



Request for Proposal RFP-4085-15-DH

Professional Services Contract for Program Positions for Aging and Disability Resource Center (ADRC) & 211 Programs for Mesa County Department of Human Services

RESPONSES DUE:

September 10, 2015 prior to 3:00 PM Local

Accepting Electronic Responses Only

**Responses Only Submitted Through the Rocky Mountain E-Purchasing System
(RMEPS)**

<https://www.rockymountainbidsystem.com/default.asp>

(Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. 800-835-4603)

PURCHASING REPRESENTATIVE:

Duane Hoff Jr., Senior Buyer

duaneh@gjcity.org

970-244-1545

This solicitation has been developed specifically for a Request for Proposal intended to solicit competitive responses for this solicitation, and may not be the same as previous City of Grand Junction/Mesa County solicitations. All offerors are urged to thoroughly review this solicitation prior to submitting. Submittal by **FAX, EMAIL or HARD COPY IS NOT ACCEPTABLE** for this solicitation.

REQUEST FOR PROPOSAL

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REQUEST FOR PROPOSAL

SECTION 1.0: ADMINISTRATIVE INFORMATION & CONDITIONS FOR SUBMITTAL

- 1.1 **Issuing Office:** This Request for Proposal (RFP) is issued by the City of Grand Junction. All contact regarding this RFP is directed to:

RFP QUESTIONS:

Duane Hoff Jr./Senior Buyer
duaneh@gjcity.org

- 1.2 **Purpose:** The purpose of this RFP is to obtain proposals from qualified professional firms to provide qualified, certified, and trained personnel to perform all tasks and responsibilities associated with the Aging and Disability Resource Center (ADRC) and 211 programs for the Mesa County Department of Human Services.
- 1.3 **The Owner:** The Owner is the City of Grand Junction and/or Mesa County, Colorado and is referred to throughout this Solicitation. The term Owner means the Owner or his authorized representative.
- 1.4 **Pre-Proposal Briefing:** A **mandatory** site visit is required by all Firms intending to submit a response to this RFP. Any Firm that does not attend the **mandatory** site visit shall not be eligible to submit a response to this RFP. **The pre-proposal briefing shall be held at the Mesa County Department of Human Services Building, Conference Room #1059, located at 510 29 ½ Road, Grand Junction, CO on August 20, 2015 at 3:00pm.**
- 1.5 **Compliance:** All participating Offerors, by their signature hereunder, shall agree to comply with all conditions, requirements, and instructions of this RFP as stated or implied herein. Should the Owner omit anything from this packet which is necessary to the clear understanding of the requirements, or should it appear that various instructions are in conflict, the Offeror(s) shall secure instructions from the Purchasing Division prior to the date and time of the submittal deadline shown in this RFP.
- 1.6 **Submission:** Please refer to section 5.0 for what is to be included. **Each proposal shall be submitted in electronic format only, and only through the Rocky Mountain E-Purchasing website (<https://www.rockymountainbidsystem.com/default.asp>).** *This site offers both “free” and “paying” registration options that allow for full access of the Owner’s documents and for electronic submission of proposals. (Note: “free” registration may take up to 24 hours to process. Please Plan accordingly.)* Please view our “**Electronic Vendor Registration Guide**” at <http://www.gjcity.org/BidOpenings.aspx> for details. For proper comparison and evaluation, the City requests that proposals be formatted as directed in Section 5.0 “Preparation and Submittal of Proposals.” Submittals received that fail to follow this format may be ruled non-responsive. (Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. **800-835-4603**).

- 1.7 Altering Proposals:** Any alterations made prior to opening date and time must be initialed by the signer of the proposal, guaranteeing authenticity. Proposals cannot be altered or amended after submission deadline.
- 1.8 Withdrawal of Proposal:** A proposal must be firm and valid for award and may not be withdrawn or canceled by the Offeror for sixty (60) days following the submittal deadline date, and only prior to award. The Offeror so agrees upon submittal of their proposal. After award this statement is not applicable.
- 1.9 Acceptance of Proposal Content:** The contents of the proposal of the successful Offeror shall become contractual obligations if acquisition action ensues. Failure of the successful Offeror to accept these obligations in a contract shall result in cancellation of the award and such vendor shall be removed from future solicitations.
- 1.10 Addenda:** All questions shall be submitted in writing to the appropriate person as shown in Section 1.1. Any interpretations, corrections and changes to this RFP or extensions to the opening/receipt date shall be made by a written Addendum to the RFP by the City Purchasing Division. Sole authority to authorize addenda shall be vested in the City of Grand Junction Purchasing Representative. Addenda will be issued electronically through the Rocky Mountain E-Purchasing website at www.rockymountainbidsystem.com. Offerors shall acknowledge receipt of all addenda in their proposal.
- 1.11 Exceptions and Substitutions:** All proposals meeting the intent of this RFP shall be considered for award. Offerors taking exception to the specifications shall do so at their own risk. The Owner reserves the right to accept or reject any or all substitutions or alternatives. When offering substitutions and/or alternatives, Offeror must state these exceptions in the section pertaining to that area. Exception/substitution, if accepted, must meet or exceed the stated intent and/or specifications. The absence of such a list shall indicate that the Offeror has not taken exceptions, and if awarded a contract, shall hold the Offeror responsible to perform in strict accordance with the specifications or scope of services contained herein.
- 1.12 Confidential Material:** All materials submitted in response to this RFP shall ultimately become public record and shall be subject to inspection after contract award. **“Proprietary or Confidential Information”** is defined as any information that is not generally known to competitors and which provides a competitive advantage. Unrestricted disclosure of proprietary information places it in the public domain. Only submittal information clearly identified with the words **“Confidential Disclosure”** and uploaded as a separate document shall establish a confidential, proprietary relationship. Any material to be treated as confidential or proprietary in nature must include a justification for the request. The request shall be reviewed and either approved or denied by the Owner. If denied, the proposer shall have the opportunity to withdraw its entire proposal, or to remove the confidential or proprietary restrictions. Neither cost nor pricing information nor the total proposal shall be considered confidential or proprietary.
- 1.13 Response Material Ownership:** All proposals become the property of the Owner upon receipt and shall only be returned to the proposer at the Owner’s option. Selection or rejection of the proposal shall not affect this right. The Owner shall have the right to use all ideas or adaptations of the ideas contained in any proposal received in response to

this RFP, subject to limitations outlined in the entitled "Confidential Material". Disqualification of a proposal does not eliminate this right.

1.14 Minimal Standards for Responsible Prospective Offerors: A prospective Offeror must affirmably demonstrate their responsibility. A prospective Offeror must meet the following requirements.

- Have adequate financial resources, or the ability to obtain such resources as required.
- Be able to comply with the required or proposed completion schedule.
- Have a satisfactory record of performance.
- Have a satisfactory record of integrity and ethics.
- Be otherwise qualified and eligible to receive an award and enter into a contract with the Owner.

1.15 Open Records: Proposals shall be received and publicly acknowledged at the location, date, and time stated herein. Offerors, their representatives and interested persons may be present. Proposals shall be received and acknowledged only so as to avoid disclosure of process. However, all proposals shall be open for public inspection after the contract is awarded. Trade secrets and confidential information contained in the proposal so identified by offer as such shall be treated as confidential by the Owner to the extent allowable in the Open Records Act.

1.16 Sales Tax: The Owner is, by statute, exempt from the State Sales Tax and Federal Excise Tax; therefore, all fees shall not include taxes.

1.17 Public Opening: Proposals shall be opened in the City Hall Auditorium, 250 North 5th Street, Grand Junction, CO, 81501, immediately following the proposal deadline. Offerors, their representatives and interested persons may be present. Only the names and locations on the proposing firms will be disclosed.

SECTION 2.0: GENERAL CONTRACT TERMS AND CONDITIONS

2.1. Acceptance of RFP Terms: A proposal submitted in response to this RFP shall constitute a binding offer. Acknowledgment of this condition shall be indicated on the Letter of Interest or Cover Letter by the autographic signature of the Offeror or an officer of the Offeror legally authorized to execute contractual obligations. A submission in response to the RFP acknowledges acceptance by the Offeror of all terms and conditions including compensation, as set forth herein. An Offeror shall identify clearly and thoroughly any variations between its proposal and the Owner's RFP requirements. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance, except as outlined or specified in the RFP.

2.2. Execution, Correlation, Intent, and Interpretations: The Contract Documents shall be signed by the Owner and Firm. By executing the contract, the Firm represents that they have familiarized themselves with the local conditions under which the Services is to be performed, and correlated their observations with the requirements of the Contract Documents. The Contract Documents are complementary, and what is required by any one, shall be as binding as if required by all. The intention of the documents is to include

all labor, materials, equipment, services and other items necessary for the proper execution and completion of the scope of services as defined in the technical specifications and drawings contained herein. All drawings, specifications and copies furnished by the Owner are, and shall remain, Owner property. They are not to be used on any other project.

