



Policies and Procedures

Request for Proposal Policy and Procedure

Policy: MM.1.0

Effective Date: 9/12/2017

Revised: 12.22.2025

Approved: 03/13/2018

Reviewed: 12.22.2025

1.0 POLICY:

- 1.1 Senior Resources will solicit contracted service proposals from the community for the provision of aging services through the Muskegon County Senior Millage (MCSM).
- 1.2 Successful Request for Proposal (RFP) applicants will have a proposal approved for a three-year contract period. In all three contract years, the RFP organization and Senior Resources will negotiate costs and award amounts. All award amounts are for one year only and may change during any fiscal year according to availability of Muskegon County Millage Funds. A new (RFP) will be issued before the end of the three-year cycle if either of the following occur: inadequate contractor performance or significant changes in the scope or nature of the service to be provided. The Muskegon County Senior Activities Committee (MCSAC) will be involved in all decisions for actual contract awards each year and will recommend contracts and award amounts for the Muskegon County Board of Commissioners approval.

2.0 PROCEDURE:

- 2.1 Notices of RFP are sent to local news outlets throughout Muskegon County, previous multi-year applicants, Michigan associations on aging/services, community networks, and any organization that has sent communication that they are interested in applying. Senior Resources will post an RFP on the Senior Resources website page dedicated to Muskegon County Senior Millage, and on social media as applicable.
- 2.2 A letter of intent is required by all applicants to receive an application. The MCSAC will review submitted letters of intent and determine which applicants will be invited to submit a proposal. Letters of intent rejected by MCSAC cannot be appealed.
- 2.3 A recorded proposal workshop will be posted no less than thirty (30) days prior to RFP submission deadline to provide general guidance on completing and submitting proposals. All questions regarding the completion of the RFP may be submitted in writing via the designated link, which will be included on the cover page of the RFP. Questions must be general and not service-specific to ensure fairness for all applicants. Questions will be accepted until seven (7) business days prior to the ~~submission~~ deadline. All submitted questions will be compiled, answered, and posted at a designated link, no later than five (5) business days prior to the submission deadline.
- 2.4 No letters of intent or proposals will be accepted after the submission date/time deadline.

- 2.5** Full applications are evaluated and rated by assigned staff using evaluation criteria that is included in the RFP. MCSAC reviews proposal summaries and make funding recommendations. Competing proposals are then reviewed by the Proposal Review Committee comprised of Senior Resources assigned staff and MCSAC volunteers.
- 2.6** Presentations are held allowing each competitive applicant an opportunity to present its organization's experience and skill in providing the proposed service(s). Presentation committee is comprised of MCSAC and assigned staff.
- 2.7** The evaluations are tabulated and recommendations are submitted to the MCSAC for decision. Successful applicants will have proposals approved for the three-year contract period. Senior Resources reserves the right to administer the award without further discussion with the proposing organization. Proposals should be submitted initially in the most favorable terms.
- 2.8** Senior Resources' Program and Planning Committee and Board of Directors will approve service/funding recommendations from the MCSAC. The MCSAC will approve funding awards for action of the Muskegon County Human Services Committee with final approval by the Muskegon County Board of Commissioners. In all matters of the Muskegon County Senior Millage funding, Muskegon County has final authority
- 2.9** A written letter of proposal approval or denial will be provided to the applicant within ten calendar days following the decision of the governing board or their duly authorized committee. Contract specifics are negotiated with successful applicants prior to execution of contracts.
- 2.10** Awards will be made to the applicant whose proposal is responsive to the RFP and is most advantageous to the seniors of Muskegon County with all factors, including cost and feasibility, being considered. Any proposal or proposed cost may be denied at the determination of the MCSAC or Board of Commissioners.
- 2.11** All funds awarded are dependent on availability and are awarded for one year only. Awards may change during any fiscal year of the three-year contract.
- 2.12** Following approval of the three-year proposal, contractors will be asked to sign the Business Associate Agreement, complete the CALL 211 Program Information Form, Electronic Funds Transfer Form, and IRS W9 Form and submit on a yearly basis a signed Notification of Contract Award

3.0 REFERENCES:

- a. MM.1.03 Muskegon Millage Contracts Provider Appeals Policy and Procedure
- b. MM.1.05 Contract Program Assessment Policy and Procedure
- c. Business Associate Agreement
- d. CALL 211 Program Information Form
- e. Electronic Funds Transfer Form
- f. IRS W9 Form

4.0 REVISIONS:

Date:	Location:	Revisions:
03/13/2018	2.5,2.6	Removed Senior Resources P&P from reviewing RFPs
03/13/2018	2.7	"administer the award with the proposing organization"
8.1.2022	1.2	Strike The applicant must complete a Muskegon County Senior Millage Continuation of Funding Request at the end of each year to maintain funding.
8.1.2022	2.9	Strike In all three fiscal years of a three-year contract the applicant and Senior Resources will negotiate costs and award amounts.

8.1.2022	2.12	Strike Following approval of the three-year proposal, contractors will be asked to sign a Boiler-Plate Contract and submit on a yearly basis a signed Continuation of Funding, Agreement and Assurances, and a complete budget including cost per unit breakdown.
8.1.2022	2.12	Add Following approval of the three-year proposal, contractors will be asked to sign an Applicant Agreement, Business Associate Agreement, CALL 211 Program Information Form, Electronic Funds Transfer Form, and IRS W9 Form and submit on a yearly basis a signed Notification of Contract Award and an Applicant Agreement
12.17.2024	3.0.c-f	Added: c. Business Associate Agreement d. CALL 211 Program Information Form e. Electronic Funds Transfer Form f. IRS W9 Form
12.22.2025	2.3	Added: a recorded; provide general guidance on completing and submitting proposals; regarding the completion of the RFP may be submitted in writing via the designated link, which will be included on the cover page of the RFP. Questions must be general and not service-specific to ensure fairness for all applicants; All submitted questions will be compiled, answered, and posted at a designated link Strike: pertaining to completion of the RFP can be mailed, brought to the proposal workshop, emailed or called in to Senior Resources. Every question and response is recorded and emailed to each applicant that attended the proposal workshop or requested an application; questions and answers will be emailed
12.22.2025	2.5	MCSAC reviews proposal summaries and make funding recommendations.

