

Region 9 AAA	Local Policy #	1
Policy Name	Appeals and Procedures for Contractors and Project Applicants	
Original Policy Date	April, 2002	
Review/Revise Date	November 30, 2010, March 10, 2014, November 2016	

Policy:

It is the policy of Region 9 Area Agency on Agency to provide all contractors and project applicants' due process in terms of appeals process in accordance with regulations set forth by the Michigan Office of Services to the Aging (OSA). The appeals procedure detailed below is available to contractors or applicants under the following conditions:

- Contractor placed on probation.
- Contract suspended or terminated.
- Administrative actions of the Area Agency on Aging's governing board imposes or limits requirements on either contractor or applicant whose request for approval is denied.

Procedure:

1. The contractor/project applicant must submit a Letter of Intent to File an Appeal to the Area Agency on Aging Director within ten (10) working days of written notice of the Area Agency on Aging's action regarding the conditions listed above. The Letter of Intent must include the reason for the appeal and all applicable testimony.
2. Upon submitting a Letter of Intent to File an Appeal, the contractor/project applicant will submit a written Request for Hearing to the Chairperson of the NEMCSA Board of Directors.
3. The Chairperson of the NEMCSA Board of Directors will arrange the hearing time and place within ten (10) working days of receipt of the appeal request.
4. The Chairperson shall appoint the executive appellate committee, which may include a member of the Northeast Michigan Regional Council on Aging who would have voting rights.
5. The Chairperson of the NEMCSA Board of Directors shall render the Board's decision within ten (10) working days.
6. It is incumbent upon the appellant committee to act within ten (10) working days or the appealing party will be deemed to have won the appeal.

7. All hearing procedures will be recorded by a secretary appointed by the presiding officer.
8. Failure of the appealing party to appear will result in dismissal of the appeal.
9. If the Chairperson of the NEMCSA Board of Director denies the request to appeal or decides the case against the contractor/project applicant, the contractor/project applicant may appeal the decision to the Michigan Aging and Adult Services Agency (AASA) within ten (10) working days of receipt of the written notice of the Area Agency on Aging's governing board's determination.

The written request must state the reason(s) for the appeal. AASA must review and act on the appeal as provided under R400.20309(1) (a) (b) or to arbitration in accord with provisions of the American Arbitration Association or a similarly recognized professional arbitration organization. The arbitrator shall determine the distribution of costs between parties.

10. AASA will receive all information during any appeals.

NEMCSA Chairperson: Pete Hennard, Chair
NEMCSA Board of Directors
2375 Gordon Road
Alpena, Michigan 49707

Region 9 AAA	Local Policy #	2
Policy Name	Subcontractor Assessments	
Original Policy Date	2006	
Review/Revise Date	November 30, 2010, March 10, 2014, November 2016	

Policy:

The NEMCSA-Region 9 Area Agency on Aging will utilize a systematic approach to ensure Subcontractor compliance with contract and/or service agreement provisions.

Procedure:

1. Each contract purchase agreement or similar written instrument used to secure services or goods shall be assigned to an Area Agency on Aging staff person within the responsible programmatic division.
2. The staff person shall be responsible for overseeing the provider's actions in carrying out the contract/agreement requirements.
3. The evaluation shall be accomplished by the following means:
 - a. Site visits.
 - b. Review of submitted financial and programmatic reports.
 - c. Telephone contact as necessary.
4. The Area Agency on Aging staff person shall notify the Area Agency on Aging Director of all performance problems as they arise and provide a status summary at the mid-point and end-point of the contract or agreement period.
5. Written feedback reports shall be made to contractors on all assessments within a thirty-day (30) period.
6. A Corrective Action Plan will be required of the contractor for identified compliance issues. The plan will stipulate an appropriate timeframe for response and follow-up.

Region 9 AAA	Local Policy #	3
Policy Name	Disaster Planning for Continuation of Services	
Original Policy Date	2004	
Review/Revise Date	November 30, 2010, March 10, 2014, November 2016	

Policy:

Each Subcontractor must have a written disaster plan for both congregate and homebound meal participants in the event of a natural disaster, power outage, or other significant emergency situation.

In addition, each Subcontractor must be linked as a point of contact in their local county's disaster preparedness plan to ensure the welfare of homebound elderly persons.

In the event of emergency situations, services for homebound seniors will be provided as appropriate by the nearest senior center.

Procedures:

1. Homebound meal participants will receive extra frozen or shelf stable meals to be used in case of emergency when the senior center is unable to prepare and/or deliver a meal. The subcontractor should address emergency meals in their disaster plan.
2. The emergency meals will be replaced on a timely basis to ensure the homebound participant has extra meals in case of unforeseen emergencies.
3. In cases of emergent situations, the senior center manager or other Subcontractor designee will maintain telephone contact to the extent possible with the homebound senior to ensure that their needs are being met and to assist in making appropriate arrangements with family members or local authorities, as feasible.

Region 9 AAA	Local Policy #	4
Policy Name	Donations for Congregate Meals	
Original Policy Date		
Review/Revise Date	November 30, 2010, March 10, 2014, November 2016	

Policy:

All congregate meal participants shall be encouraged to and offered a confidential and voluntary opportunity to contribute toward the costs of providing the service received. No eligible meal participant may be denied service for failing to make a donation.

Procedures:

1. Donation boxes shall be placed in a confidential setting. A partition should be placed around the box to allow for a confidential donation. Staff or other participants should not be able to see if a participant makes a donation or not thus allowing everyone to make a voluntary and confidential donation.
2. Neither paid staff nor volunteers may solicit contributions from program participants.
3. If a meal participant needs change before making a donation, the person(s) at the table makes change for the participant and the participant places their donation in the box. The person(s) making change does not deduct the “suggested donation” on behalf of the participant.
4. Because the meals are provided on a donation basis, there is no set amount of money that should be in the donation box at the end of the mealtime. The “suggested donation” amount may or may not match the number of participants at the meal. For example, if the suggested donation rate is \$2.50 and 32 participants attend the meal, the donation box may or may not total \$80 at the end of the meal.
5. Each Subcontractor must have a written procedure in place for handling all donations, which includes:
 - Daily counting and recording of all receipts by two (2) individuals.
 - Provisions for sealing, written acknowledgement and transporting of daily receipts to either deposit in a financial institution or locked storage until a deposit can be arranged.
 - Reconciliation of deposit receipts and daily collection records by someone other than the depositor or counter.

Region 9 AAA	Local Policy #	5
Policy Name	Suggested Meal Donation Rates	
Original Policy Date	February, 2007	
Review/Revise Date	November 30, 2010, March 10, 2014, November 2016	

Policy:

The Region 9 Area Agency on Aging will monitor the suggested meal donation rate set by the Subcontractor. The suggested donation rate will be a part of the budgetary process and rate increase requests may be presented at that time or during the fiscal year, as necessary. All requests must be documented as follows:

Procedures:

1. Congregate and Home-Delivered Meal Program participants must be asked for their opinion in regards to a donation rate increase. Polling must be conducted at more than one meal for congregated sites to ensure input from as many participants as possible. Documentation can include a written survey with responses, petitions or ballot voting. Reference to a show of hands is not sufficient documentation.
2. A request for a donation rate increase must be written and submitted to the Area Agency on Aging prior to implementation and must be documented in the Board minutes.
3. The rate increase request must include, in detail, what steps the organization has taken to reduce expenses and/or increase revenues in lieu of a donation increase.
4. Increases in the requested donation rate cannot be implemented until approved by the Area Agency on Aging.
5. Nutrition Subcontractors must provide assurance that the program's intent to serve those elderly in greatest social and economic need will continue to be met by posting the following statement on the donation box:

"Please give what you can. We suggest \$_____."
6. The Area Agency on Aging reserves the right to negotiate requests for increases under the following conditions:
 - a. Documented complaints from program participants.
 - b. Severe reduction in the participation and number of meals served.
 - c. The nutrition grantee has significant carryover of federal/state funds due to excessive program income.