- 2.3. Certificates, Fees, & Notices:** The Firm shall secure and pay for all certificates, governmental fees and licenses necessary for the proper execution and completion of the services. The Firm shall give all notices and comply with all laws, ordinances, rules, regulations and orders of any public authority bearing on the performance of the services. If the Firm observes that any of the Contract Documents are at variance in any respect, he shall promptly notify the Owner in writing, and any necessary changes shall be adjusted by approximate modification. If the Firm performs any services knowing it to be contrary to such laws, ordinances, rules and regulations, and without such notice to the Owner, he shall assume full responsibility and shall bear all costs attributable.
- 2.4. Responsibility for those Performing the Services:** The Firm shall be responsible to the Owner for the acts and omissions of all his employees and all other persons performing any of the services under a contract with the Firm.
- 2.5. Changes in the Services:** The Owner, without invalidating the contract, may order changes in the services within the general scope of the contract consisting of additions, deletions or other revisions. All such changes in the services shall be authorized by Change Order/Amendment and shall be executed under the applicable conditions of the contract documents. A Change Order/Amendment is a written order to the Firm signed by the Owner issued after the execution of the contract, authorizing a change in the services or an adjustment in the contract sum or the contract time.
- 2.6. Minor Changes in the Services:** The Owner shall have authority to order minor changes in the services not involving an adjustment in the contract sum or an extension of the contract time and not inconsistent with the intent of the contract documents.
- 2.7. Uncovering & Correction of Services:** The Firm shall promptly correct all services found by the Owner as defective or as failing to conform to the contract documents. The Firm shall bear all costs of correcting such rejected services, including the cost of the Owner's additional services thereby made necessary. The Owner shall give such notice promptly after discover of condition. All such defective or non-conforming services under the above paragraphs shall be removed from the site where necessary and the services shall be corrected to comply with the contract documents without cost to the Owner.
- 2.8. Acceptance Not Waiver:** The Owner's acceptance or approval of any services furnished hereunder shall not in any way relieve the proposer of their present responsibility to maintain the high quality, integrity and timeliness of his services. The Owner's approval or acceptance of, or payment for, any services shall not be construed as a future waiver of any rights under this Contract, or of any cause of action arising out of performance under this Contract.

- 2.9. Change Order/Amendment:** No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the resulting contract. All amendments to the contract shall be made in writing by the Owner.
- 2.10. Assignment:** The Offeror shall not sell, assign, transfer or convey any contract resulting from this RFP, in whole or in part, without the prior written approval from the Owner.
- 2.11. Compliance with Laws:** Proposals must comply with all Federal, State, County and local laws governing or covering this type of service and the fulfillment of all ADA (Americans with Disabilities Act) requirements. Firm hereby warrants that it is qualified to assume the responsibilities and render the services described herein and has all requisite corporate authority and professional licenses in good standing, required by law.
- 2.12. Debarment/Suspension:** The Firm hereby certifies that the Firm is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Governmental department or agency.
- 2.13. Confidentiality:** All information disclosed by the Owner to the Offeror for the purpose of the services to be done or information that comes to the attention of the Offeror during the course of performing such services is to be kept strictly confidential.
- 2.14. Conflict of Interest:** No public official and/or Owner employee shall have interest in any contract resulting from this RFP.
- 2.15. Contract:** This Request for Proposal, submitted documents, and any negotiations, when properly accepted by the Owner, shall constitute a contract equally binding between the Owner and Offeror. The contract represents the entire and integrated agreement between the parties hereto and supersedes all prior negotiations, representations, or agreements, either written or oral, including the Proposal documents. The contract may be amended or modified with Change Orders, Field Orders, or Amendment.
- 2.16. Program Manager/Administrator:** The Program Manager, on behalf of the Owner, shall render decisions in a timely manner pertaining to the services proposed or performed by the Offeror. The Program Manager shall be responsible for approval and/or acceptance of any related performance of the Scope of Services.
- 2.17. Contract Termination:** This contract shall remain in effect until any of the following occurs: (1) contract expires; (2) completion of services; (3) acceptance of services or, (4) for convenience terminated by either party with a written *Notice of Cancellation* stating therein the reasons for such cancellation and the effective date of cancellation at least thirty days past notification.
- 2.18. Employment Discrimination:** During the performance of any services per agreement with the Owner, the Offeror, by submitting a Proposal, agrees to the following conditions:
- 2.18.1. The Offeror shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, disability, citizenship status, marital status, veteran status, sexual orientation, national origin, or any legally protected status except when such condition is a legitimate occupational

qualification reasonably necessary for the normal operations of the Offeror. The Offeror agrees to post in conspicuous places, visible to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

2.18.2. The Offeror, in all solicitations or advertisements for employees placed by or on behalf of the Offeror, shall state that such Offeror is an Equal Opportunity Employer.

2.18.3. Notices, advertisements, and solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

2.19. Immigration Reform and Control Act of 1986 and Immigration Compliance: The Offeror certifies that it does not and will not during the performance of the contract employ illegal alien servicesers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986 and/or the immigration compliance requirements of State of Colorado C.R.S. § 8-17.5-101, *et.seq.* (House Bill 06-1343).

2.20. Ethics: The Offeror shall not accept or offer gifts or anything of value nor enter into any business arrangement with any employee, official, or agent of the Owner.

2.21. Failure to Deliver: In the event of failure of the Offeror to deliver services in accordance with the contract terms and conditions, the Owner, after due oral or written notice, may procure the services from other sources and hold the Offeror responsible for any costs resulting in additional purchase and administrative services. This remedy shall be in addition to any other remedies that the Owner may have.

2.22. Failure to Enforce: Failure by the Owner at any time to enforce the provisions of the contract shall not be construed as a waiver of any such provisions. Such failure to enforce shall not affect the validity of the contract or any part thereof or the right of the Owner to enforce any provision at any time in accordance with its terms.

2.23. Force Majeure: The Offeror shall not be held responsible for failure to perform the duties and responsibilities imposed by the contract due to legal strikes, fires, riots, rebellions, and acts of God beyond the control of the Offeror, unless otherwise specified in the contract.

2.24. Independent Firm: The Offeror shall be legally considered an Independent Firm and neither the Firm nor its employees shall, under any circumstances, be considered servants or agents of the Owner. The Owner shall be at no time legally responsible for any negligence or other wrongdoing by the Firm, its servants, or agents. The Owner shall not withhold from the contract payments to the Firm any federal or state unemployment taxes, federal or state income taxes, Social Security Tax or any other amounts for benefits to the Firm. Further, the Owner shall not provide to the Firm any insurance coverage or other benefits, including Servicesers' Compensation, normally provided by the Owner for its employees.

2.25. Nonconforming Terms and Conditions: A proposal that includes terms and conditions that do not conform to the terms and conditions of this Request for Proposal is subject to rejection as non-responsive. The Owner reserves the right to permit the Offeror to

withdraw nonconforming terms and conditions from its proposal prior to a determination by the Owner of non-responsiveness based on the submission of nonconforming terms and conditions.

- 2.26. Ownership:** All plans, prints, designs, concepts, etc., shall become the property of the Owner.
- 2.27. Oral Statements:** No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in this document and/or resulting agreement. All modifications to this request and any agreement must be made in writing by the Owner.
- 2.28. Patents/Copyrights:** The Offeror agrees to protect the Owner from any claims involving infringements of patents and/or copyrights. In no event shall the Owner be liable to the Offeror for any/all suits arising on the grounds of patent(s)/copyright(s) infringement. Patent/copyright infringement shall null and void any agreement resulting from response to this RFP.
- 2.29. Venue:** Any agreement as a result of responding to this RFP shall be deemed to have been made in, and shall be construed and interpreted in accordance with, the laws of the City of Grand Junction, Mesa County, Colorado.
- 2.30. Expenses:** Expenses incurred in preparation, submission and presentation of this RFP are the responsibility of the company and can not be charged to the Owner.
- 2.31. Sovereign Immunity:** The Owner specifically reserves its right to sovereign immunity pursuant to Colorado State Law as a defense to any action arising in conjunction to this agreement.
- 2.32. Public Funds/Non-Appropriation of Funds:** Funds for payment have been provided through the Owner's budget approved by the City Council/Board of County Commissioners for the stated fiscal year only. State of Colorado statutes prohibit the obligation and expenditure of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that may arise past the end of the stated Owner's fiscal year shall be subject to budget approval. Any contract will be subject to and must contain a governmental non-appropriation of funds clause.
- 2.33. Collusion Clause:** Each Offeror by submitting a proposal certifies that it is not party to any collusive action or any action that may be in violation of the Sherman Antitrust Act. Any and all proposals shall be rejected if there is evidence or reason for believing that collusion exists among the proposers. The Owner may or may not, at the discretion of the Owner Purchasing Representative, accept future proposals for the same service or commodities for participants in such collusion.
- 2.34. Gratuities:** The Firm certifies and agrees that no gratuities or kickbacks were paid in connection with this contract, nor were any fees, commissions, gifts or other considerations made contingent upon the award of this contract. If the Firm breaches or violates this warranty, the Owner may, at their discretion, terminate this contract without liability to the Owner.