Policy Guidelines for Preparation and Submission of Proposals to Senior Resources for Muskegon County Senior Millage Funded Purchase or Contract Proposals

Policy: MM.1.01

Approved: 09/12/2017

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Reviewed: 12.3.2025

1.0 POLICY: The following guidelines have been established for the preparation and submission of proposals for contract awards funded through Senior Resources and the Muskegon County Senior Millage (MCSM).

- 1.1** Any public or private non-profit organization or institution providing services to persons' age 60+ within Muskegon County is an eligible applicant. For-profit organizations wishing to apply will require prior approval to apply from the Muskegon County Senior Millage Activities Committee (MCSAC). Selection of contracted entities will depend upon applicant's capacity to provide the service in accordance with stated criteria.
- 1.2** The proposal should give priority to developing those activities and services which will benefit those older persons with the greatest economic or social need, with preference given to low-income minority seniors, and those in medically underserved areas.
- 1.3** The planning function and preparation of the contract applications should be coordinated with participating community groups and agencies.
- 1.4** MCSM funding is permitted for the continuation and/or expansion of existing projects on aging, but may not be used to replace existing resources for funding or reimbursement.
Providers are encouraged to seek funding from other sources. MCSM funds are intended to cover only a portion of the operational costs of services or programs to the aging.
- 1.5** Substantial emphasis should be given to serving eligible persons with the greatest social and/or economic need, with particular attention to low income and minority individuals. "Substantial emphasis" is regarded as an effort to serve a greater percentage of older persons with economic and/or social needs than their relative percentage to the total elderly population within the geographic service area. Each provider should be able to specify how they plan to satisfy the service needs of low-income minority individuals in the area they serve.
- 1.6** Where resources are insufficient to meet the demand for services, each service program should establish and utilize written procedures for prioritizing clients waiting to receive services, based on those with greatest social, functional, and economic needs.
- 1.7** Agencies should present realistic proposals or contract budgets. A funding request should be based upon the time needed to operationalize the service proposed. Well-planned, realistic service elements should be able to be implemented with a minimum of delay, and in this regard, will be required by Senior Resources within thirty (30) days after a contract or agreement has been duly executed.

- 1.8** In the event an applicant is awarded a contract or agreement, the application with the assurances will become part of the contract agreement and will be utilized in the monitoring, assessment, and evaluation of project performance throughout the fiscal year.

2.0 TERMS:

The following minimum criteria must be met before application will be considered for approval. All contracts for funding are awarded on a competitive basis.

- 2.1** Applicant must be a credible, incorporated, public or private non-profit agency, organization, or institution or have received approval from MCSAC to apply as a for-profit.
- 2.2** Preference will be given to applicant agencies residing within the service area, to those with history of providing the same quality service, and to those with the ability to provide service to the entire regional area.
- 2.3** Data on the application must be supported and verifiable by Senior Resources.
- 2.4** Proposals which do not address all points of the Request for Proposal may be deemed unresponsive and may not be considered for possible contracts awarded as a result.
- 2.5** Proposals should be submitted initially in the most favorable terms which the applicant can propose.
- 2.6** Applicants must be able to show steps for delivery of service objectives.
- 2.7** Goals and Objectives must be clearly identified and measurable.
- 2.8** Compliance Items - Applicant must provide assurances for compliance of these items:
- a. Job description for each position to be funded,
 - b. Elliott-Larsen Civil Rights Act, 1976 P.A. 453, as amended;
 - c. Americans with Disabilities Act P.A. 1990 Nos. 101-336 and Michigan Handicappers Civil Rights Act, P.A. 1976 No. 220, as amended;
 - d. Federal Rehabilitation Act of 1973, P.A. 98-112, 87 Stat. 394, including HHS Regulations 45 CFR, Parts 80 and 84;
 - e. Non-Utilization of Federal Funds for match;
 - f. Title VI of the Civil Rights Act of 1964;
 - g. Drug-free workplace Act of 1988, Public Law 100-690;
 - h. Health Insurance Portability and Accountability Act – HIPAA
- 2.9** Applications must be complete, and submitted to the Senior Resources no later than the time and date specified in the proposal packet to be considered for funding. Late or incomplete proposals will not be accepted for review.

3.0 REFERENCES:

4.0 REVISIONS:

Date:	Location:	Revisions:
12.18.2023	1.4	Strike: “In the case of an on-going project, the applicant's existing financial commitment must be maintained during the period of federal and state support” Added: Providers are encouraged to seek funding from other sources.
12.18.2023	1.5, 1.6	“Must” changed to “should”

General Requirements for All Services

Policy: MM.1.02

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Reviewed: 12.22.2025

1.0 POLICY:

- 1.1** Contracted activities and service programs for older persons provided with county funds awarded by the Muskegon County Board of Commissioners must comply with all general program requirements established by Senior Resources of West Michigan (Senior Resources).

2.0 PROCEDURE:

2.1 Required Program Components:

- a. Contractual Agreement: Services are to be provided under the Muskegon County Senior Activities Committee (MCSAC) through formal contractual agreements, , between Senior Resources and service providers. Assignment of responsibilities under the agreements or contracts involving an additional third-party must be approved in writing by MCSAC. Direct service provision by Senior Resources must be specifically approved by the MCSAC.
- b. Compliance with Service Definitions: Each service program must adhere to the definition and minimum standards to be eligible to receive reimbursement of allowable expenses.
- c. Eligibility: Funded services shall be provided only to persons 60 years of age and older and who reside in Muskegon County.
- d. Participants shall not be denied or limited services because of their income or financial resources. Where program resources are insufficient to meet the demand for services, each service program shall establish and utilize written procedures for prioritizing clients waiting to receive services, based on social, functional, and economic needs. Indicating factors include:
 1. For Social Need – isolation, living alone, age 75 or over, minority group member, non-English speaking, etc.
 2. For Functional Need – handicaps (as defined by the Rehabilitation Act of 1973 or the Americans with Disabilities Act), limitations in activities of daily living, mental or physical inability to perform specific tasks, acute and/or chronic health conditions, etc.
 3. For Economic Need - eligibility for income assistance programs, self-declared income at or below 100% of the poverty threshold, etc.
- e. Each provider must maintain a written list (wait list) of persons who seek service from a priority service category who cannot be served at the time of referral or who cannot be served at full level of identified need. Priority services include: Case Coordination, Transportation, Information & Assistance, Legal, Home Delivered Meals, and Congregate Meals. The program must determine whether the person seeking service

is likely to be eligible for the service requested before being placed on a waiting list.

