Aide Services- Policies and Procedures, *North Carolina Division of Aging*, Appendix A, pg. 1, July 1992)

The Division of Aging Written Competency Testing Tool will be utilized to document aide knowledge and skills. A score of 70% or higher is required for the aide to pass each section of the Competency Testing tool. Demonstrated competence for the specific tasks assigned to that aide must be documented before allowing the aide to perform the task(s) independently. In addition, monthly in-service training will be provided for all aides in order to refresh skills and knowledge.

In order to provide reliable service to our clients, it is necessary for the Council on Aging to employ more aides than are needed for any one week. This is meant to ensure that all clients are served as scheduled or other comparable arrangement is made to ensure consistent service provision, regardless of aide illness or other non-attendance. Newly hired aides may be asked to be a floater for one or more days per week. On those days, they are considered “on call” and should be available, by their phone, to fill in where asked. If not contacted, floaters should also call in by 9:30 a.m. on their floater day to check the schedule. As seniority increases, the floater will be rotated to permanent clients. Aides may also be placed on floater status for days in which a client cancels his or her services.

E) Senior Companion Program

Coastal Community Action, Inc. of Newport, NC is the grant recipient of Senior Companion Program funds under the federal Job Corps program. The program provides volunteer roles with a stipend to income eligible seniors wherein they provide support for isolated and at risk seniors in their community. LCCOA acts as a local volunteer station to facilitate the program in Lenoir County. The Aging Program Coordinator assumes the responsibilities of providing information on how to become a senior companion upon request, documentation and assessment of potential recipients of senior companion services, provision of space for volunteer meetings, assistance with training, and assistance in matching companion volunteers to older adults in need of their services. The Program Coordinator communicates with CCA staff to address community needs related to this service as they arise.

F) Consumer Contributions

Clients will be made aware of the opportunity to make a contribution towards the cost of services they are receiving as directed in the Consumer Contributions Policy and Procedures of the Division of Aging and Adult Services (DAAS, 2005). The Provider Assurance Form and Recommended Contribution schedules (found in the DAAS manual) will be completed and placed on file for all clients of Family Caregiver Services or In-Home Aide services. Clients at or below the poverty level are not to be shown the recommended contribution schedule. The Provider Assurance Form only will be completed and placed on file for Home Delivered Meals clients. Written documentation of action taken to solicit and accept voluntary contributions (as described in the DAAS policy) will be maintained for congregate nutrition and general transportation services. Voluntary contributions will be accepted for information

services, but not solicited. Tools for performance of consumer contribution related actions can be found in the manual. The Executive Director will provide training to staff and a copy of the DAAS manual as needed.

All contributions are handled according to the fiscal procedures described in this manual.

G) Procurement of Services

The procedure for procurement of services that cannot be conducted by the agency directly or are more effectively delivered through purchase of service or a contractual relationship with another provider shall be as follows.

1. Advertisement for bidders are distributed to newspapers and potential bidders containing notice of the following:
 - Notice of the bid or number of units per bid period.
 - That LCCOA utilizes a formal bidding procedure.
 - The deadline for receipt of bids.
 - The contact person for receiving a bid package.
 - The date that bid packages will be sent out.
 - That LCCOA is an equal opportunity employer.
 - That LCCOA reserves the right to accept or reject any or all bids and to accept the bid deemed to be in the best interest of the elderly.
2. Bid packages will be sent out to all who have made a request prior to the due date of the bid package.
3. A bidders conference may be held. The purpose of the conference is to provide technical assistance to bidders in completing their bid packages and successfully bidding for the contract. LCCOA staff will be available at that time to answer technical questions. All bidders are invited to the conference, but attendance is not mandatory. The bidders conference provides an opportunity for bidders to ask questions and allows all other bidders to hear the answer. Outside of the bidders conference, technical questions will not be answered informally. Should a question arise which LCCOA staff determines urgent enough to answer outside of the conference, it will be answered in writing and distributed to all bidders.
4. The deadline for receipt of bid by LCCOA will be determined and advertised by LCCOA. Any bid received after the deadline will not be considered.
5. LCCOA board of Directors will meet and make the bidder selection, preferably at a regular board meeting. The following procedures will be utilized:
 - LCCOA reserves the right to reject any and all bids.
 - LCCOA may solicit opinions of people with whom the food service provider has fulfilled similar contracts if the food service provider has no experience with LCCOA.

- LCCOA will make known action on bids by a predesignated day.
 - Bids will be opened in the LCCOA conference room at 112 E. Blount Street, Kinston NC at a time and day announced to the full board.
 - The bid will be awarded to the lowest responsible bidder, taking into consideration quality and performance.
6. All bidders will be notified in writing by the Executive Director of the decision after the bidder is selected. Appeals may be made according to the procurement appeals procedure, which will be included in each bidder package.
 7. The contract period will begin at the start of the program year, on July 1 (whenever possible) and end June 30 of the following year. LCCOA will have the option to rebid annually, or as specified by the bid instructions.

Equal Opportunity

LCCOA will not discriminate against bidder, participant, employee or applicant for employment or services on the basis of race, color, religion, creed, national origin, sex, age, political affiliation, disability, religion, ancestry, marital status, status with regard to public assistance, sexual orientation, military status or status as a veteran. The bidder will take affirmative action to ensure that applicants are afforded equal opportunities throughout the recruitment, examination, certification, selection, referral, retention and promotion procedures; and that employees are treated during their employment without regard to any status herein listed.

Any complaints should be reported to the Executive Committee of the LCCOA Board of Directors.

Auditor Selection

Auditor selection will take place every three years. The organization receiving the bid will sign a formal agreement letter. This letter will include the following:

- Audit scope, objective and purpose
- Deadline for work to be performed
- Anticipated cost of audit, with a stated amount not to exceed
- Report format
- Type and timing of support to be provided to the auditor by LCCOA
- Professional auditing standards to be followed by the auditor in performing the audit; and
- List of parties, specifically funding agencies, which receive a copy of the audit.

Procurement Appeals Procedure

Bidder agencies wishing to appeal an award decision must submit a written request for a hearing to the LCCOA Executive Director within ten (10) days of the award decision;

Appeals to the LCCOA must state the procedural grounds for requesting the appeal;

When an appeal is made to the LCCOA Director, the Executive Committee of the Board of Directors shall obtain copies of bids, evaluation information, any hearing minutes, and prior written decisions in preparation for an appeals hearing, where applicable, and;

Within ten (10) days of receiving the request for appeals, the Executive Committee will notify the chief administrative officer for the appellant bidder, where applicable, via certified mail of the following:

The location, date, and time of the hearing;

Procedural issues to be heard relative to the provider selection process;

Process by which the appeal will be heard and a decision rendered.

Within ten (10) days of the hearing, the Executive Committee shall make a decision and inform the chief administrative officer of the appellant bidder, via certified mail of the decision of the Executive Committee. This decision is binding, pending any appeal to the regional authority on services funded by the Home and Community Care Block Grant, the Area Agency on Aging.

All subcontractors will be monitored in accordance with grant requirements.