- 2.35. Performance of the Contract:** The Owner reserves the right to enforce the performance of the contract in any manner prescribed by law or deemed to be in the best interest of the Owner in the event of breach or default of resulting contract award.
- 2.36. Benefit Claims:** The Owner shall not provide to the Offeror any insurance coverage or other benefits, including Serviceser's Compensation, normally provided by the Owner for its employees.
- 2.37. Default:** The Owner reserves the right to terminate the contract in the event the Firm fails to meet delivery or completion schedules, or otherwise perform in accordance with the accepted proposal. Breach of contract or default authorizes the Owner to purchase like services elsewhere and charge the full increase in cost to the defaulting Offeror.
- 2.38. Multiple Offers:** If said proposer chooses to submit more than one offer, THE ALTERNATE OFFER must be clearly marked "Alternate Proposal". The Owner reserves the right to make award in the best interest of the Owner.
- 2.39. Cooperative Purchasing:** Purchases as a result of this solicitation are primarily for the Owner. Other governmental entities may be extended the opportunity to utilize the resultant contract award with the agreement of the successful provider and the participating agencies. All participating entities will be required to abide by the specifications, terms, conditions and pricings established in this Proposal. The quantities furnished in this proposal document are for only the Owner. It does not include quantities for any other jurisdiction. The Owner will be responsible only for the award for our jurisdiction. Other participating entities will place their own awards on their respective Purchase Orders through their purchasing office or use their purchasing card for purchase/payment as authorized or agreed upon between the provider and the individual entity. The Owner accepts no liability for payment of orders placed by other participating jurisdictions that choose to piggy-back on our solicitation. Orders placed by participating jurisdictions under the terms of this solicitation will indicate their specific delivery and invoicing instructions.
- 2.40. Definitions:**
- 2.40.1. "Offeror" and/or "Proposer" refers to the person or persons legally authorized by the Consultant to make an offer and/or submit a response (fee) proposal in response to the Owner's RFP.
- 2.40.2. The term "Services" includes all labor, materials, equipment, and/or services necessary to produce the requirements of the Contract Documents.
- 2.40.3. "Firm" is the person, organization, firm or consultant identified as such in the Agreement and is referred to throughout the Contract Documents. The term Firm means the Firm or his authorized representative. The Firm shall carefully study and compare the General Contract Conditions of the Contract, Specification and Drawings, Scope of Services, Addenda and Modifications and shall at once report to the Owner any error, inconsistency or omission he may discover. Firm shall not be liable to the Owner for any damage resulting from such errors, inconsistencies or omissions. The Firm shall not commence services without clarifying Drawings, Specifications, or Interpretations.

2.40.4. "Sub-Contractor is a person or organization who has a direct contract with the Firm to perform any of the services at the site. The term sub-contractor is referred to throughout the contract documents and means a sub-contractor or his authorized representative.

2.41. Public Disclosure Record: If the Proposer has knowledge of their employee(s) or sub-proposers having an immediate family relationship with an Owner employee or elected official, the proposer must provide the Purchasing Representative with the name(s) of these individuals. These individuals are required to file an acceptable "Public Disclosure Record", a statement of financial interest, before conducting business with the Owner.

SECTION 3.0: INSURANCE REQUIREMENTS

Insurance Requirements: The selected Firm agrees to procure and maintain, at its own cost, policy(s) of insurance sufficient to insure against all liability, claims, demands, and other obligations assumed by the Firm pursuant to this Section. Such insurance shall be in addition to any other insurance requirements imposed by this Contract or by law. The Firm shall not be relieved of any liability, claims, demands, or other obligations assumed pursuant to this Section by reason of its failure to procure or maintain insurance in sufficient amounts, durations, or types. Firm shall procure and maintain and, if applicable, shall cause any Sub-Firm of the Firm to procure and maintain insurance coverage listed below. Such coverage shall be procured and maintained with forms and insurers acceptable to the Owner. In the case of any claims-made policy, the necessary retroactive dates and extended reporting periods shall be procured to maintain such continuous coverage. Minimum coverage limits shall be as indicated below unless specified otherwise:

(a) Workers Compensation: Firm shall comply with all State of Colorado Regulations concerning Workers' Compensation insurance coverage.

(b) General Liability insurance with minimum limits of:

ONE MILLION DOLLARS (\$1,000,000) each occurrence and
ONE MILLION DOLLARS (\$1,000,000) per job aggregate.

The policy shall be applicable to all premises and operations. The policy shall include coverage for bodily injury, broad form property damage (including completed operations), personal injury (including coverage for contractual and employee acts), blanket contractual, products, and completed operations. The policy shall include coverage for explosion, collapse, and underground hazards. The policy shall contain a severability of interests provision.

(c) Comprehensive Automobile Liability insurance with minimum limits for bodily injury and property damage of not less than:

ONE MILLION DOLLARS (\$1,000,000) each occurrence and
ONE MILLION DOLLARS (\$1,000,000) aggregate

(d) Professional Liability & Errors and Omissions Insurance policy with a minimum of:

ONE MILLION DOLLARS (\$1,000,000) per claim

This policy shall provide coverage to protect the Firm against liability incurred as a result of the professional services performed as a result of responding to this Solicitation.

With respect to each of Firms owned, hired, or non-owned vehicles assigned to be used in performance of the Services. The policy shall contain a severability of interests provision. The policies required by paragraph (b) above shall be endorsed to include the Owner, and the Owner's officers and employees as additional insureds. Every policy required above shall be primary insurance, and any insurance carried by the Owner, its officers, or its employees, or carried by or provided through any insurance pool of the Owner, shall be excess and not contributory insurance to that provided by Bidder. No additional insured endorsement to any required policy shall contain any exclusion for bodily injury or property damage arising from completed operations. The Bidder shall be solely responsible for any deductible losses under any policy required above.

SECTION 4.0: SPECIFICATIONS/SCOPE OF SERVICES

4.1. General/Background: The Mesa County Aging and Disability Resource Center (ADRC)/211 (211 website link <http://www.wc211.org/arch-of-mesa-county>) provides a coordinated and streamlined access point to long term care services and supports for adults age 60 and over, or age 18 and over living with a disability, and their caregivers. ADRC empowers older adults, adults with disabilities, and caregivers to navigate health and long term care options.

4.2. Special Conditions/Provisions:

4.2.1 Relationship of Parties: The Firm shall perform its duties hereunder as an independent Firm and not as the Board, nor Mesa County employee. Neither the Firm nor any employee or agent of the Firm shall be, or shall be deemed to be, an employee or agent of the Board or Mesa County. The Firm shall pay when due all required employment taxes and income tax and local head tax on any monies paid pursuant to this Contract. The Firm acknowledges that the Firm and its employees are not entitled to unemployment insurance benefits unless the Firm or a Third Party provides such coverage and that the Board does not pay for or otherwise provide such coverage. The Firm shall have no authorization, either express or implied, to bind the Board or Mesa County to any contracts, liability, or understanding except as expressly set forth herein. The Firm shall provide and keep in force workers' compensation insurance coverage (and show proof of such insurance coverage) and unemployment compensation insurance in the amounts required by law, and shall be solely responsible for the acts of the Firm, its employees and agents.

Contained in this Contract are various terms, such as "partners" or "partnership". However, the parties are not legally "partners" to the extent that term encompasses joint and several liabilities, and anywhere the word partner is used in this Contract or Attachments is not intended to be as a legal "partner". Each party under this Contract is responsible for its own employees, representative, agents, and sub-contractors, and will indemnify and hold harmless every other party for any and all damages caused by the

acts or omissions of its employees, representatives, agents or sub-contractors. It is understood that the parties subject to the Governmental Immunities Act do not intend to waive any defense a party may have under or pursuant to the Colorado Governmental Immunities Act, and any party subject to the Act may raise any defense pursuant to the Act.

4.2.2 Availability of Funds: Both parties agree that payments pursuant to this Contract are subject to and contingent upon the continuing availability of funds for the purposes herein. If such funds become unavailable, the Board may terminate this Contract immediately without further liability. See Section 2.33 Public Funds/Non-Appropriation of Funds.

4.2.3 Termination for Cause: If, through any cause, Firm shall fail to fulfill, in a timely and proper manner, its obligations under this Contract, or if the contractor shall violate any of the covenants, agreements or stipulations of this Contract, the Board shall thereupon have the right to terminate this Contract for cause by giving written notice to Firm of its intent to terminate and at least ten (10) days opportunity to cure the default or show cause why termination is otherwise not appropriate.

Notwithstanding the above, Firm shall not be relieved of liability to the Board or Mesa County for any damages sustained by the Board or Mesa County by virtue of any breach of the Contract by Firm, and the Board may withhold any payment to Firm for the purposes of mitigating its damages until such time as the exact amount of damages due to the Board from the Firm is determined. If after such termination it is determined, for any reason, that Firm was not in default, or that Firm's action/inaction was excusable, such termination shall be treated as a termination for convenience, and the rights and obligations of the parties shall be the same as if the Contract had been terminated for convenience, as described herein.

4.2.4 Termination for Convenience: Both parties reserve the right, regardless of satisfactory or non-satisfactory performance hereunder, to terminate this Contract without liability by giving written notice of such termination to the other party. A written notice to terminate must be delivered to the other party thirty (30) days prior to the date of final service delivery. In the event of such termination, Firm shall be paid for all satisfactory work accomplished pursuant to this Contract. Any final settlement of compensation shall take into full consideration all work which has been properly performed by Firm and all payments which have or have not been made.

4.2.5 Sixty-Day Extension: The Board, at its sole discretion, upon written notice to Contractor, may unilaterally extend the term of this Contract for a period not to exceed 60 days if the Parties desire to continue the services and a replacement Contract has not been fully executed by the expiration of any initial term or renewal term. The provisions of this Contract in effect when such notice is given, including, but not limited to, prices, rates and delivery requirements, shall remain in effect during the two month extension. The two month extension shall immediately terminate when and if a replacement contract is approved and signed by the Mesa County Board of Human Services or an authorized designee, or at the end of 60 days, whichever is earlier.

4.2.6 Immediate Termination: This Contract is subject to immediate termination by the Board in the event the Board determines that the health, safety or welfare of persons receiving services may be in jeopardy. Additionally, the Board may immediately terminate this Contract upon verifying that Firm has engaged in or is about to participate in fraudulent acts.