- f. The waitlist must include data elements to meet requirements for review by Senior Resources that include length of time on waiting list, number of individuals served at less than identified need, reasons for being waitlisted or underserved (such as limited funding, lack of volunteers, limited delivery area), and referrals made to other assistance/agencies (such as food banks, Department of Health and Human Services, private pay programs, etc.). At minimum, data collection should include date of referral or date service is first sought, individual's name and contact information, service being sought, geographic area of residence of the person seeking service, reasons for being waitlisted/underserved, and referrals made.
- g. Individuals on waiting lists for priority services may be afforded the opportunity to acquire services on a 100% cost share basis until they can be served by the funded program.
- h. Except for cost-share contributions, no paid or volunteer staff person of any service program may solicit contributions from program participants, offer for sale any type of merchandise or service, or seek to encourage the acceptance of any particular belief or philosophy by any program participant.
- i. Each program must have in place a written procedure for handling all donations or cost-share, upon receipt, which includes at a minimum:
 - 1. Daily counting and recording of all receipts by two unrelated individuals.
 - 2. Provisions for sealing, written acknowledgement and transporting of receipts to either deposit in a financial institution or secure storage until a deposit can be arranged.
 - 3. Reconciliation of deposit records and collection records by someone other than the depositor or counter(s).
- j. Confidentiality: Each service program must have procedures to protect the confidentiality of information collected about older persons in the conduct of its responsibilities. The procedures must ensure that no information about an older person or obtained from an older person by a service provider, is disclosed in a form that identifies the person, without the informed consent of that person or of his or her legal representative. However, disclosure may be allowed by court order, or for program monitoring by authorized federal, state or local agencies which are also bound to protect the confidentiality of client information. All client information shall be maintained in controlled access files. It is the responsibility of each service program to determine if they are a covered entity with regard to Health Insurance Portability and Accountability Act regulations.
- k. Referral and Coordination Procedures: Each service program shall demonstrate working relationships with other community agencies for referrals and resource coordination to ensure that participants have the maximum possible choice. Each program shall be able to demonstrate linkages with agencies providing access services.
- l. Services Publicized: Each service program must publicize the service(s) in order to facilitate access by all older persons within their community.
- m. Older Persons at Risk: Each service program shall have a written procedure in place to bring to the attention of appropriate officials for follow-up, conditions or

circumstances that place the older person, or the household of the older person, in imminent danger. (E.g., situations of abuse or neglect).

- n. Emergency Protocols: Each service program must have established, written emergency protocols for both responding to a disaster and undertaking appropriate activities to assist victims to recover from a disaster, depending upon the resources and structures available.
- o. Insurance Coverage: Each program shall have sufficient insurance to indemnify loss of federal, state and local resources, due to casualty, fraud or employee theft. All buildings, equipment, supplies and other property purchased in whole or in part with funds awarded by the MCSAC are to be covered with sufficient insurance to reimburse the program for the fair market value of the asset at the time of loss.
- p. **The following insurances are required (if applicable):**
 - 1. Worker's compensation
 - 2. Unemployment
 - 3. Property and theft coverage (including employee theft)
 - 4. Fidelity bonding (for persons handling cash)
 - 5. No-fault vehicle insurance (for applicant owned vehicles)
 - 6. General liability and hazard insurance (including facilities coverage)
- q. **The following insurances are recommended for additional applicant protection:**
 - 1. Insurance to protect the program from claims against program drivers and/or passengers
 - 2. Professional liability (both individual and corporate)
 - 3. Umbrella liability
 - 4. Errors and Omission Insurance for Board members
 - 5. Special multi-peril
- r. Volunteers: Each program that utilizes volunteers shall have a written procedure governing the recruiting, training, and supervising/monitoring of volunteers that is consistent with the procedure utilized for paid staff. Volunteers shall receive a written position (job) description, orientation training and an annual performance evaluation.
- s. Staffing: **Each program shall employ competent, trained personnel sufficient to provide the funded services pursuant to the contractual agreement.** Each program shall be able to demonstrate an organizational structure including established lines of authority. Each program must conduct, prior to employment or engagement, a public criminal history record review through the Michigan State Police Criminal Justice Information Center for all paid and volunteer staff with recurring reviews conducted every 3 years. An individual with a record of a felony conviction may be considered for employment at the discretion of the program where written policy allows. The safety and security of program clients must be paramount in such considerations.
- t. Staff Identification: Every program staff person, paid or volunteer, who enters a participant's home must display proper identification which is either an organizational picture card or a Michigan driver's license and some other form of agency identification.

