

POLICY 102

**AREA OFFICE ON AGING OF NORTHWESTERN OHIO, INC.
SERVICE PROVIDER POLICIES AND PROCEDURES MANUAL**

The Area Office on Aging of Northwestern Ohio, Inc. (hereinafter referred to as the “Agency,” will publish and regularly update service provider policies and procedures that shall be the primary means of communicating Agency policy to contracted Service Providers. By entering into any contractual agreement with the Agency, Service Providers agree to comply with all applicable policies.

PROCEDURE A BACKGROUND

1. The Agency’s Service Provider Policies and Procedures Manual outlines the core elements required of it and contracted Service Providers for the allocation and utilization of the following monies:
 - a. Older Americans Act (OAA) -Title III
 1. Supportive Services and Senior Centers
 2. Nutrition Services
 3. Disease Prevention and Health Promotion
 4. National Family Caregiver Support Program
 5. Community Service Employment Program
 6. Vulnerable Elder Clients Protection Activities
 7. Alzheimer’s Respite and Education
 - b. State of Ohio - Senior Community Services Funds (SCS) - Personal Care; Homemaker; Transportation; Nutrition; and other authorized services
 - c. Lucas County Senior Services Levy
 - d. Program income, cost sharing revenue, fees for service, and donations

PROCEDURE B SCOPE AND CONTENT

1. The Manual is broken down into four chapters, each with a particular focus on Agency and Service Provider responsibilities:
 - a. Chapter One states the Agency’s responsibilities with respect to this Policies and Procedures Manual.
 - b. The regional responsibilities of the Agency are highlighted in Chapter Two.
 - c. Chapter Three outlines specific Agency policies that apply to all Service Providers

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- d. Chapter 4 provides Agency policies applicable to Service Providers contracted with the Agency or seeking to obtain contracts with the Agency.
- e. The policies in chapter 4 supercede all versions/editions of Agency Conditions of Participation (COPs), Service Specifications (SPECs) and Conditions to Contract Award documents in use prior to the effective date of this policy. It outlines the Agency's Request for Proposal and Bid Process, contracting of awards, reimbursement process, monitoring and evaluation, and compliance requirements.

PROCEDURE C MANUAL REVISION

- 1. The Agency will develop, revise, and delete policies and related procedures, on an ongoing basis as the need arises.
- 2. Whenever changes are proposed, policy will be forwarded to each Service Provider for review and comment.
- 3. The Agency will consider all comments prior to the issuance of final policy.
- 4. All subsequent policies will be issued through a policy notification that will specify where in the manual it should be placed and, if applicable, which pages of the manual should be removed.
- 5. This manual will be electronically provided to each contracted Service Provider by the Agency. It will also be available on CD-ROM from the Agency's Planning Department.