4.2.7 Upon termination of this Contract, regardless of the cause of the termination, all finished or unfinished documents, data, studies, surveys, reports or other material prepared by Firm under this Contract shall, at the option of the Board, become Board property, and the Firm shall be entitled to receive just and equitable compensation for any services and supplies delivered and accepted. Firm shall be obligated to return any payment advanced under the provisions of this Contract.

4.2.8 Information Security: Firm shall have in place an information security plan to provide security for the communication and information resources that support the operations and assets of that agency, such as physical access controls, log-in and password requirements, and access credentials. The contractor shall have adequate security for communication and information resources.

4.2.9 Emergency Management: Firm shall have in place a plan to insure employees have a safe workplace, including taking steps to be prepared to deal with any potential emergencies or disasters that might impact the workplace. Short term losses may include physical damages to premises and contents in addition to revenue loss due to interrupted services, and loss of wages for temporarily displaced employees.

4.2.10 Financial Audit: The Board, or its designee, may, at reasonable times, during the term of this contract or for two years after its termination or expiration, audit Firm's books with regard to this contract, and Firm shall retain its books and records for the required period.

4.2.11 Safety: Precautions shall be exercised at all times for the protection of all persons (including Board and Mesa County employees) and property. The safety provisions of all applicable laws, regulations, and codes shall be observed. Hazards arising from the use of vehicles, machinery, and equipment shall be guarded or eliminated in accordance with the highest accepted standards of safety practice. Firm and any subcontractors shall comply fully with all requirements of the Occupational Safety and Health Act, and any other pertinent Federal, State or Local Statutes, rules or regulations. Firm and any subcontractors shall bear full responsibility for payment of any fines or other punishments resulting from violation of any such statutes, rules or regulations.

4.2.12 Any other work, materials, equipment or machinery not specifically described or expressly covered herein, but which is required or necessary to perform or complete the work which is contemplated, shall be deemed to be, and is, covered by the contract.

4.2.13 Exclusivity: This is not an exclusive contract. The Board may, at its sole discretion, contract with other entities for work similar to that to be performed by Firm hereunder. Firm may contract to perform similar work for others, and is not expected to work exclusively for the Board.

4.2.14 Conflict Resolution: This contract is and shall be deemed to be performable in the County of Mesa, Colorado, and venue for any dispute hereunder that cannot be settled between the parties shall be in the District Court of the County of Mesa, Colorado. In the event of dispute concerning performance hereunder, the parties agree that the Court shall enter judgment in favor of the prevailing party for costs and reasonable attorneys' fees.

4.2.15 Confidentiality of Information: Firm agrees that any information received during any furtherance of the obligations hereunder will be treated as confidential and will not be revealed to other persons, firms or organizations, unless required by statute or other law, subpoenaed, released or further required for treatment.

4.2.16 Legal Authority: Contractor warrants that it possesses the legal authority to enter into this contract and that it has taken all actions required by procedures, by-laws and/or applicable law to exercise that authority, and to lawfully authorize the undersigned signatory to execute this contract and to bind Firm to its terms.

4.2.17 Inspection and Acceptance: The Board reserves the right, without notice and at reasonable times, to inspect the work accomplished by the Firm under this contract. The right of inspection reserved in the Board is for protection of the Board in assuring that the work is proceeding in a timely and satisfactory manner and does not relieve Firm from responsibility for selecting appropriate means of fulfilling its obligations hereunder.

4.2.18 Indemnification: Firm shall, to the extent allowed by law, indemnify and hold harmless the Board, Mesa County, Colorado Department of Human Services and the State of Colorado, their agents, officials and employees, against all loss or damages, including penalties, charges, professional fees, interest, costs, expenses and liabilities of every kind and character arising out of, or relating to, any and all claims and causes of actions of every kind and character, in connection with, directly or indirectly, this Contract, whether or not it shall be alleged or determined that the harm was caused through or by the Firm or subcontractor, if any, or their respective employees and agents, or a party indemnified hereunder. Firm further agrees that its obligations to the Board under this paragraph include claims against the Board, Mesa County, Colorado Department of Human Services or State of Colorado by Contractor's employees whether or not such claim is covered by workers compensation. Firm expressly understands and agrees that any insurance or bond protection required by this Contract, or otherwise provided by Firm, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the Board, Mesa County, Colorado Department of Human Services, their agents, officials, and employees as herein provided, and such obligation exists even if the claim is fraudulent or groundless.

4.2.19 Severability: To the extent that this contract may be executed and performance of the obligations of the parties may be accomplished within the intent of the contract, the terms of this contract are severable, and should any term or provision of the contract or its attachments be declared invalid or become inoperative for any reason, such invalidity or failure shall not affect the validity of any other term or provision herein.

4.2.20 Modification and Amendment: This contract is subject to such modifications and/or amendments as may be necessary. No modification or amendment to this contract shall be effective unless agreed to in writing by both parties.

4.2.21 Conformance with Law: Firm shall at all times during the performance period strictly adhere to all applicable federal and state laws and implementing regulations as they currently exist and may hereafter be amended. Firm shall also require compliance with these statutes and regulations in subcontract and subgrant agreements, if any, permitted under this Contract. Without limitation, these federal and state laws and regulations include:

- Age Discrimination Act of 1975, 42 USC Sections 6101 et seq and its implementing regulation, 45 CFR Part 91;
- Age Discrimination in Employment Act of 1967, 29 USC 621-634;
- Americans with Disabilities Act of 1990 (ADA), 42 USC 12101 et seq;
- Drug Free Workplace Act of 1988, 41 USC 701 et seq;
- Equal Pay Act of 1963, 29 USC 206(d);
- Immigration Reform and Control Act of 1986, 8 USC 1324b;
- Pro-Children Act of 1994, 20 USC 6081 et seq;
- Section 504 of the Rehabilitation Act of 1973, 29 USC 794, as amended, and implementing regulation 45 CFR Part 84;
- Titles VI and VII of the Civil Rights Act of 1964, 42 USC 2000d and e;
- Title IX of the Education Amendments of 1972, 20 USC 1681 et seq;
- Section 24-34-302, et seq, Colorado Revised Statutes 1993, as amended;
- The “Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments (Common Rule), at 49 CFR, Part 18;
- Office of Management and Budget Circulars A-87, A-21 or A-122, and A-102 or A-110, whichever are applicable;
- The Hatch Act (5 USC 1501-1508 and PL 95-454 Section 4728). These statutes state that federal funds cannot be used for partisan political purposes of any kind by any person or organization involved in the administration of federally-assisted programs;
- Health Insurance Portability and Accountability Act of 1996 (HIPAA) Public Law 104-191 codified at 45 CFR 160-164, if applicable;
- Personal Responsibility and Work Opportunity reconciliation Act of 1996, if applicable;
- Health Insurance Portability and Accountability Act of 1996 (HIPAA) Public Law 104-191 codified at 45 CFR 160-164, if applicable;
- Personal Responsibility and Work Opportunity reconciliation Act of 1996, if applicable.

4.2.22 Non-discrimination: Firm shall not discriminate against any person on the basis of race, color, national origin, age, sex, religion and disability, including Acquired Immune Deficiency Syndrome (AIDS) or AIDS related conditions, in performance of work and provision of services under this Contract.

4.2.23 The Firm assures that where activities supported by this Contract produce any discovery or invention, original computer programs, writing, sound recordings, pictorial reproductions, drawings or other graphical representation and works of any similar nature, the Board has the right to use, duplicate and disclose, in whole or in part in any manner for any purpose whatsoever and authorize others to do so. If the material or invention is copyrightable, the Firm may copyright such, but the Board reserves royalty-

free non-exclusive and irreversible license to practice, reproduce, publish and use such materials in whole or in part, and authorize others to do so.

4.2.24 The Firm certifies that the Firm shall comply with the provision of CRS 8-17.5-101 et seq. The Firm shall not knowingly employ or contract with an illegal alien to perform work under this contract or enter into a contract with a subcontractor that fails to certify to the Firm the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this contract. The Firm represents, warrants, and agrees that it (i) has verified that it does not employ any illegal aliens, through participation in the Basic Pilot Employment Verification Program administered by the Social Security Administration and Department of Homeland Security, and (ii) otherwise will comply with the requirements of CRS 8-17.5-102(2)(b). The Firm shall comply with all reasonable requests made in the course of an investigation under C.R 8-17.5-102 by the Colorado Department of Labor and Employment. If the Firm fails to comply with any requirement of this provision or CRS 8-17.5-101 et seq., the County may terminate this contract for breach and the Firm shall be liable for actual and consequential damages to the County.

A Firm that operates as a sole proprietor hereby swears or affirms under penalty of perjury that the Firm (i) is a citizen of the United States or otherwise lawfully present in the United States pursuant to federal law, (ii) shall comply with the provisions of CRS 24-76.5-101 et seq., and (iii) shall produce one of the forms of identification required by CRS 24-76.5-103 prior to the effective date of this Contract. Except where exempted by federal law and except as provided in CRS 24-76.5-103(3), a Firm that received federal or state funds under this contract must confirm that any individual natural person eighteen years of age or older is lawfully present in the United States pursuant to CRS 24-76.5-103(4) if such individual applies for public benefits provided under this contract.

4.2.25 By their proposal response to this solicitation, the Firm agrees to provide, comply with, and, if applicable, execute the certifications set forth in Appendix A - Notification of Immigration Compliance Requirements and Certification by Firm, incorporated herein by reference and attached hereto. See Attached.

4.2.26 Survivability: Paragraph 4.2.16 and 4.2.19 and Appendix B Paragraphs 2, 4, 6, 7, 8, 9, 10, 15 and 16 shall survive any termination of the Contract. See Attached.

4.2.27 The current staffing is educated, certified, familiar, and efficient in the day to day operations and functions of these programs. Therefore, it is Mesa County's desire to retain the current staff at their current wage and benefit levels, or be provided with staffing that is equal to or more highly trained in these programs.

4.3. Specifications/Scope of Services:

The ADRC consists of:

211:

2-1-1 is the National abbreviated dialing code for FREE access to health and human services information and referral. Our goal is to help those with limited resources locate the programs in their area to assist them in their time of need services such as food, financial assistance, home

health services, transportation, medical and dental services to help cut through the confusion of calling agency after agency to locate the appropriate assistance.

The Western Colorado 211 service is not directory assistance but a guide to help the community in knowing what is available to them and how to not only access those services but also what they will need to have with them when applying to prevent delay in receiving assistance. A referral specialist will ask some basic demographics questions to help narrow the search for programs to help the consumer manage their time and resources. The specialist will also help the consumer in prioritizing needs if they have multiple needs to be sure the consumer is empowered to make choices on how to proceed with applying for assistance. All information collected is confidential.

Hours of Operation – 8-5 Monday-Friday. Expectation that calls are answered live. Must have knowledge of Tapestry and AIRS certification requirements.

211 also participates in disaster response efforts within its designated regions as well as provides assistance to other regions if needed. During a disaster WC 211 provides back up assistance to the local 911 dispatch. All non-emergent calls are either forwarded or referred on to WC211. During these times it is expected that 211 remain operational as needed to assist the needs of the community. This could result in being open 24 hours a day or for the duration of the disaster.

211 is an active and ongoing participant in the local JIC or Joint Information Center for disaster response as well as the local Mesa County VOAD or Volunteers Operational and Active in Disaster. The JIC is run through the Mesa County Sheriff's office and VOAD is run through a partnership with the local branch of the Red Cross.

The Western Colorado 211 is also known as Region 4, which is comprised of, Delta, Eagle, Garfield, Gunnison, Lake, Mesa, Montrose, Pitkin Counties. Region 4 offers call center support to Region 6 as well which includes Archuleta, Dolores, Hinsdale, La Plata, Ouray, Montezuma, San Juan, and San Miguel Counties.

WC211 works with a third party to provide Child Care referrals and information. Currently it is a grant through Qualistar, but could change in the future.

WC211 has a collaborative effort with the Partnership for children and families to provide trainings to childcare providers, recruitment efforts for quality child care facilities.

WC211 also has current relationship with Mesa County Health Department to work on child care licensing related issues and trainings.

WC211 is constantly promoting and creating new marketing strategies.

Long Term Support Services Options Counseling:

Options Counseling is a person-centered process whereby individuals, family members and/or significant others are supported to develop a plan for addressing long term services and supports needs that aligns with their preferences, strengths, values, and needs. Options Counselors 1) conduct a person-centered interview to discover what is important to and important for the individual, help them identify and weigh available options and make decisions,

2) assist in developing a person-centered plan detailing the individual's decisions, immediate next steps and long term objectives, 3) assist the individual to connect with public and privately funded services as needed, and 4) follow-up over time to ensure individuals are meeting their objectives and accessing desired services. The Options Counselor is seen as the expert on local, state and national resources for Long Term Care Services.

Single Entry Point Options for Long Term Care intake phone line:

<https://www.colorado.gov/pacific/sites/default/files/No%20Wrong%20Door%20Single%20Entry%20Point%20Fact%20Sheet.pdf>)

This function is operated by the ADRC Options Counselors. The idea behind this not just being a clerical function is to have trained Options Counselors available to help families and individuals find resources to meet their needs other than the more costly Long Term Care Medicaid services when possible. If it is desired that the individual wants or needs to apply for LTC Medicaid, the Options Counselor will assist the family or the individual in obtaining the appropriate application and as needed they will assist with filling it out, either of the phone or in person at the DHS office or the individual's residence.

Single Entry Point Options for Long Term Care Program Functional Eligibility:

Single Entry Point (SEP) Agencies provide case management, care planning, and make referrals to other resources for clients with the following qualifying needs: elderly, blind and disabled, mental health, persons living with AIDS, brain injury, spinal cord injury, children with a life-limiting illness, children with a physical disability. We elected to separate the intake eligibility function from our ongoing case management and contract this service out as part of the ADRC. The idea was based wanting individuals applying for services to have the most comprehensive experience whether or not they end up qualifying for LTC Medicaid. If they do not, the intake case manager will be able to assist the individual directly or use a warm hand off to an options counselor to continue working with the individual or family to find what type of resources and assistance they need.

Long Term Care Eligibility Liaison:

Clients wishing to receive Medicaid long term care services in their home, an Alternative Care Facility or in a Skilled Nursing Facility must qualify in two areas. First, the client must meet the definition of Level of Care as determined by assessment via the Uniform Long Term Care (ULTC) 100.2. Secondly, the client must qualify financially with incomes and resources below the State of Colorado income limits for Medicaid long term care. Clients deemed complex in that they lack natural supports to assist with the application process, or have a developmental delay, intellectual disability, mental illness, chronic or acute medical condition, addiction issues, environmental safety hazards (violence, hoarding, meth labs, infestation, etc. in the home) and so forth can find it difficult to provide the necessary verification required in order to process the case. Such clients would have been approved for the services if not for the lack of financial verifications.

As the number of denials and discontinuations of Medicaid applications for Long Term Care due to no verifications provided continues to increase, the impact on eligibility staff is lack of time available to process those applications that are ready to work as well as the reality of a client that is deemed at-risk and medically fragile not receiving necessary services that they would

qualify for. The impact on the Single Entry Point (SEP) Intake team, part of Aging and Disability Resources for Colorado (ADRC) is repeat assessments on clients that are never approved.

This lack of ability to get the client approved for long term care services has a high enough impact on the Agency as well as our community. This position will be responsible for assisting these complex individuals go through the application process so that they can gain the eligibility status more efficiently and begin receiving services quicker.

Home connections Case Management:

There are seniors in Mesa County who are marginally getting by because of limitations caused by aging and/or disabilities. Many live alone without formal interventions. They could use a little help to maintain their independence and continue to live in their own home.

Home Connections, a program supported by ADRC of Mesa County, helps provide some basic services through partnerships with local agencies to help maintain their independence. Home Connection Services helps to improve the quality of life, prevent or delay the need for acute medical interventions and formal Long Term Care, all while offering cost-effective services that will allow participants to remain in their own home. Services offered are home-maker services, laundry services, medication management, life alert system, and some case management.

Veterans Directed Home and Community Based Services Case Management (VD-HCBS):

The program provides Veterans of all ages the opportunity to receive participant-directed home and community based services, enabling them to avoid nursing home placement and to continue to live in their homes and communities. Under the VD-HCBS program, the VA Medical Center refers eligible Veterans to an Aging and Disability Network provider site that assists them to manage a flexible budget, decide for themselves what mix of services will best meet their personal care needs, hire their own personal care aides, including family or neighbors and purchase items or services in order to live independently in the community.

VA Medical Centers (VAMCs) purchase these services for Veterans from the Aging and Disability Resource Centers (ADRC) through the execution of a provider agreement. Services of the ADRC include:

- Conducting an assessment, and assisting the Veteran to develop a service plan
- Consulting with the Veteran to determine what mix of goods and services best meet his/her needs
- Assisting the Veteran in managing an individual budget
- Assisting the Veteran in selecting, hiring, and supervising workers, including family and friends
- Assisting the Veteran in purchasing items, goods and services to enable independent living
- Arranging for financial management services to manage employment taxes and insurance and process payroll and timesheets
- Providing facilitation to ensure Veterans obtain access to services

The successful bidder:

- Must be able to provide comprehensive Medicaid and other benefits counseling.
- Must have experience performing intake eligibility functional assessments for Long Term Care Medicaid.
- Must have experience managing ADRC options counseling as defined by the State of Colorado Unit on Aging, <http://www.adrc-tae.acl.gov/tiki-index.php?page=OptionsCounselingTraining>,
- Must have experience performing information and referral services, as well as call center experience.
- Must be able to obtain AIRS certification.
<http://www.airs.org/i4a/pages/index.cfm?pageID=3309>
- Must have disaster response experience.
- Will demonstrate in proposal how the agency will provide person centered services to all clients.
- The agency must have experience in or currently serve special populations such as elderly, blind, disabled, developmental disabilities, intellectual disabilities, traumatic brain injury, and mental illness.
- Will be required to maintain current ADRC/211 staff at current wages and continue to work out of Mesa County Community Services Building as part of the DHS team. Must maintain collaborative relationships internally in DHS and in the community and throughout the Western Slope.
- Must be able to provide technical assistance regarding state programs and data systems such as Tapestry, the BUS, and CBMS.
- Must have knowledge of financial eligibility process and criteria for Long Term Care Medicaid and other benefit programs.
- The agency must demonstrate current collaborative efforts in the human services long term care field in Mesa County and throughout the Western Slope of Colorado.
- Must adhere to Mesa County Department of Human Services core set of Values; Humanity, Balance, Honesty, Inclusion, and Teamwork.
- Experience and Knowledge of emergency management.
- Ability to adapt quickly to programmatic changes identified by Owner.
- Ability to manage all human resource functions surrounding the positions.

- Places employee wellness as a priority.