- u. Orientation and Training Participation: It is recommended that new program staff receive orientation training that includes at a minimum, introduction to the program, the aging network, maintenance of records and files (as appropriate), the aging process, ethics and emergency procedures. Issues addressed under the aging process may include, though are not limited to, cultural diversity, dementia, cognitive impairment, mental illness, abuse and exploitation.
- v. Service program staff is encouraged to participate in relevant Senior Resources sponsored or approved in-service training workshops, as appropriate and feasible. Records that detail dates of training, attendance, and topics covered are to be maintained. Training expenses are allowable costs against awarded funds. Each service program should budget an adequate amount to address its respective training needs.
- w. Complaint Resolution and Appeals:
 - 1. Complaints - Each program must have a written procedure in place to address complaints, from individual recipients of services under the contract, which provides for protection from retaliation against the complainant.
 - 2. Appeals - Each program must also have a written appeals procedure for use by recipients with unresolved complaints, individuals determined to be ineligible for services, or for recipients who have services terminated. Persons denied service and recipients of service who have services terminated, or who have unresolved complaints, must be notified of their right to appeal such decisions and the procedure to be followed for appealing such decisions. Each program must provide written notification to each client, at the time service is initiated, of her/his right to comment about service provision and to appeal termination of services.
 - 3. Complaints of Discrimination – Each program must have posted or provide written notice to each client, at the time service is initiated, that complaints of discrimination may be filed with the U.S. Department of Health and Human Services, Office of Civil Rights, or the Michigan Department of Civil Rights.
- x. Service Termination Procedure: Each program must establish a written service termination procedure that includes formal written notification of the termination of services and documentation in client files. The written notification must state the reason for the termination, the effective date, and advise about the right to appeal. Reasons for termination may include, but are not limited to the following:
 - 1. The client's decision to stop receiving services;
 - 2. Out of county move that determines a client to be ineligible;
 - 3. Improvement in the client's conditions so they are no longer in need of services;
 - 4. A change in the client's circumstances which makes them eligible for services paid for from other sources;
 - 5. Permanent institutionalization of client in either an acute care or long-term-care facility. If institutionalization is temporary, services need not be terminated. and,
 - 6. The program becomes unable to continue to serve the client and referral to another provider is not possible (may include unsafe work situations for program staff or loss of funding).

- y. Service Quality Review: Each provider must employ a mechanism for obtaining and evaluating the views of service recipients about the quality of services received. The mechanism may include client surveys, review of assessment records of in-home clients, etc. This mechanism should be implemented yearly, or at minimum biennially. A summary of the aggregate outcomes will be requested during the annual assessment.
- z. Civil Rights Compliance: Programs must not discriminate against any employee, applicant for employment or recipient of service because of race, color, religion, national origin, age, sex, sexual orientation, height, weight, or marital status. Each program must complete an appropriate Federal Department of Health and Human Services form assuring compliance with the Civil Rights Act of 1964. Each program must clearly post signs at organizations offices and locations where services are provided in English, and other languages, as may be appropriate, indicating non-discrimination in hiring, employment practices and provision of services.
- aa. Equal Employment: Each program must comply with equal employment opportunity and affirmative action principles.
- bb. Universal Precautions: Each program must evaluate the occupational exposure of employees to blood or other potentially hazardous materials that may result from performance of the employee's duties and establish appropriate universal precautions. Each provider with employees who may experience occupational exposure must develop an exposure control plan which complies with Federal regulations implementing the Occupational Safety and Health Act.
- cc. Drug Free Workplace: Each program must agree to provide drug-free workplaces as a precondition to receiving a federal grant. Each program must operate in compliance with the Drug-Free Workplace Act of 1988.
- dd. Americans with Disabilities Act: Each program must operate in compliance with the Americans with Disabilities Act.
- ee. Workplace Safety: Each program must operate in compliance with the Michigan Occupational Safety and Health Act. Information regarding compliance can be found at www.michigan.gov.

3.0 REFERENCES

- a. Michigan Public Acts referred: www.legislature.mi.gov.

4.0 REVISIONS:

Date:	Location:	Revisions:
8.1.2022	2.1.a	Senior Resources changed to MCSAC
8.1.2022	2.1.f	Added review by Senior Resources
8.1.2022	2.1.f	Strike monthly reporting to MCSAC
12.18.2023	2.1.a	Strike:” Including purchase of service contracts”
12.18.2023	2.1.y	Added: “This mechanism should be implemented yearly, or at minimum biennially. A summary of the aggregate outcomes will be requested during the annual assessment.”
12.22.2025	2.1.e	Added: and Congregate Meals

Muskegon Millage Service Providers Appeal Policy and Procedure

Policy: MM.1.03

Approved: 09/12/2017

Effective Date: 09/12/2017

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Reviewed: 12.22.2025

1.0 POLICY: The following appeals procedure is to be employed by Senior Resources of West Michigan (Senior Resources) for:

- 1.1** Any applicant whose request to provide services under contractual agreement has been denied funding (in part or in whole) by Muskegon County Senior Activities Committee(MCSAC).
- 1.2** Any organization whose contractual agreement has been placed on probation, suspended or terminated under the jurisdiction and control of Senior Resources.

2.0 PROCEDURE:

- 2.1** The following steps will be taken and must be conducted within an aggregated time frame of sixty (60) calendar days.
- 2.2** A written notice to the applicant/service provider will be sent within seven (7) calendar days of action and will include:
 - a.** Notice of denial of application to provide service by MCSAC or notice of Senior Resources action to place on probation, suspend, or terminate a contract;
 - b.** Notification of the right to appeal;
 - c.** Notification that information or criteria on which the action was based is available for review by affected parties in accordance with requests for proposals or bids and award procedures;
 - d.** Notification that the affected party may appear in person or by a designated representative at the appeal hearing.
- 2.3** Any organization having the right to appeal shall provide a written notice of appeal and request for an appeal's hearing to Senior Resources within ten (10) calendar days of receiving the written notice of action taken and right to appeal. A copy of the request to appeal will be submitted by Senior Resources to the Chairperson of the MCSAC within seven (7) calendar days of receipt.
- 2.4** Appeal requests made by public or private organizations shall certify that the appeal is officially endorsed and initiated by the organization's governing body and be signed by the appellant's Board Chairperson (or ruling body president). The written requests shall include the following:
 - a.** The action which is being appealed. Please note: appellant /provider must clearly state the specific action that is being appealed.
 - b.** Grounds upon which the appeal is being made. Please note: The appellant /provider must cite and list justifiable grounds for appealing the decision. Grounds must pertain to the proposal or the procedures for evaluation or assessment.
 - c.** Any procedural step not followed will result in denial of request for appeal. Written notice of denial of appeal shall be given to appellant within fourteen (14) calendar days of receipt of the appeal.

- 2.5** Upon receiving the request, the Chairperson of the MCSAC reserves the right to appoint a special committee to hear the appeal if applicable, and to specify the degree of authority it may exercise. If no committee is appointed, the appeal will be heard by the MCSAC Chairperson and county appointed liaison. MCSAC members affiliated with or having a conflict of interest regarding the appealing organization may not serve on the committee or vote on the appeal.
- 2.6** The MCSAC Chairperson shall inform the MCSAC of the appeal, acknowledging that procedural steps have been met and recommending a review hearing.
- 2.7** A hearing shall be scheduled no later than thirty (30) calendar days after the appeal was received. A notice of the hearing shall be sent to the concerned parties not less than ten (10) calendar days prior to the hearing date. The notice shall include:
- a.** Date, time, and place of hearing;
 - b.** Statement of issue being heard;
 - c.** Request for submission of written documentation which is relevant to the appeal;
 - d.** Rules of conduct; and
 - e.** Rights of the applicant/provider.
- 2.8** MCSAC Chairperson or Appeal Review Committee may dismiss an appeal under any of the following circumstances:
- a.** Appeal was not signed and initiated by duly authorized official;
 - b.** The request was not submitted within the time allowed;
 - c.** The appellant fails to follow the appeals procedure steps;
 - d.** The request is withdrawn by the appellant through written communication before a final decision is made;
 - e.** The applicant/provider fails to appear or be represented at the scheduled hearing.
- 2.9** Written notice will be given as signed by the MCSAC Chairperson within fourteen (14) days to the appellant stating the reasons for dismissal.
- 2.10** Hearings will be conducted to review items in dispute and seek clarification or resolution to the issue. The appellant shall be given an opportunity to present oral and written arguments on pertinent issues, to bring witnesses, and present evidence. A record of such a meeting, including relevant facts, will be maintained by Senior Resources.
- 2.11** The decision shall be communicated in writing to the appellant within five (5) working days following the review hearing.
- 2.12** The appellant is then notified that the decision may be appealed by written request within ten (10) calendar days to the full MCSAC by appearing in person before the full MCSAC at the next regularly scheduled meeting.
- 2.13** The final decision of the full MCSAC will be communicated in writing to the appellant within five (5) business days.
- 2.14** Any rejection recommendation that is supported by the MCSAC may result in a reissuance of Request for Proposal or Bid Agreement, and the process will be reopened for that service category and/or geographical area only.
- 2.15** The appellant is notified that the decision of the MCSAC may be appealed within ten (10) calendar days to the Muskegon County Board of Commissioners. The Commissioners' decision will be deemed as final.

2.16 When the MCSAC decision being appealed results in a change in existing providers for any service or project area, the appeal proceedings must be completed through final MCSAC decision by no later than thirty (30) days before the beginning of the fiscal year.

3.0 REVISIONS:

Date:	Location:	Revisions:
12.18.2023	Throughout	Changed “report to the CEO of Senior Resources” to “report to the chairperson of the Muskegon County Senior Activity Committee/county appointed liaison”
12.18.2023	2.16	Strike: “If completion of the local appeal is not accomplished within the time frame, the contract of the existing provider must be extended until the appeal process through the state level has been completed”

Cost Sharing Policy and Procedure for Contracted Providers

Policy: MM.1.04a

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1.0 Definitions:

1.1 Program Income - Income received by the Subgrantee that is directly generated by an activity supported under an award or earned as a result of the award. Program income may come from voluntary registration or participation fees or donations from recipients of service. Program income donations are made confidentially and are not identified by the service recipient's record.

1.2 Cost Share - Cost share refers to the resources a recipient of service pays towards the total cost of the service through an agreement with the Subgrantee. It becomes a condition of service when it is part of an agreement to provide service and is verifiable from the service recipient's record.

2.0 POLICY:

2.1 Subgrantees are required to offer a confidential and voluntary opportunity to program participants to contribute toward the provision of the service received. All contributions shall be reported as program income and used to expand services. No one may be denied service for failing to make a monetary contribution or donation.

2.2 Contributions for services:

a. Opportunity to contribute. Each service provider must:

1. Afford each older person the free and voluntary opportunity to contribute to all or part of the costs of the services provided;
2. Protect the privacy of each older person with respect to their contributions;
3. Establish procedures to safeguard an account for all contributions; and
4. Provide that program income earned for each respective service is used to expand those services.

The following services require cost sharing:

Denture Services, Equipment Purchases & Loan Programs, Flu/Pneumonia Vaccination, Hearing Aids, Home Chore, Home Modification Assessment, Home Repair, Recreation Therapy, Vision Services, and Weatherization.

2.4 Before service begins, cost sharing should be thoroughly explained to the client.

2.5 Contribution Schedules: Each service provider may develop a suggested contributionschedule for services provided under this part. In developing a contribution schedule the provider must consider the income ranges of older persons in the community and the provider's other sources of income.

2.6 The provider must maintain a minimum file containing signed income attestation statements, and income updated annually. (see attached sample worksheet and sample attestation forms.)

2.7 Liquid Assets should be considered when determining cost share. If liquid assets (CDs annuities, etc.) are above \$35,000 for a single person and \$45,000 for a couple, then 100% cost share should be considered. First homes, cars, and life insurance policies are

not part of liquid assets. Any income generated by an asset must be considered as part of the total income.

- 2.8** If a participant does not feel they are able to make the payment because of necessary excessive and additional expenses (i.e. medical, housing) and/or are already paying a cost share for another service, then a more thorough financial evaluation can be made and cost share payment may be adjusted. If a cost share adjustment is approved the reason for the adjustment should be listed on the cost share form signed by the client.
- 2.9** If a client refuses to pay their cost share amount and does not have an approved reason for not making payments, service should not begin. If service has started and payment is not received for 3 months, services should be terminated. A service termination can be appealed. Each agency must develop an appeal process. The policy should include a request for review by Senior Resources of West Michigan (Senior Resources) if the agency and client cannot resolve the difference.
- 2.10** The cost sharing formula will be evaluated for use with each required cost shared service. If it is not applicable, a cost sharing flat fee will be developed.
- 2.11** Statements for services requiring cost sharing are to be sent to the client following the previous month of services. Immediate payment will be requested. Cost share payments will be recorded on the financial report to Senior Resources in the month collected and will be deducted from that month's reimbursement rate
- 2.12** Payment can be made at time of service or in a monthly statement. Requirements for payment are the same as above.
- 2.13** New services may be required to cost share and will be evaluated when the service contracts are developed.
- 2.14** Cost Share Worksheet Example below:

Income Information

Client:	Source	Amount		Annual
	Wages		X12	
	Social Security		X12	
	Veteran's Benefits		X12	
	Interest Income		X12	
	Pension		X12	
	Other		X12	
		Total Income		\$
Liquid Assets Value (savings, checking, and CDs)				

Spouse:	Source	Amount		Annual
	Wages		X12	
	Social Security		X12	
	Veteran's Benefits		X12	
	Interest Income		X12	
	Pension		X12	
	Other		X12	
		Total Income		\$
Liquid Assets Value (savings, checking, and CDs)				

If liquid assets (CDs annuities, second home, etc.) are above \$35,000 for a single person and \$45,000 for a couple, then 100% cost share should be considered. First homes, cars, and life insurance policies are not part of liquid assets.

The percentage of my cost share is _____

Service: _____ Projected Hours/Units per month _____

Cost per unit \$ _____ Projected Monthly Cost \$ _____

Projected monthly Cost Share \$ _____

The information above is complete and accurate. I agreed to accept services as indicated and agree to pay the required cost share portion. I am required to pay cost sharing on actual services provided and will be billed monthly for services rendered.

Signature of participant or representative

Date

4.0 REFERENCES:

5.0 REVISIONS:

Date:	Location:	Revisions:
04/10/2018	3.6	Updated with 2018 Federal Poverty Guidelines
06/02/2020	3.4	Contribution Schedules: Each service provider may develop a suggested contribution schedule for services provided under this part. In developing a contribution schedule the provider must consider the income ranges of older persons in the community and the provider's other sources of income.
8.1.2022	1.1	Strike Removed from Senior Resources
12.17.2024	4.1	Strike Federal Poverty Guidelines 2018
12.22.2025	2.1 2.1 on renumbered	Added: 2.1 Subgrantees are required to offer a confidential and voluntary opportunity to program participants to contribute toward the provision of the service received. All contributions shall be reported as program income and used to expand services. No one may be denied service for failing to make a monetary contribution or donation. 2.2 Contributions for services: a. Opportunity to contribute. Each service provider must: 1. Afford each older person the free and voluntary opportunity to contribute to all or part of the costs of the services provided; 2. Protect the privacy of each older person with respect to their contributions; 3. Establish procedures to safeguard an account for all contributions; and 4. Provide that program income earned for each respective service is used to expand those services.
12.22.2025	2.3	2.1 Strike: This statement is intended to act as an outline of the general framework for collecting, recording of expenditures, and use of cost sharing income received for Contracted services provided to the participants of Muskegon County whereby the participants agree to pay a portion or share in the cost of their services.

Cost Sharing Policy and Procedure In-Home & ADC services.

Policy: MM.1.04b
Approved: 09/12/2017

Effective Date: 09/12/2017
Revised: 06/02/2020, 8/24/2023
Reviewed: 12.22.2025

1.0 POLICY:

1.1 This statement is intended to act as an outline of the general framework for the recording of expenditures and use of cost sharing income received for purchased services provided to the participants of Senior Resources of West Michigan (Senior Resources) whereby the participants agree to pay a portion or share in the cost of their services. A separate purchase of service pool program fund in the accounting system will be designated in which cost shared service expenditures and receipts will be recorded monthly. The purchase of service pool expenditures will be allocated at each month's end to the program funds/services designated for purchasing of services. All cost share receipts will be allocated based on projected service expenditures and be used for the purpose of purchasing additional millage funded services for the participants of Senior Resources.

1.2 PROCEDURE:

2.0 Support coordinators whose participants are recipients of In-Home or Adult Day Care (ADC) services are required to complete a Cost Share Agreement no less than once annually with each participant. Support coordinators will explain that the amount the participant cost shares will be utilized to purchase additional services and enables more participants to be served.

1.3 PROCESS:

- 3.0** Support Coordinators will complete a Cost Share Agreement annually during the participant's assessment. Participants who are at/or below 200% of poverty are exempt from this cost share requirement. These participants will be encouraged to donate to the cost of their service as able. The participants or participant's caregiver signs and dates the agreement along with the support coordinator. A copy is given to the participants, a copy placed in participant's file, and a copy routed to the Senior Resources Finance & Accounting Department.
- 3.1** The Finance & Accounting Department will mail the participants reminders monthly for their agreed cost share amount based on projected monthly utilization. Participants who refuse to cost share in accordance with their signed agreements may have their services terminated by Senior Resources.
- 3.2** Participants can request a cost share re-evaluation upon changes in financial circumstances at any time.
- 3.3** All receipts of in-home respite & ADC cost share collections will be logged by the Office Manager, copies of checks received kept with the log, and the receipt log

will be retained as backup to cost share income bank deposits. The Billing Department will record the cost share bank deposits as program income for the purchase of service pool. Cost Share income will be allocated monthly to the service and program fund benefited based on actual recorded expenditures for each service and allocated based on percentage share of the total monthly purchased service expenditure by the Accountant through general journal entry; worksheets will be retained as backup to general journal entries to allocate purchased service expenditures and cost share (program) income back to the service and program funds benefited. All cost share (program) income will be used for purchase of additional participant services and fully expended within the fiscal year collected.

1.4 REFERENCES:

a.

1.5 5.0 REVISIONS:

Date:	Location:	Revisions:
12.18.2023	3.0	Strike: “Participants will be charged a fee of \$6 per hour of service for all in-home services and adult day services.”
12.17.2024	4.0.a	Strike Federal Poverty Guidelines 2016

Contractor Assessment Policy and Procedure

Policy: MM.1.05

Approved: 09/12/2017

Effective Date: 09/12/2017

Revised: 12.22.2025

Reviewed: 12.22.2025

1.0 POLICY: Senior Resources of West Michigan (Senior Resources) will conduct assessments of the contractors at minimum annually. Contractors must permit access at reasonable times by Senior Resources staff to observe and assess program and fiscal operations for evaluation purposes. In addition, contractors must permit the Muskegon County Senior Activities Committee (MCSAC) and/or any agency designated by either Senior Resources or MCSAC to interview participants, who fully agree to being interviewed, in programs funded in any part by the Muskegon County Senior Millage (MCSM).

1.1 Contractors may be designated as low risk for non-compliance after the completion of a historical three-year grant period during which the following criteria were met:

- a. The contractor was contracted for the same service(s) during the prior three-year contracting period; The annual assessment(s) conducted during the prior three-year contracting period resulted in no findings; and,
- b. There are no current concerns based on required reporting, consumer feedback, or other communications.
- c. Contractors may be designated as high-risk non-compliance if any of the above conditions have not been met.

2.0 PROCEDURE:

2.1 There are three different types of assessments that will be conducted during a three-year grant contract period:

- a. General Standards for All Services Assessment
- b. Programmatic Assessment (for each contracted service)
- c. Fiscal Assessment.

2.2 All high-risk contractors will receive all three assessments in year one, with Programmatic and Fiscal assessments in years two and three. All three years will include an on-site portion.

2.3 All low-risk contractors will receive one assessment per year of the three-year grant cycle. At minimum there will be one on-site portion per three-year grant contract period.

2.4 The procedures which follow include activities to be carried out before, during, and following the assessment:

2.4.1 Pre-Assessment (Desk Assessment): Senior Resources will notify the contractor in advance of the assessment review and provide instructions for completing the assessment through an online form. The notification will specify the subject areas to be reviewed, the assessment period, and required supporting documentation. Senior Resources staff will review all information submitted by the contractor along with any other pertinent materials.

Assessment: The assessment will be conducted as a desk assessment based on the completed online assessment tool and uploaded documentation. Contractor staff are responsible for ensuring that all required information and files are complete, accurate, and submitted by the specified deadline. Senior Resources will review assessment responses and supporting documentation to verify compliance with minimum program and fiscal standards and to ensure required data is being collected for quarterly fiscal and program reporting.

For contractors completing the general assessment, an exit interview may be conducted to discuss observations, preliminary conclusions, and any areas requiring clarification. MCSAC members are encouraged to participate.

Post-Assessment: Within sixty (60) days, Senior Resources will complete and provide the contractor with a written assessment follow-up report, including findings and recommendations for any corrective action, if applicable. The report may also identify areas where technical assistance may be required, and technical assistance by Senior Resources staff will be offered. The assessment report and the completed assessment will be maintained in contractor files as part of its permanent record and is reviewed by independent auditors retained by Senior Resources to substantiate program audit compliance.

- 2.4** If the assessment results in the contractor being placed on probation, a copy of the letter will be sent to the MCSAC, and the contractor will need to provide Senior Resources with a proposed corrective action plan. Upon request, Senior Resources will provide technical assistance to assist the contractor in carrying out its corrective action. A summary of the assessment and recommendations will be supplied to the MCSAC as well as the overall progress and achievement of the contractor towards its corrective action plan.

3.0 REFERENCES:

- a. MM.1.06 Contractor Corrective Action/ Termination Policy and Procedure
- b. OMB Uniform Grant Guidance (FR DOC #: 2013-30465)
- c. MM.1.03 Muskegon Millage Contracts Provider Appeals Policy and Procedure

4.0 REVISIONS:

Date:	Location:	Revisions:
12.18.2023	1.1	Strike: "1.0 General standards, program and fiscal assessment tools will be sent to the contractors prior to the assessment date mutually established during the first fiscal year of the three- year contract period. During fiscal years two and three, the assessment guides will be updated to reflect any changes."
12.18.2023	1.3	Added: "Contractors may be designated as high-risk non-compliance if any of the above conditions have not been met." Strike: "Assessments for low-risk contractors will be conducted on-site at the offices of the contractor during fiscal year one, and if low-risk status is retained, desk review assessments will be conducted during fiscal years two and three."
12.18.2023	2.1	Strike: "Assessment tools are used for the initial first year assessment. The assessment begins with a summary sheet for recording general information and the program areas Senior Resources intends to cover during the assessment visit." Added: "There are three different types of assessments is organized into three parts that will be conducted during a three-year grant contract period"
12.18.2023	2.2	Added: "All high-risk contractors will receive all three assessments in year one, with Programmatic and Fiscal assessments in years two and three. All three years will include an on-site portion."
12.18.2023	2.3	Added: "All low-risk contractors will receive one assessment per

		year of the three-year grant cycle. At minimum there will be one on-site portion per three-year grant contract period”
12.18.2023	2.2.1	Strike: “the contractor’s contract, budget, fiscal and program reports, and other pertinent material in its contract file prior to the assessment.” Add: “all supporting documentation submitted by the contractor along with all other pertinent material.”
12.22.2025	2.4.1	Strike: Senior Resources will notify the contractor two weeks prior to the date of the assessment review. Senior Resources staff will notify in writing what subject areas will be covered during the assessment, who will conduct the assessment, and what materials the contractor should make available. Senior Resources will supply the assessment guides to the contractor. Senior Resources staff will review all supporting documentation submitted by the contractor along with all other pertinent material. During any site visits, the contractor will provide adequate working and meeting space for Senior Resources staff. Add: Senior Resources will notify the contractor in advance of the assessment review and provide instructions for completing the assessment through an online form. The notification will specify the subject areas to be reviewed, the assessment period, and required supporting documentation. Senior Resources staff will review all information submitted by the contractor along with any other pertinent materials.
12.22.2025		Add: The assessment will be conducted as a desk assessment based on the completed online assessment tool and uploaded documentation. Contractor staff are responsible for ensuring that all required information and files are complete, accurate, and submitted by the specified deadline. Senior Resources will review assessment responses and supporting documentation to verify compliance with minimum program and fiscal standards and to ensure required data is being collected for quarterly fiscal and program reporting. For contractors completing the general assessment, an exit interview may be conducted to discuss observations, preliminary conclusions, and any areas requiring clarification. MCSAC members are encouraged to participate. Strike: Contractor staff, as well as MCSAC members, are encouraged to participate. Senior Resources will review records and files to ensure that all minimum standards are being met and required data is being collected for completion of the quarterly fiscal and program reports. Senior Resources staff will discuss observations and assessment conclusions with the contractor during an exit interview.

Contracts Corrective Action/Probation/Termination Policy

Policy: MM.1.06

Approved: 09/12/2017

Effective Date: 09/12/2017

Revised: 12.18.2023

Reviewed: 12.22.2025

1.0 POLICY:

1.1 Senior Resources of West Michigan (Senior Resources) awards contracts and purchased agreements for the provision of aging services through the Muskegon County Senior Millage (MCSM). Senior Resources continually monitors and annually assesses the quality of services provided by its contractors. If a sub-contractor fails to comply with the terms of its contract or fails to meet the minimum requirements of the general operating or service standards, the Muskegon County Senior Activities Committee (MCSAC) may place the contract on probation or suspension in whole or in part. For adequate cause, MCSAC may terminate a contractual or bid agreement prior to the end of an approved period. Senior Resources shall provide the opportunity for appeal or a hearing in the event of probation, suspension or termination of contract in accordance with its Appeals Policy & Procedure. A termination decision must be communicated to the Muskegon County Board of Commissioners by the MCSAC Chairperson within 21 days of the decision. Any contractor receiving written notification of probation, suspension or termination of contract shall receive a written notice of the appeals policy and procedure.

2.0 PROCEDURE:

2.1 Corrective Action/Probation:

- a.** If a contractor fails to comply with the terms of its contract or fails to meet the minimum requirements of the general operating or service standards, MCSAC may place the sub- contract on probation in whole or in part.
- b.** Senior Resources may commence probation upon the contractor's receipt of written violations cited by Senior Resources.
- c.** The notice of probation shall contain reasons for probation, corrective actions required of the contractor, the effective date, probationary time frame, due date for corrective action plan to be submitted (if applicable), and the right of the contractor to appeal the probation.
- d.** During the probationary period, the contractor will receive reimbursement for expenses incurred as part of this contract.
- e.** If during the probationary time frame the contractor does not comply with the corrective actions, suspension or termination may be elected.

2.2 Suspension:

If the contractor fails to comply with the terms of this contract, MCSAC may suspend support for contracted service in whole or in part. Support for any part shall automatically be terminated when it has been suspended for more than ninety (90) days.

- a.** To suspend contract, Senior Resources must notify the contractor in writing of the action being taken, the reason(s) for such action, the effective date, and the conditions of the suspension. This notice must be given at least ten (10) days prior to the

effective date of the suspension and must note the right of the contractor to appeal such decision.

- b.** Under extreme conditions (danger to older persons or improper use of funds or fraud), immediate notice of suspension may be given.
- c.** New obligations incurred by the contractor during the suspension period will not be allowed unless Senior Resources expressly authorizes them in the notice of suspension or an amendment to it. Necessary and otherwise allowable costs which the contractor cannot reasonably avoid during the suspension period will be allowed if they result from obligations properly incurred by the contractor before the effective date of the suspension and not in anticipation of suspension or termination.
- d.** In suspending contract, Senior Resources shall determine the amount of unearned funds the contractor has on hand, the anticipated length of suspension, the extent of operations suspended, and the amount of the fund balance on hand to determine whether Senior Resources should require the balance to be returned.
- e.** Senior Resources may reinstate the suspended contract operations if it determines conditions warrant such action. Such reinstatement shall be made by issuance of a new notification of award or service authorizations.
- f.** Senior Resources financial participation in reinstated contract operations may resume immediately upon reinstatement, but not for any costs incurred for contract operations while they were suspended. The obligational authority unearned at the time of suspension may again become available for earning at the previously established matching ratio, unless MCSAC reduces the amount of this contract.

2.3 Contract Termination:

- a.** For adequate cause, MCSAC may terminate support for this contract prior to the end of an approved budget year. A termination decision must be communicated to the Muskegon County Board of Commissioners by the MCSAC chairperson within 21 days of the decision. Examples of cause for which MCSAC may wish to terminate support are:
 - 1.** Unavailability of funds;
 - 2.** The contractor violates conditions under which this contract was approved;
 - 3.** Program performance is inadequate as documented through the monitoring of visits;
 - 4.** Other resources are unavailable;
 - 5.** Assessment findings are inadequate for two (2) semi-annual assessments; and
 - 6.** Suspension for more than three consecutive months.
- b.** To terminate funding of this contract, Senior Resources must notify the contractor in writing at least thirty (30) days prior to the effective date of termination and the reasons for such action. This notice must specify any reports to be completed, the right of the Sub-grantee/contractor to appeal, and the procedures to be followed for the appeal.
- c.** Under extreme conditions, immediate termination may be completed. (Gross negligence, misappropriation of funds, etc. are considered extreme conditions.)
- d.** If financial support of this contract terminates on completion of the approved budget year or earlier, the contractor shall complete and submit a final project and financial report to Senior Resources by the date established by Senior Resources pursuant to this contract.
- e.** If this contract is terminated or completed, equipment and supplies purchased with

budget funds must be disposed of in accordance with procedures prescribed by 45 CFR Part 754, Subpart 0 (75.319). Any funds realized from the sale of such equipment or supplies are an adjustment to the projected cost.

- f. The contractor may terminate this contract upon thirty (30) days written notice to Senior Resources at any time prior.

3.0 REFERENCES:

- a. MM.1.05 Contractors Assessment Policy and Procedure
- b. MM.1.03 Muskegon Millage Contracts Provider Appeals Policy and Procedure

4.0 REVISIONS:

Date:	Location:	Revisions:
12.18.2023	Throughout	Strike: "Senior Resources" Added: "Muskegon County Senior Activities Committee"
12.18.2023	1.1	Added: A termination decision must be communicated to the Muskegon County Board of Commissioners by the MCSAC Chairperson within 21 days of the decision."
12.18.2023	2.3.a	Added: "A termination decision must be communicated to the Muskegon County Board of Commissioners by the MCSAC chairperson within 21 days of the decision."