

SECTION 1200**GENERAL ADMINISTRATIVE REQUIREMENTS AND ASSURANCES**

Table of Contents

<u>Chapter</u>	<u>Title</u>	<u>Page No.</u>
1200	General Administration	
1201	Purpose and Definitions	1201.1
1202	Title VI of the Civil Rights Act	1201.1
1203	Affirmative Action	1203.1
1204	Open Hearings Act	1203.1
1205	Confidentiality	1203.1
1206	Code of Conduct	1206.1
1207	Publications	1206.1
1210	Appeals Process	1210.1
1211	Grievance Procedure	1211.1
1220	Requirements and Assurances	
1221	General Administration	1221.1
1222	Provision of Services Funded Under the Older Americans Act	1222.1

SECTION 1200: GENERAL ADMINISTRATION**1201: PURPOSE AND DEFINITIONS**

- A. Purpose. This chapter sets forth various general policies that apply to all service providers of EAAA administered funds.
- B. Definitions.
1. Administration on Aging - Administration on Aging under the U.S. Department of Health and Human Services.
 2. Department on Aging - Illinois Department on Aging.
 3. EAAA - Egyptian Area Agency on Aging, Inc.
 4. HHS - U.S. Department of Health and Human Services.
 5. IDOA - Illinois Department on Aging.
 6. OAA - Older Americans Act of 1965 as amended.
 7. Older Americans Act - Older Americans Act of 1965 as amended.
 8. PSA - Planning and Service Area of EAAA.
 9. Service providers - providers of service for EAAA administered programs.

1202: TITLE VI OF THE CIVIL RIGHTS ACT

- A. All Older Americans Act and other EAAA administered funds must be administered in compliance with Title VI of the Civil Rights Act of 1964 and the regulations (45 CFR Part 80) issued pursuant thereto. Also, a State of Compliance, HHS Form 441, must be signed by each service provider and subcontractors and sub-recipients providing services directly to participants prior to contract.
- B. No service provider may make any distinction because of race, color, sex, religion, national origin, age, or physical handicap in providing individuals with services or other benefits. Service providers must maintain written procedures which specify how the service provider will conduct project activities so as to ensure compliance with Title VI provisions.

1203: AFFIRMATIVE ACTION

- A. EAAA is committed to affirmative action for equal employment opportunity. Affirmative action covers minorities, women, physically handicapped and older persons in quantitative and qualitative terms.
- B. EAAA adheres to the affirmative action policies and procedures established in this Manual and many legal mandates.
- C. EAAA requires that all service providers have acceptable affirmative action plans which meet the criteria established by HHS and IDOA as a condition of annual grant/contract approval.
- C. It is the policy of EAAA to provide technical assistance and training to service providers regarding affirmative action requirements.
- D. EAAA will periodically monitor the progress of service providers in implementing their affirmative action plans.
- E. Service providers must, at a minimum, obtain a statement of assurance from sub-recipients that they will comply with equal employment opportunity principles. Such assurances must commit sub-recipients to providing equal opportunity in carrying out the activities under the project. The Statement of Assurance must be on file with the award document.

1204: OPEN HEARINGS ACT (reserved)**1205: CONFIDENTIALITY**

- A. Service providers must have procedures to ensure that no information about an older person, or obtained from an older person by a service provider, is disclosed by the service provider in a form that identifies the person without informed written or documented oral consent of the person or of his or her legal representative, unless the disclosure is required by court order, 45 CFR 74.24, or for other program monitoring by authorized Federal, State, EAAA, or local monitoring agencies.
- B. Service providers must ensure that lists of older persons compiled under information and referral services are used solely for the purposes of providing EAAA administered program services, and only with the informed consent of each individual on the list.
- C. Service providers must obtain written assurances from subcontractors that they will comply with the confidentiality requirements of this Manual, as well as, with Federal regulations and Administration on Aging guidelines.

- D. Any service provider that provides services with EAAA administered funds must maintain its records and reports in a manner consistent with standards of the Department on Aging and EAAA as set forth in this Manual and as may be modified from time to time.
- E. Service providers must ensure that no older person is denied services merely because such person refuses to provide informed written or documented oral consent.
- F. Subject to the confidentiality requirements above, service providers must make available at reasonable times and places to all interested parties the written policies and other information and documents developed or received which are not exempt from the Federal Freedom of information Act in carrying out its responsibilities under EAAA administered programs.

The service provider is not required to disclose those types of information or documents that are exempt from disclosure by a Federal agency under the Federal Freedom of Information Act.

1206: CODE OF CONDUCT

All service providers receiving assistance from EAAA administered funds must develop and implement a Code of Conduct.

1207: PUBLICATIONS

- A. Any books, reports, newsletters, pamphlets, papers, articles, press releases, publicity or other printed materials for distribution based upon activities receiving support from EAAA administered funds must contain acknowledgment of that support. The following, or a similar statement may be utilized by service providers to meet this requirement:

This (report, document, newsletter, press release, etc.) was prepared by (name of preparing agency) with financial assistance from the Administration on Aging, the Illinois Department on Aging, and the EAAA.

- B. Any books, reports, newsletters, pamphlets, papers, articles, press releases, publicity or other printed materials for distribution must contain a statement that the related activities were conducted in compliance with Title VI of the Civil Rights Act. For convenience, this statement may be combined with the statement of acknowledgment required under paragraph "A" above, if desired.
- C. The Administration on Aging, the Department on Aging, and EAAA, have certain rights to receive copies of publications and to reproduce such material when it results from activities supported with EAAA administered funds.
1. The Administration on Aging reserves the option to receive free of charge up to fifteen (15) copies of any publication published as a part of OAA operations and two (2) copies of any publication based on such operations.
 2. The Illinois Department on Aging reserves the right to receive free of charge fifteen (15) copies of any publications published utilizing any Federal or State IDOA administered funds.
 3. EAAA reserves the right to receive free of charge two (2) copies of any publications published utilizing EAAA administered funds.
 4. Where these activities result in a book or other copyrighted material, the author is free to obtain a copyright, but the Administration on Aging, the Department on Aging, and EAAA reserve a royalty free non-exclusive and irrevocable license to reproduce, publish, or otherwise use, and to authorize others to use, all such materials.

SECTION 1210: APPEAL PROCESS

The following procedures are required for the conduct of fair hearings--

1. Any applicant/ service provider may request, in writing, a hearing whose application to provide services under the Area Plan is denied or whose grant or contract is terminated or not renewed except as provided in 45 CFR Part 74 Subpart M.
2. Any written request for a hearing not filed within ten (10) calendar days following the date of the notice of adverse action, as defined in "1" above, may be dismissed by the EAAA.
3. The hearing process is initiated effective with the date a timely written request for a hearing is received by the EAAA in the form prescribed in Item 4 below.
4. The request for hearing shall be in writing (a Grievance Statement form will be provided) and shall include--
 - a. The name of the agency requesting the hearing;
 - b. The specific issues of law, regulation, or procedure which support the appeal, and
 - c. A brief summary of facts which support the issues raised.
5. Upon receipt of a written request for hearing and after determination that the Petitioner meets the criteria established in Items 1 and 2 above, the EAAA will--
 - a. Schedule and conduct the hearing within a reasonable period of time not to exceed thirty (30) calendar days of the date of receipt of the request for hearing.
 - b. Provide the petitioner ten (10) calendar days preliminary written notice of the hearing. Such notice shall specify the time, date, and location at which the hearing will be conducted.
 - c. Establish an impartial hearing panel (or individual) to conduct the hearing. Impartial means individuals who have not participated in the action being appealed.
 - d. Ensure that a verbatim transcript of the hearing is produced.
6. The EAAA may terminate formal hearing procedures at any point if EAAA and the petitioner that requested the hearing negotiate a written agreement that resolves the issue(s) which led to the request for hearing.
7. The EAAA and the petitioner shall have an opportunity to appear in person and/or be represented by legal counsel or other authorized representative. Action or inaction of an authorized representative shall be deemed to be action or inaction of the petitioner; and to present documentary evidence and refute the basis for the decision being appealed. Both EAAA and the petitioner shall also have an opportunity to review any pertinent evidence

and to ask and respond to questions that arise during the hearing. The proceedings shall occur in the following manner--

- a. Presiding officer shall read the following procedures.
 - b. Presentation of grieving agency and/or authorized representative.
 - c. Questions by committee members.
 - d. Presentation by the EAAA staff.
 - e. Questions by committee members.
 - f. Response by grieving person and/or agency.
 - g. Response by the EAAA staff.
 - h. Summary of questions by presiding officer.
8. The impartial hearing panel shall report the findings of the hearing to the Board of Directors of the EAAA and shall make recommendation(s) for decision. The recommendation(s) set forth the reasons for the recommendation(s) and the evidence on which it is based.

The final written notice of decision resulting from the hearing shall be issued to the petitioner by the Board of Directors of the EAAA and shall include the recommendations of the impartial hearing panel and the reasons upon which the final decision was based.

9. The notice of decision must be transmitted to the petitioner within a reasonable period of time not to exceed thirty-five (35) working days following the conclusion of the hearing.

In addition to the final written decision of the Board of Directors, the notice of decision must include a statement of the petitioner's right within thirty (30) calendar days, to request an administrative review of the hearing by the Illinois Department on Aging.

EGYPTIAN AREA AGENCY ON AGING, INC.
200 E. Plaza Dr.
Carterville, IL 62918

GRIEVANCE STATEMENT

Submitted by: _____ Date: _____

Address: _____ Phone: _____

City: _____

Program Involved: _____

Contact Person: _____ Phone: _____

Address: _____

City: _____

Nature of Problem: _____

(Attach additional pages as needed)

When Occurred: _____

Discussed With/When/Result: _____

Desired Solution: _____

For EAAA Use Only: _____ Referred to: _____ Date: _____

Resolution: _____

SECTION 1211: GRIEVANCE PROCEDURE

The following procedures will ensure that a formal process exists to handle grievances by older persons and/or their authorized representatives who are dissatisfied with or are denied services or who have complaints against service providers or individual persons. Older persons include those individuals who are aged sixty (60) or older or any other individual who is eligible under the Older Americans Act for its service(s) which is a part of the grievance (i.e., a spouse of an older person when the Older Americans Act congregate meal service program is involved in the grievance.)

- A. What the older person, or his/her authorized representative, must do:
1. Any older person or his/her representative may file a formal grievance with the EAAA to resolve a complaint about an individual, an Older Americans Act service provider or service rules, or any other service provider or service to which the older person may be entitled.
 - a. Older persons, or their representative, are encouraged but not required to first follow the grievance procedure of the service provider against whom a complaint is being lodged, or to attempt to resolve the grievance with the individual or service provider through any formal or informal means available.
 - b. The older person must file a formal grievance with the EAAA within sixty (60) days of the incident which lead to the grievance, or sixty (60) days from the completion of the service provider's formal grievance process.
 2. The grievance process through the EAAA may be initiated verbally or in writing, however, a written grievance is preferred. The older person must follow the following guidelines:
 - a. The grievance must be filed within the timeliness stated above or the grievance may be dismissed by the EAAA at its discretion.
 - b. The older person must name the service, person, and/or service provider against whom a complaint is being lodged, including addresses and telephone numbers if known.
 - c. The older person must be willing to allow his/her name to be revealed to the individual or service provider against whom a grievance is made.
 - d. The specific action or incident which the older person is appealing must be described to the EAAA.
 - e. Any other pertinent information, including the outcome of any previous formal or informal hearings or investigations by the service provider, must be given to the EAAA.

3. All grievances for the EAAA must be filed at the following address--

Egyptian Area Agency on Aging
200 E. Plaza Dr.
Carterville, IL 62918
Telephone: (618) 985-8311
Fax number: (618) 985-8315

B. What the EAAA will do--

1. If a written grievance is received, it will be date stamped and copied for the agency's files. The EAAA will investigate all informal complaints by older persons but only formal grievances will be documented by the EAAA's staff and placed in the agency's file.
2. A copy of formal grievances will be given to the appropriate staff member, as determined by the Executive Director and/or the Program Manager, for investigation and follow-up.
3. The grievance will be investigated as to its content and validity.
4. The EAAA may terminate its investigation or the formal hearing procedures at any point if the parties to the grievance negotiate an agreement that resolves the issue(s) which led to the grievance or if requested by the complainant.
5. If the EAAA is not a party to the grievance, the Egyptian Area Agency may elect to only respond to the grievance in writing with its findings and recommendations. Such contact will be within thirty-five (35) working days of the receipt of the grievance (see number 7 on page 1211.3).
6. If the grievance involves the EAAA, or if the EAAA determines that the resolution of the grievance would best be served through a hearing process, one will be scheduled within thirty (30) days of the receipt of the grievance by the EAAA.
 - a. The EAAA will notify the parties to the grievance of the hearing date not less than ten (10) days prior to the date of the hearing.
 - b. The EAAA will establish an impartial panel (or individual) to conduct the hearing. Impartial means individuals who have not participated in the action(s) which resulted in the grievance.
 - c. The EAAA will ensure that minutes of the hearing are produced and available to those who wish a copy. A verbatim transcript of the hearing will be provided by the EAAA if the costs of such are born by the requesting parties and notice of such is given prior to the hearing date.
 - d. The parties to the grievance and their authorized representatives shall have an opportunity to appear in person and/or be represented by legal counsel or other authorized representative. Action or inaction of an authorized

- representative shall be deemed to be action or inaction of the party whom they represent.
- e. An opportunity to present documentary evidence and refute the basis for the grievance will be provided. All parties to the grievance shall also have an opportunity to review any pertinent evidence and to ask and respond to questions that arise during the hearing. The proceedings shall occur in the following manner:
 - i. Presiding officer of the impartial panel shall read the following procedures.
 - ii. Presentation by complainant and/or authorized representative.
 - iii. Questions by impartial hearing panel members.
 - iv. Presentation by the respondent or authorized representative.
 - v. Questions by impartial hearing panel members.
 - vi. Response by complainant.
 - vii. Response by the respondent.
 - viii. Summary of questions by presiding officer.
 - f. The impartial hearing panel shall report the findings of the hearing to the Board of Directors of the EAAA and shall make recommendation(s) for decision. The recommendation(s) set forth the reasons for the recommendation(s) and the evidence on which it is based.
 - g. The final written notice of decision resulting from the hearing shall be issued to the complainant by the Board of Directors of the EAAA and shall include the recommendations of the impartial hearing panel and the reasons upon which the final decision was based.
 - h. The notice of decision will be transmitted to the complainant within a reasonable period of time not to exceed thirty-five (35) working days following the conclusion of the hearing.
7. In addition to the final written decision of the EAAA, the notice of decision will include a statement of the complainant's right within thirty (30) calendar days, to request an administrative review of the hearing by the Illinois Department on Aging, if applicable.

SECTION 1220: REQUIREMENTS AND ASSURANCES**1221: GENERAL ADMINISTRATIVE REQUIREMENTS**

1. Compliance with Requirements -- The sub-recipient will administer the program in accordance with the Older Americans Act, the sub-recipient's current application, and all applicable regulations, policies and procedures established by the U.S. Department of Health and Human Services, Administration on Aging (hereinafter referred to as DHHS), the Illinois Department on Aging, and the EAAA. The sub-recipient will operate fully in conformance with all applicable Federal, State, and local fire, health, safety and sanitation and other standards prescribed in law or regulations. The sub-recipient provides that where the State or local jurisdictions require licensing for the provision of services, its services have been licensed.
2. Applicability of Other Regulations -- The following requirements in Title 45 of the Code of Federal Regulations apply to all activities under this agreement and the sub-recipient has developed and is following a system to ensure operation in conformance with--
 - a) Part 16: Procedures of the Departmental Grant Appeals Board;
 - b) Part 74: Administration of Grants, except Subpart N;
 - c) Part 80: Nondiscrimination under Programs Receiving Federal Assistance through the Department of Health and Human Services: Effectuation of Title VI of the Civil Rights Act of 1964;
 - d) Part 81: Practice and Procedures for Hearings under Part 80 of this Title;
 - e) Part 84: Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefitting from Federal Financial Participation;
 - f) Part 91: Nondiscrimination on the Basis of Age in DHHS Programs or Activities Receiving Federal Financial Assistance from DHHS;
 - g) Part 92: Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments;
 - h) Part 100: Intergovernmental Review of the Department of Health and Human Services Programs and Activities; and
 - i) Part 900: Subpart F, Standards for a Merit System of Personnel Administration.
3. Training of Staff -- The sub-recipient has/will established and is/will follow a written policy to provide a program of training for all classes of staff positions and volunteers, if applicable.
4. Management of Funds -- The sub-recipient has established and is following sufficient fiscal control and accounting procedures to assure proper disbursements of and accounting for all funds under this award.
5. Safeguarding Confidential Information -- The sub-recipient has/will established and is/will follow such regulations, standards, procedures, and written policies as are necessary to meet the requirements on safeguarding confidential information under relevant program regulations.

6. Conflict of Interest -- The sub-recipient has/will establish and is/will follow a written policy to assure that no officer, employee, or other representative of the Sub-recipient is subject to a conflict of interest prohibited under the Older Americans Act and mechanisms are in place to identify and remove conflicts of interest prohibited under the Older Americans Act. Additionally, a person who is employed by an agency that receives funds from the EAAA cannot be a Board or Advisory Council member of the EAAA.
7. Cost Allocation Among Funding Sources -- The sub-recipient has/will established, is/will maintain on file, and is/will follow a plan detailing the methods employed to fairly allocate costs among the various funding sources.
8. Equipment -- For items of equipment having a unit acquisition cost of \$1,000 or more purchased by the Sub-recipient under this award, the EAAA shall have the right to require transfer of the equipment (including title) to the EAAA or to an eligible party named by the EAAA.
9. Retention of Records -- The sub-recipient will maintain, for a minimum of three (3) years from 30 days after the date of submission to EAAA of the service provider's annual or last expenditure report for that year, adequate books, records, and supporting documents to verify the amounts, recipients, and uses of all disbursements of funds passing in conjunction with this agreement; this agreement and all books, records, and supporting documents related to this agreement shall be available for review and audit by the U.S. Auditor General; and the Sub-recipient agrees to cooperate fully with any audit conducted by the U.S. Auditor General and to provide full access to all relevant materials. Failure to maintain the books, records, and supporting documents required by this section shall establish a presumption in favor of the EAAA for the recovery of any funds paid by the EAAA under this agreement for which adequate books, records, and supporting documentation are not available to support their purported disbursement.
10. Recognition of Funding -- The sub-recipient will include the following statement on all newsletters, brochures, posters, flyers, and other related printed materials (including web sites) which are related to the services under this award. The statement shall read, "Funded in part by the Older Americans Act through the EAAA."
11. Elder Abuse Networking and Reporting -- The sub-recipient will report all suspected cases of abuse, neglect, or exploitation of older individuals to the designated Elder Abuse provider agency of the EAAA.
12. Role During Emergencies and Disasters -- The sub-recipient will cooperate with the Red Cross, federal and state emergency management agencies, and the EAAA to assess the extent of the impact from any emergency or disaster, declared or not, upon older individuals and to coordinate with public and private agencies in order to assist older victims of emergencies and disasters.
13. Disclosure of Subcontracts -- The sub-recipient will submit to the EAAA, for prior approval, any proposed contracts to provide services under this agreement, including contracts with profit-making organizations. Any subcontracts will include a statement that the

subcontractor cannot accept gifts or loans from program participants. The sub-recipient assures that it will maintain the integrity and public purpose of services provided under this agreement in all subcontracts and commercial relationships; disclose to the EAAA the identity of each non-governmental entity with which it has a subcontract or commercial relationship relating to providing any service to older individuals; the nature of the contract or such relationship; demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this agreement by such agency has not resulted and will not result from such subcontract or such relationship; demonstrate that services will be enhanced by the subcontract and, on request of the EAAA, disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals. The sub-recipient assures that funds under this agreement will not be used to pay any part of a cost (including an administrative cost) incurred by the sub-recipient to carry out a subcontract or commercial relationship that is not carried out to implement services under this agreement. The sub-recipient assures that preference in receiving services under this agreement will not be given by the sub-recipient to particular older individuals as a result of a subcontract or commercial relationship that is not carried out to implement services under this agreement.

14. Organizational Structure -- The sub-recipient is either an agency whose single purpose is to administer programs for older persons, or a separate organizational unit within a multipurpose agency which functions only for purposes of serving older persons.
15. Advisory Council -- The sub-recipient will established an Advisory Council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under the Older Americans Act, representatives of older individuals, local elected officials, providers of veteran's health care (if appropriate), and the general public, to advise continuously the Sub-recipient on all matters relating to the provision of services under this agreement.
16. Grievance Procedure -- The sub-recipient will provide a grievance procedure for older individuals who are dissatisfied with or denied services under this agreement.
17. Coordination -- The sub-recipient will establish procedures for the coordination of services with entities conducting other federal or federally assisted programs for older individuals at the local level, with particular emphasis on entities conducting job training programs within the service subarea.
18. Supplanting of Funds -- Funds made available under this agreement shall supplement, and not supplant, any Federal, State, or local funds expended by an Sub-recipient to provide services described in the Older Americans Act.
19. Coordination with Long Term Care -- The sub-recipient will conduct efforts to facilitate the coordination of community-based, long-term care services for older individuals who--
 - a) reside at home and are at risk of institutionalization because of limitations on their ability to function independently;
 - b) are patients in hospitals and are at risk of prolonged institutionalization; or

- c) are patients in long-term care facilities, but who can return to their homes if community-based services are provided to them.
20. Coordination with Mental Health -- The sub-recipient has/will establish and has/will follow a written policy to coordinate any mental health services or counseling provided with the mental health services provided by community health centers and by other public agencies and nonprofit private organizations.
21. Inter-Generational Activities -- The sub-recipient, where possible, will enter into arrangements with organizations providing day care services for children, assistance to older individuals caring for relatives who are children, and respite for families, so as to provide opportunities for older persons to aid or assist on a voluntary basis in the delivery of such services to children, adults, and families. The sub-recipient will make demonstrable efforts to coordinate services provided under this agreement with other State services that benefit older individuals and to provide multi-generational activities, such as opportunities for older individuals to serve as mentors or advisors in child care, youth day care, educational assistance, at-risk youth intervention, juvenile delinquency treatment, and family support programs.
22. Audit Requirements -- Please refer to the Fiscal Policy manual, section 1160.
23. General Program Purposes -- In order to achieve the purpose of the OAA and/or General Revenue Fund programs, the resources made available to the Sub-recipient by EAAA are designed to--
- a) Draw in commitments from public and private agencies which have resources that can be utilized to serve older persons, and encourage such agencies that enter into cooperative arrangements directed toward maximum utilization of existing resources on behalf of older persons.
 - b) Make existing social services more accessible to older persons in need through the development and support of services which can increase the ability of older persons, including the older physically and mentally disabled, to obtain social services.
 - c) Promote comprehensive services for the elderly through the development and support of social services which are needed by older persons, but which are not otherwise available.
24. Authority and Capacity -- The sub-recipient assures that it has the authority and capacity to develop and carry out a program under a grant/contract, and has the capacity to maintain sufficient fiscal control and accounting procedures to assure proper disbursement of and accounting for all funds under the grant/ contract.
25. Standards of Personnel Administration -- The sub-recipient assure that it has a plan to provide appropriate staffing levels necessary to carry out programs funded under a grant/ contract. Such a plan will provide for adequate supervision of all staff as well as ongoing training for staff relative to their job duties. The sub-recipient further assures that it has an Affirmative Action Plan for staff hiring.

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26. Evaluation/Compliance -- The sub-recipient will cooperate and assist in any efforts undertaken by EAAA, the State, or the Administration on Aging to evaluate the effectiveness, feasibility, and cost of activities under the service provider, through program and/or fiscal compliance reviews, or any other method deemed necessary.
 27. Interest Income -- All interest income earned on EAAA administered state grant funds must be spent following prior approval from the EAAA for program purposes in accordance with the proper regulations, EAAA policies and procedures, and the Department on Aging rules and regulations. Interest income on all grant funds will be reported in accordance with EAAA policies and procedures, and the Illinois Grants Recovery Act. (See Fiscal Policies and Procedures for Interest Income Guidelines.)
 28. Amendments to the Grant/Contract -- The sub-recipient assure that it will submit to EAAA for prior approval, documentation of the necessity for any substantial changes, additions, or deletions to the grant/contract, as outlined in the EAAA policies and procedures.
 29. Insurance -- The sub-recipient must have insurance adequate to cover replacement costs for any structures and equipment funded through EAAA. Sub-recipients must provide to EAAA a certificate of insurance to substantiate coverage for the following, at a minimum--
 - a) general and premises liability;
 - b) Directors and Officers liability insurance;
 - c) workman's compensation (note whether volunteers are covered);
 - d) auto liability for owned and non-owned vehicles;
 - e) \$50,000 fidelity bonding for appropriate job positions and a listing of the job positions of those bonded;
 - f) \$10,000 fidelity bonding for any key management positions which are subcontracted; and
 - g) product liability and/or professional liability insurance.

1222: PROVISION OF SERVICES FUNDED UNDER THE OLDER AMERICANS ACT

1. Targeting Services -- The sub-recipient will establish and carry out methods on--
 - a) how it intends to satisfy the service needs of low-income minority individuals, older individuals residing in rural areas, and Native Americans within the area served by the Grantee/Contractor; and
 - b) attempt to provide services to low-income minority older individuals, older individuals residing in rural areas, Native Americans, older individuals at greatest economic risk, and older individuals at greatest social risk at 12 times the proportion they bear to the general population of older individuals of the service subarea served by such Grantee/Contractor.

The Sub-recipient will coordinate the provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, with agencies that develop or provide services for individuals with disabilities.

The Sub-recipient assures that if there is a significant population of older individuals who are Native American Indians in the planning and service area, the Sub-recipient will conduct outreach activities to identify such individuals and inform them of the availability of services under the Act. The sub-recipient will provide information and assurances concerning services to older individuals who are Native Americans, including-

- a) information concerning whether there is a significant population of older Native Americans in the service subarea and if so, an assurance that the Sub-recipient will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this agreement.
 - b) an assurance that the Sub-recipient will make services under the Area Plan available, to the same extent as such services are available to older individuals within the service subarea, to older Native Americans.
2. Eligibility -- The sub-recipient has/will established and is/will follow a written policy to assure the activities covered by this agreement serve only those individuals and groups eligible under the provisions of the applicable statute of the Older Americans Act.
 3. Residency -- The sub-recipient has/will established and is/will follow a written policy to assure that no requirements as to duration of residence or citizenship will be imposed as a condition of participation in the sub-recipient's program for the provision of services.
 4. Service Contributions and Means Tests -- The sub-recipient is collecting contributions for services in conformance with federal regulations and that a service provider under this part may not deny any older person a service because the older person will not or cannot contribute to the cost of the service. The sub-recipient has/will establish and is/will follow a written policy that ensures that all services provided under this agreement are provided without the use of any means tests. The sub-recipient has/will establish and is/will follow a written policy that ensures that all older persons receiving services under this agreement are provided the opportunity to voluntarily contribute to the cost of the services.

5. Cost Sharing -- The sub-recipient will not implement cost sharing for Older Americans Act services unless approved by the Illinois Department on Aging and EAAA and will implement cost sharing for services in conformance with the provisions of the Older Americans Act.
6. Provision of Services for the Duration of this Agreement -- Other than for those services specifically exempted by the EAAA, the Sub-recipient will establish Older Americans Act services for which it is funded in sufficient numbers to assure that all older individuals within the Grantee/Contractor's service subarea will have reasonable convenient access, as determined by the EAAA, to such services for the entire duration of this agreement.
7. Provision of Services Throughout the Service Subarea -- Other than for those services specifically exempted by the EAAA, the Sub-recipient will conduct Older Americans Act services for which it is funded throughout its entire service subarea, with special emphasis on geographically isolated rural older individuals, older individuals who have greatest economic need (with particular attention to low-income minority individuals), older individuals with greatest social need (with particular attention to low-income minority individuals), and older individuals with serve disabilities, and inform such individuals of the availability of services under this agreement.
8. Outreach Efforts -- If funded for outreach under this agreement, the sub-recipient will conduct outreach efforts to identify older individuals eligible for assistance under the Act, with special emphasis on rural elderly, older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas), older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas), older individuals with severe disabilities, older individuals with limited English-speaking ability, and older individuals with Alzheimer's disease or related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and inform such individuals of the availability of services under this agreement.
9. Multipurpose Senior Centers -- If funded for multipurpose senior center services under this agreement, the sub-recipient assures if, within 10 years after acquisition, or within 20 years after the completion of construction, of any facility for which funds have been paid under this agreement --
 - a) the owner of the facility ceases to be a public or nonprofit private agency or organization; or
 - b) the facility ceases to be used for the purposes for which it was acquired (unless the EAAA determines, in accordance with regulations, that there is good cause for releasing the applicant or other owner from the obligation to do so);

then, the EAAA shall be entitled to recover from the applicant or other owner of the facility an amount which bears to the then value of the facility (or so much thereof as constituted an approved project or projects) the same ratio as the amount of such Federal funds bore to the cost of the facility financed with the aid of such funds. Such value shall be determined by agreement of the parties or by action brought in the United States district court for the district in which such facility is situated.

10. Food Sanitation Regulations -- If funded for nutrition services under this agreement, the sub-recipient has/will establish and is/will follow a written policy to assure that statutory and regulatory provisions concerning nutrition services, special requirements for nutrition service providers and food requirements will be met.
11. Meal Eligibility for Disabled Individuals -- If funded for nutrition services under this agreement, the sub-recipient has/will establish and is/will follow a written policy that assures that individuals with disabilities who reside in a non-institutional household with and accompany a person eligible for congregate meals provided through the sub-recipient under this agreement, shall be provided a meal on the same basis that meals are provided to volunteers pursuant to appropriate sections of the Older Americans Act.
12. Reporting -- The sub-recipient agrees to make such reports, in such form, and containing such information, as the EAAA may require, and comply with such requirements as the EAAA may impose to insure the correctness of such reports.
13. Limited English Speaking -- If a substantial number of the older individuals residing in the planning and service area are of limited English-speaking ability, then the sub-recipient will-
 - a) utilize, in the delivery of outreach, the services of workers who are fluent in the language spoken by a predominant number of such older individuals who are of limited English-speaking ability; and
 - b) designate an individual employed by the Grantee/Contractor, or available to such sub-recipient on a full-time basis, whose responsibilities will include-
 - i) taking such action as may be appropriate to assure that counseling assistance is made available to such older individuals who are of limited English-speaking ability in order to assist such older individuals in participating in programs and receiving assistance under this Act; and
 - ii) providing guidance to individuals engaged in the delivery of supportive services under the area plan involved to enable such individuals to be aware of cultural sensitivities and to take into account effectively linguistic and cultural differences.
14. Religious Activities -- each program which operates a multipurpose senior center will establish and follow a written policy that ensures that each individual participant clearly has a free choice whether or not to pray, either silently or audibly, and that the prayer, or other religious activity, are not officially encouraged, sponsored, led, organized, or scheduled by persons administering the meals program or sites and that this restriction does not apply to participant organized and led religious activities conducted in private areas.

END OF ADMINISTRATIVE STANDARDS