Mesa County will maintain control of program development and direction through the Division Director of Adult Services within the Department of Human Services. The Mesa County ADRC/211 has been developed over the last 8 years to become a statewide model. It is continuing to grow in scope as we strive to find ways to best serve those in need in Mesa County and throughout the Western Slope. This program will continue to primarily serve citizens of Mesa County, however efforts to provide 211 and VD-HCBS services around certain portions of the Western Slope will continue and eventually expand.

Job Descriptions: See Attached.

4.4. Pre-Proposal Briefing: A **mandatory** site visit is required by all Firms intending to submit a response to this RFP. Any Firm that does not attend the **mandatory** site visit shall not be eligible to submit a response to this RFP. **The pre-proposal briefing shall be held at the Mesa County Department of Human Services Building, Conference Room #1059, located at 510 29 ½ Road, Grand Junction, CO on August 20, 2015 at 3:00pm.**

4.5. RFP Tentative Time Schedule:

- | | |
|--|-----------------------|
| • Request for Proposal available | August 10, 2015 |
| • Mandatory Pre-Proposal Meeting | August 20, 2015 |
| • Inquiry deadline, no questions after this date | August 31, 2015 |
| • Addendum Posted | September 4, 2015 |
| • Submittal deadline for proposals | September 10, 2015 |
| • Owner evaluation of proposals | September 11-30, 2015 |
| • Interviews (if required) | October 13, 2015 |
| • Final selection | October 16, 2015 |
| • Board of County Commissioners Approval | November 9, 2015 |
| • Contract execution | November 9, 2015 |
| • Services begins no later than | January 1, 2016 |

4.6. Questions Regarding Scope of Services:

Duane Hoff Jr., Senior Buyer
duaneh@gjcity.org

4.7. Contract: Contract shall commence January 1, 2016 and will run through December 31, 2016. The awarded Firm and the Owner agree that this Proposal or subsequent contract may, upon mutual agreement of the Firm and the Owner, be extended under the terms and conditions of the contract for four (4) additional one (1) year contract periods, contingent upon the applicable fiscal year funding.

SECTION 5.0: PREPARATION AND SUBMITTAL OF PROPOSALS

Submission: Each proposal shall be submitted in electronic format only, and only through the Rocky Mountain E-Purchasing website (<https://www.rockymountainbidsystem.com/default.asp>). This site offers both “free” and “paying” registration options that allow for full access of the Owner’s documents and for electronic submission of proposals. (Note: “free” registration may take up to 24 hours to process. Please Plan accordingly.) Please view our “**Electronic Vendor Registration Guide**” at <http://www.gjcity.org/BidOpenings.aspx> for details. (Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline **800-835-4603**). For proper comparison and evaluation, the City requests that proposals be formatted as directed in Section 5.0 “Preparation and Submittal of Proposals.” Offerors are required to indicate their interest in this Project, show their specific experience and address their capability to perform the Scope of Services in the Time Schedule as set forth herein. For proper comparison and evaluation, the Owner requires that proposals be formatted **A to G**:

- A. Cover Letter:** Cover letter shall be provided which explains the Firm’s interest in the project. The letter shall contain the name/address/phone number/email of the person who will serve as the firm’s principal contact person with Owner’s Contract Administrator and shall identify individual(s) who will be authorized to make presentations on behalf of the firm. The statement shall bear the signature of the person having proper authority to make formal commitments on behalf of the firm. By submitting a response to this solicitation the Firm agrees to all requirements herein.
- B. Qualifications/Experience/Credentials:** Proposers shall provide their qualifications for consideration as a contract provider to the Mesa County and include prior experience in similar projects.
- C. Strategy and Implementation Plan:** Describe your (the firm’s) interpretation of the Owner’s objectives with regard to this RFP. Describe the proposed strategy and/or plan for achieving the objectives of this RFP. The Firm may utilize a written narrative or any other printed technique to demonstrate their ability to satisfy the Scope of Services. The narrative should describe a logical progression of tasks and efforts starting with the initial steps or tasks to be accomplished and continuing until all proposed tasks are fully described and the RFP objectives are accomplished. Include a **time schedule** for completion of your firm’s implementation plan and an estimate of time commitments from Owner staff.
- D. References:** A minimum of three (3) **references** with name, address, telephone number, and email address that can attest to your experience in projects of similar scope and size.
- E. Fee Proposal:** Provide a complete list of costs using attached Fee Proposal Spread Sheet.
- F. Financial Statements:** Proposer shall provide a financial statement, as prepared by a certified public accountant, for their prior fiscal year, consisting of a balance sheet, profit and loss statement and such other financial statements as may be appropriate, which

shall demonstrate that the proposer possesses adequate financial ability and stability to enable the Proposer to fulfill their obligations under the terms of this RFP. If requested by the Proposer, such information shall be treated as confidential by the Owner and shall not be subject to public disclosure. These documents must depict the financial status of that entity, subsidiary, division, or subdivision thereof, which will actually provide services. If the Proposer is a partnership or joint venture, individual financial statements must be submitted for each general partner or joint venture thereof. Consolidated balance sheets and profit/loss statements depicting the financial status of a Parent Corporation or joint venture shall not be considered an acceptable response.

- G. Additional Data (optional):** Provide any additional information that will aid in evaluation of your qualifications with respect to this project.

SECTION 6.0: EVALUATION CRITERIA AND FACTORS

- 6.1 Evaluation:** An evaluation team shall review all responses and select the proposal or proposals that best demonstrate the capability in all aspects to perform the scope of services and possess the integrity and reliability that will ensure good faith performance.
- 6.2 Intent:** Only respondents who meet the qualification criteria will be considered. Therefore, it is imperative that the submitted proposal clearly indicate the firm's ability to provide the services described herein.

Submittal evaluations will be done in accordance with the criteria and procedure defined herein. The Owner reserves the right to reject any and all portions of proposals and take into consideration past performance. The following parameters will be used to evaluate the submittals (in no particular order of priority):

- Responsiveness of submittal to the RFP
- Understanding of the project and the objectives
- Experience & Required Skills
- Necessary resources
- Strategy & Implementation Plan
- References
- Financial Stability
- Fees

The Owner will undertake negotiations with the top rated firm and will not negotiate with lower rated firms unless negotiations with higher rated firms have been unsuccessful and terminated.

- 6.3 Oral Interviews:** The Owner may invite the most qualified rated proposers to participate in oral interviews.
- 6.4 Award:** Firms shall be ranked or disqualified based on the criteria listed in Section 6.2. The Owner reserves the right to consider all of the information submitted and/or oral presentations, if required, in selecting the project Firm.

SECTION 7.0: SOLICITATION RESPONSE FORM

RFP 4085-15-DH “Professional Services Contract for Program Positions for Aging and Disability Resource Center (ADRC) & 211 Programs for Mesa County Department of Human Services”

Offeror must submit entire Form completed, dated and signed.

The Owner reserves the right to accept any portion of the services to be performed at its discretion

The undersigned has thoroughly examined the entire Request for Proposals and therefore submits the proposal and schedule of fees and services attached hereto.

This offer is firm and irrevocable for sixty (60) days after the time and date set for receipt of proposals.

The undersigned Offeror agrees to provide services and products in accordance with the terms and conditions contained in this Request for Proposal and as described in the Offeror’s proposal attached hereto; as accepted by the Owner.

Prices in the proposal have not knowingly been disclosed with another provider and will not be prior to award.

- Prices in this proposal have been arrived at independently, without consultation, communication or agreement for the purpose of restricting competition.
- No attempt has been made nor will be to induce any other person or firm to submit a proposal for the purpose of restricting competition.
- The individual signing this proposal certifies they are a legal agent of the offeror, authorized to represent the offeror and is legally responsible for the offer with regard to supporting documentation and prices provided.
- Direct purchases by Mesa County are tax exempt from Colorado Sales or Use Tax. Tax exempt No. 98-04241. The undersigned certifies that no Federal, State, County or Municipal tax will be added to the above quoted prices.
- Prompt payment discount of _____ percent of the net dollar will be offered to the Owner if the invoice is paid within _____ days after the receipt of the invoice. Payment Terms _____.

RECEIPT OF ADDENDA: the undersigned Firm acknowledges receipt of Addenda to the Solicitation, Specifications, and other Contract Documents.

State number of Addenda received: _____.

It is the responsibility of the Proposer to ensure all Addenda have been received and acknowledged.

Company Name – (Typed or Printed)

Authorized Agent – (Typed or Printed)

Authorized Agent Signature

Phone Number

Address of Offeror

E-mail Address of Agent

City, State, and Zip Code

Date

Fee Proposal Spread Sheet

Position	Funding	Current 2015 Hourly Rate	Proposed 2016 Hourly Rate	FTE's	Annual \$	Emp Benefits %	Emp Benefits \$	NBB	Total	Admin Fee %	Admin Fee \$	Grand Total \$
ADRC Director	Allocated 211	24.00		1.00								
Infoline Resource Specialist	Allocated 211	15.08		1.00								
Infoline Resource Specialist	Allocated 211	12.48		1.00								
Infoline Resource Specialist - Child Care	Allocated 211	12.48		1.00								
Options Counselor	AAA	14.85		1.00								
Options Counselor	SEP	14.85		1.00								
Options Counselor	SEP	14.85		1.00								
LTC Liaison	SEP	14.85		1.00								
Intake Supervisor	SEP	21.00		1.00								
Intake Case Manager	SEP	18.00		1.00								
Intake Case Manager	SEP	18.00		1.00								
Intake Case Manager	SEP	18.00		1.00								
Intake Case Manager	SEP	18.00		1.00								
Intake Case Manager	SEP	18.00		1.00								
SEP Ongoing Case Manager	SEP/VD-HCBS	19.55		1.00								
VD-HCBS part time	VD-HCBS	18.00		0.50								
ADRC Total												

APENDIX A

NOTIFICATION OF IMMIGRATION COMPLIANCE REQUIREMENTS AND CERTIFICATION BY FIRM

Contractor acknowledges that Contractor has been notified of the immigration compliance requirements of C.R.S. § 8-17.5-101, et.seq. (House Bill 06-1343), and hereby CERTIFIES that:

1. The Contractor shall not knowingly employ or contract with an illegal alien to perform work under the public contract for services; or
2. Enter into a contract with a subcontractor that fails to certify to the Contractor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under the public contract for services;
3. The Contractor has verified or attempted to verify through participation in the basic pilot program that the Contractor does not employ any illegal aliens and, if the Contractor is not accepted into the basic pilot program prior to entering into a public contract for services, that the Contractor shall apply to participate in the basic pilot program every three months until the Contractor is accepted or the public contract for services has been completed, whichever is earlier. This provision shall not be required or effective in a public contract for services if the basic pilot program is discontinued;
4. The Contractor acknowledges that the Contractor is prohibited from using basic pilot program procedures to undertake pre-employment screening of job applicants while the public contract for services is being performed;
5. If the Contractor obtains actual knowledge that a subcontractor performing work under the public contract for services knowingly employs or contracts with an illegal alien, the Contractor shall be required to:
 - (A) Notify the subcontractor and the contracting state agency or political subdivision within three days that the Contractor has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and
 - (B) Terminate the subcontract with the subcontractor if within three days of receiving the notice required pursuant to subparagraph (A) of this Section 5 the subcontractor does not stop employing or contracting with the illegal alien; except that the Contractor shall not terminate the contract with the subcontractor if during such three days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.
6. Contractor is required to comply with any reasonable request by the State Department of Labor and Employment ("Department" herein) made in the course of an investigation that the Department is undertaking pursuant to the authority established in C.R.S. § 8-17.5-102(5).

7. If Contractor violates a provision of the public contract for services required herein may terminate the contract for a breach of the contract. If the contract is so terminated, the Contractor shall be liable for actual and consequential damages to the County.

8. The County is obligated to notify the office of the secretary of state if a contractor violates a provision of this Addendum and the County terminates the contract for such breach. Based on this notification, the secretary of state shall maintain a list that includes the name of the Contractor, the state agency or political subdivision that terminated the public contract for services, and the date of the termination. A contractor shall be removed from the list if two years have passed since the date the contract was terminated, or if a court of competent jurisdiction determines that there has not been a violation of the provision of the public contract for services required pursuant to Section I. An agency or political subdivision shall notify the office of the secretary of state if a court has made such a determination. The list shall be available for public inspection at the office of the secretary of state and shall be published on the internet on the website maintained by the office of the secretary of state.

9. The Department may investigate whether a contractor is complying with the provisions of a public contract for services required pursuant to Section I. The Department may conduct on-site inspections where a public contract for services is being performed, request and review documentation that proves the citizenship of any person performing work on a public contract for services, or take any other reasonable steps that are necessary to determine whether a contractor is complying with the provisions of a public contract for services required pursuant to Section I. The Department shall receive complaints of suspected violations of a provision of a public contract for services (this Addendum) and shall have discretion to determine which complaints, if any, are to be investigated. The results of any investigation shall not constitute final agency action. The Contractor is hereby notified that the Department is authorized to promulgate rules in accordance with article 4 of title 24, C.R.S., to implement the provisions of C.R.S. § 8-17.5-101, et. seq.

APPENDIX B

Standard Terms and Conditions

1. **Scope of Contract:** Any other work, materials, equipment or machinery not specifically described or expressly covered herein, but which is required or necessary to perform or complete the work which is contemplated, shall be deemed to be, and is, covered by this contract.
2. **Safety:** Precautions shall be exercised at all times for the protection of all persons (including Board and Mesa County employees) and property. The safety provisions of all applicable laws, regulations, and codes shall be observed. Hazards arising from the use of vehicles, machinery, and equipment shall be guarded or eliminated in accordance with the highest accepted standards of safety practice. Contractor and any subcontractors shall comply fully with all requirements of the Occupational Safety and Health Act, and any other pertinent Federal, State or Local Statutes, rules or regulations. Contractor and any subcontractors shall bear full responsibility for payment of any fines or other punishments resulting from violation of any such statutes, rules or regulations.
3. **Sub-Contractors:** This is a personal services contract on the part of Contractor. This Contract may not be assigned or subcontracted without the prior express written consent of the Board and any attempt to assign this contract without the prior express written consent of the Board shall render the contract null and void with respect to the attempted assignee.
4. **Financial Audit:** The Board, or its designee, may, at reasonable times, during the term of this contract or for two years after its termination or expiration, audit Contractor's books with regard to this contract, and Contractor shall retain its books and records for the required period.
5. **Exclusivity:** This is not an exclusive contract. The Board may, at its sole discretion, contract with other entities for work similar to that to be performed by Contractor hereunder. Contractor may contract to perform similar work for others, and is not expected to work exclusively for the Board.
6. **Conflict Resolution:** This contract is and shall be deemed to be performable in the County of Mesa, Colorado, and venue for any dispute hereunder that cannot be settled between the parties shall be in the District Court of the County of Mesa, Colorado. In the event of dispute concerning performance hereunder, the parties agree that the Court shall enter judgment in favor of the prevailing party for costs and reasonable attorneys' fees.
7. **Confidentiality of Information:** Contractor agrees that any information received during any furtherance of the obligations hereunder will be treated as confidential and will not be revealed to other persons, firms or organizations, unless required by statute or other law, subpoenaed, released or further required for treatment.
8. **Legal Authority:** Contractor warrants that it possesses the legal authority to enter into this contract and that it has taken all actions required by procedures, by-laws and/or applicable law to exercise that authority, and to lawfully authorize the undersigned signatory to execute this contract and to bind Contractor to its terms.
9. **Inspection and Acceptance:** The Board reserves the right, without notice and at reasonable times, to inspect the work accomplished by the Contractor under this contract. The right of inspection reserved in the Board is for protection

of the Board in assuring that the work is proceeding in a timely and satisfactory manner and does not relieve Contractor from responsibility for selecting appropriate means of fulfilling its obligations hereunder.

10. Indemnification: Contractor shall, to the extent allowed by law, indemnify and hold harmless the Board, Mesa County, Colorado Department of Human Services and the State of Colorado, their agents, officials and employees, against all loss or damages, including penalties, charges, professional fees, interest, costs, expenses and liabilities of every kind and character arising out of, or relating to, any and all claims and causes of actions of every kind and character, in connection with, directly or indirectly, this Contract, whether or not it shall be alleged or determined that the harm was caused through or by the Contractor or subcontractor, if any, or their respective employees and agents, or a party indemnified hereunder. Contractor further agrees that its obligations to the Board under this paragraph include claims against the Board, Mesa County, Colorado Department of Human Services or State of Colorado by Contractor's employees whether or not such claim is covered by workers compensation. Contractor expressly understands and agrees that any insurance or bond protection required by this Contract, or otherwise provided by Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the Board, Mesa County, Colorado Department of Human Services, their agents, officials, and employees as herein provided, and such obligation exists even if the claim is fraudulent or groundless.

11. Force Majeure: Neither Contractor nor the Board shall be liable to the other for any delay in, or failure of performance of, any covenant or promise contained in this contract, nor shall any delay or failure constitute default or give rise to any liability for damages if, and only to the extent that, such delay or failure is caused by "force majeure". As used in this contract "force majeure" means fire, explosion, action of the elements, interruption of transportation, rationing, court action, illegality, unusually severe weather, or any other cause which is beyond the control of the party affected and which, by the exercise of reasonable diligence, could not have been prevented by the party affected.

12. Severability: To the extent that this contract may be executed and performance of the obligations of the parties may be accomplished within the intent of the contract, the terms of this contract are severable, and should any term or provision of the contract or its attachments be declared invalid or become inoperative for any reason, such invalidity or failure shall not affect the validity of any other term or provision herein.

13. Modification and Amendment: This contract is subject to such modifications and/or amendments as may be necessary. No modification or amendment to this contract shall be effective unless agreed to in writing by both parties.

14. Survivability: Contract Paragraph 8 and 12 and Attachment D Paragraphs 2, 4, 6, 7, 8, 9, 10, 15 and 16 shall survive any termination of this Contract.

15. Conformance with Law: Contractor shall at all times during the performance period strictly adhere to all applicable federal and state laws and implementing regulations as they currently exist and may hereafter be amended. Contractor shall also require compliance with these statutes and regulations in subcontract and subgrant agreements, if any, permitted under this Contract. Without limitation, these federal and state laws and regulations include:

- Age Discrimination Act of 1975, 42 USC Sections 6101 et seq and its implementing regulation, 45 CFR Part 91;
- Age Discrimination in Employment Act of 1967, 29 USC 621-634;
- Americans with Disabilities Act of 1990 (ADA), 42 USC 12101 et seq;

- Drug Free Workplace Act of 1988, 41 USC 701 et seq;
- Equal Pay Act of 1963, 29 USC 206(d);
- Immigration Reform and Control Act of 1986, 8 USC 1324b;
- Pro-Children Act of 1994, 20 USC 6081 et seq;
- Section 504 of the Rehabilitation Act of 1973, 29 USC 794, as amended, and implementing regulation 45 CF Part 84;
- Titles VI and VII of the Civil Rights Act of 1964, 42 USC 2000d and e;
- Title IX of the Education Amendments of 1972, 20 USC 1681 et seq;
- Section 24-34-302, et seq, Colorado Revised Statutes 1993, as amended;
- The “Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments (Common Rule), at 49 CFR, Part 18;
- Office of Management and Budget Circulars A-87, A-21 or A-122, and A-102 or A-110, whichever are applicable;
- The Hatch Act (5 USC 1501-1508 and PL 95-454 Section 4728). These statutes state that federal funds cannot be used for partisan political purposes of any kind by any person or organization involved in the administration of federally-assisted programs;
- Health Insurance Portability and Accountability Act of 1996 (HIPAA) Public Law 104-191 codified at 45 CFR 160-164, if applicable;
- Personal Responsibility and Work Opportunity reconciliation Act of 1996, if applicable;
- Health Insurance Portability and Accountability Act of 1996 (HIPAA) Public Law 104-191 codified at 45 CFR 160-164, if applicable;
- Personal Responsibility and Work Opportunity reconciliation Act of 1996, if applicable.

16. Non-discrimination: Contractor shall not discriminate against any person on the basis of race, color, national origin, age, sex, religion and disability, including Acquired Immune Deficiency Syndrome (AIDS) or AIDS related conditions, in performance of work and provision of services under this Contract.

17. The Contractor assures that where activities supported by this Contract produce any discovery or invention, original computer programs, writing, sound recordings, pictorial reproductions, drawings or other graphical representation and works of any similar nature, the Board has the right to use, duplicate and disclose, in whole or in part in any manner for any purpose whatsoever and authorize others to do so. If the material or invention is copyrightable, the Contractor may copyright such, but the Board reserves royalty-free non-exclusive and irreversible license to practice, reproduce, publish and use such materials in whole or in part, and authorize others to do so.

18. This Contract constitutes the entire agreement between the parties, and no changes or modifications shall be effective unless reduced to writing and signed by the parties. The Contract shall be read as a whole, rather than each item being read separately.

19. The Contractor certifies that the Contractor shall comply with the provision of CRS 8-17.5-101 et seq. The Contractor shall not knowingly employ or contract with an illegal alien to perform work under this contract or enter into a contract with a subcontractor that fails to certify to the Contractor the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this contract. The Contractor represents, warrants, and agrees that it (i) has verified that it does not employ any illegal aliens, through participation in the Basic Pilot Employment Verification Program administered by the Social Security Administration and Department of Homeland Security, and (ii) otherwise will comply with the requirements of CRS 8-17.5-102(2)(b). The Contractor shall comply with all reasonable requests made in the course of an investigation under C.R 8-17.5-102 by the Colorado Department of Labor and Employment. If the Contractor fails to comply with any requirement of this provision or CRS 8-17.5-101 et seq., the County may terminate this contract for breach and the Contractor shall be liable for actual and consequential damages to the County.

A Contractor that operates as a sole proprietor hereby swears or affirms under penalty of perjury that the Contractor (i) is a citizen of the United States or otherwise lawfully present in the United States pursuant to federal law, (ii) shall comply with the provisions of CRS 24-76.5-101 et seq., and (iii) shall produce one of the forms of identification required by CRS 24-76.5-103 prior to the effective date of this Contract. Except where exempted by federal law and except as provided in CRS 24-76.5-103(3), a Contractor that received federal or state funds under this contract must confirm that any individual natural person eighteen years of age or older is lawfully present in the United States pursuant to CRS 24-76.5-103(4) if such individual applies for public benefits provided under this contract.

20. By signing this Agreement, the Contractor agrees to provide, comply with, and, if applicable, execute the certifications set forth in Addendum A - Notification of Immigration Compliance Requirements and Certification by Contractor, incorporated herein by reference and attached hereto.

Job Description

Job Title: Information and Referral Specialist

Department: 5036

Location: Work Force Center (211 Program)

Wage Scale: 4

Reports To: Program Coordinator

FLSA Status: Non-Exempt

Approved Date: 01/25/2011

SUMMARY

This position is responsible for providing information and referral services to national standards; delivering quality customer service to the general public in a diverse multi-county region; researching, recording and updating local health and human service providers; data entry of all contact transactions in the call center data bases; reporting of call center statistics; and representing the call center at public functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Employee must have regular attendance/punctuality, be able to cooperate with others, and be completely honest. Other assigned duties include:

1. Providing information and referral services to general public, including individual assessment of need; information and/or referrals as required; crisis intervention and advocacy when warranted; and follow-up as necessary.
2. Recording all transactions with the public and service providers in the database.
3. Reporting of call center statistics.
4. Provide childcare information and resources and train caller to access child care providers.
5. Outbound calls to update service information (including health/human service providers and child care providers).
6. Prepare and compile information packets and distribute when requested.
7. Participate in outreach and promotion of 211.
8. Research community resources for database.
9. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required.*

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); AIRS (Achieve Information and Referral Specialist) Certification; and 2 years experience in a call center/phone based setting with a focus on customer service, health and human services, and/or computer/office systems. A high level of competence with complex computer software applications, strong written and oral communication skills, advance clerical skills, teamwork ethic, and strong customer service skills are required.

ADDITIONAL SKILLS PREFERRED:

Education: Associates Degree or proof of 2 years successful completion of higher education .

Experience: Four years experience in a customer service and/or clerical setting.

Special Skills: Bi-Lingual (English and Spanish)

LANGUAGE SKILLS

Must be able to read and interpret documents such as safety rules, operating and maintenance instructions, as well as Hilltop and program specific policies and procedures. Must be able to write routine documentation as required. Must be able to verbally communicate effectively with clients and co-workers.

Must be able to read, analyze, and interpret general business practices, Hilltop policies and procedures, professional journals, technical guidelines, and governmental regulations. Must be able to write reports, business correspondence, and procedure manuals. Must be able to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Must be able to add and subtract two digit numbers, and to multiply and divide by 10's and 100's. Must be able to perform these operations using units of American money, weight measurements, volume measurement, and distance. Must be able to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Must be able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Must be able to interpret instructions that are furnished in a variety of formats including written, oral, diagram, and/or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

- AIRS Certification
- Colorado Driver's License

CLEARANCES

The following background checks are conducted by Hilltop Community Resources:

- Criminal Background
- Department of Health and Human Services Office of Inspector General

EXPOSURE CATEGORY: [2]

1) - Job tasks involve exposure to blood, body fluids, or tissue.

2) - Job tasks involve no exposure to blood, body fluids, or tissue, but employment may require unplanned category 1 exposure.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Mobility:

- Must be able to sit 95% of the time; walk 5% of the time.
- Must be able to balance (maintain body equilibrium to prevent falling when walking, standing, crouching, or running on narrow, slippery, or erratically moving surfaces).
- Must be able to stoop (bend body downward and forward by bending spine at the waist).
- Must be able to kneel (bend legs at knees to come to rest on knee or knees).
- Must be able to crouch (bend body downward and forward by bending legs and spine).
- Must be able to reach (extend hand(s) and arm(s) in any direction).

Dexterity:

- Must be able to handle (seize, hold, grasp, turn or otherwise work with hand or hands).
- Must be able to finger (grasp, pinch, or otherwise work primarily with fingers).
- Must be able to feel (perceive the attributes of an object, such as size, shape, temperature, or texture, by touching with skin, particularly that of the fingertips).

Lifting:

- Must be able to exert up to 20 pounds of force to lift, carry, push, pull, or otherwise move objects.

Communication:

- Must be able to express or exchange ideas by means of the spoken word. Must be able to clearly communicate with others by way of the English language.

Hearing:

- Must be able to perceive the nature of sounds at normal speaking levels with or without correction. Must be able to receive detailed information through oral communication, and to make the discriminations in sound.

Vision: Must have the following vision abilities:

- Close vision (clear at 20 inches or less).
- Far vision (clear at 20 feet or more).
- Depth perception (Three-dimensional vision. The ability to judge distances and spatial relationships so as to see objects where and as they actually are.)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).
- Color vision (ability to identify and distinguish colors).
- Field of vision (observing an area that can be seen up and down or right or left while eyes are fixed in a given point).

Physical Effort:

- Sedentary (physical effort is generally not required).

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Physical Surroundings:

- Under normal circumstances, 100% of time is spent indoors.
- Occasionally exposed to physically and/or verbally aggressive clients.
- The noise level is usually moderate.

Employee Signature: _____

Date: ____ / ____ / ____

Printed Employee Name: _____

WILLING AND ABLE
Information and Referral Specialist – WFC (211 Program)

Read the list of tasks below and check whether or not you can do these tasks. You must be able to do these tasks with or without reasonable accommodation to qualify for this job. If accommodations are needed please annotate at the end of the task. Falsification of your abilities will result in immediate termination.

Yes **No**

- | | | |
|-----|-----|--|
| ___ | ___ | Walk 5% of the time. |
| ___ | ___ | Sit 95% of the time. |
| ___ | ___ | Reach with arms and hands to support, move, assist, hold, and lift from floor to overhead. |
| ___ | ___ | Stoop, kneel and crouch. |
| ___ | ___ | Use hands, fingers, and/or fingertips to handle, seize, grasp, pinch, or perceive the size, shape, texture, or temperature of an object. |
| ___ | ___ | