

## **TABLE OF CONTENTS**

### **Volume I - Contract Management**

Policy Amendment Procedure .....	1
Service Area Establishment .....	3
Public Hearing .....	6
Contract Negotiation .....	8
Cash Disbursement .....	10
Reporting Procedures .....	12
Reprogramming and Reallocation Policy .....	16
Technical Assistance .....	20
Budget/Contract Modifications.....	21
Assessment of Contracts .....	25
Probation Determination .....	29
Grievance Procedure .....	31
Discrimination Complaint Resolution .....	35
Appeals Procedure .....	42
Closeout Procedure .....	47
Fiscal Audit Criteria .....	50
Performance-Based Contracting .....	55
Emergency Preparedness Policy .....	60
Request for Proposal Process.....	66

### **Volume II - General Administrative Procedures**

Client Population .....	1
Service Provider Governing Body .....	7
Personnel .....	9
Financial Management System .....	16
Program Income .....	26
Procurement and Disposition of Goods and Services .....	29
Records Maintenance .....	36
Safety and Prevention .....	38
Accessibility .....	42
Publicity .....	44
Service Coordination .....	45
Program Evaluation .....	48
Cost Sharing Procedure .....	49
Limited English Proficiency.....	53
Service Provider Emergency Preparedness Plan .....	58
Use of Electronic Signatures and Records.....	62

## **Volume III - Specific Service Requirements**

General Requirements for Nutrition Service Programs.....	1
General Requirements for In-Home Service Programs.....	15
A-1 Care Management .....	28
A-2 Case Coordination and Support (CCS) .....	72
A-3 Disaster Advocacy and Outreach Services .....	87
A-4 Information and Assistance .....	90
A-5 Outreach Services .....	93
A-6 Transportation Services.....	101
A-7 Options Counseling .....	105
A-8 Care Transition Coordination and Support .....	108
B-1 Chore Services.....	112
B-2 Home Care Assistance .....	116
B-3 Home Injury Control .....	118
B-4 Homemaking .....	120
B-5 Home Delivered Meals .....	122
B-6 Home Health Aide .....	145
B-7 Medication Management .....	146
B-8 Personal Care .....	151
B-9 Assistive Devices and Technology .....	153
B-10 Respite Care .....	155
B-11 Friendly Reassurance .....	158
B-12 Carry Out Meals (COM) .....	160
C-1 Adult Day Services .....	164
C-3 Congregate Meals .....	179
C-4 Nutrition Counseling .....	211
C-5 Nutrition Education .....	212
C-6 Disease Prevention and Health Promotion .....	213
C-7 Health Screening .....	217
C-8 Assistance to the Hearing Impaired and Deaf Community.....	220
C-9 Home Repair Services .....	221
C-10 Legal Assistance .....	225
C-11 Long-Term Care Ombudsman/Advocacy .....	233
C-12 Senior Center Operations .....	245
C-13 Senior Center Staffing .....	251
C-14 Vision Services .....	258
C-15 Prevention of Elder Abuse, Neglect and Exploitation .....	260
C-16 Counseling Services.....	261
C-18 Caregiver Supplemental Services .....	263
C-19 Kinship Support Services FOR FY2024 ONLY.....	265
C-19 Kinship Support Services FOR FY2025 ONLY.....	268
C-21 Caregiver Education FOR FY2025 ONLY.....	269
C-22 Caregiver Training FOR FY2025 ONLY .....	270
C-23 Caregiver Support Groups FOR FY2025 ONLY.....	271
C-24 Caregiver Case Management .....	273
C-25 Supplemental Nutrition Services FOR FY2025 ONLY.....	280
Slip/Fall/Safety Program .....	281
Unmet Needs Program .....	285
Unmet Needs Home Repair Program .....	287
Utility Assistance Program .....	293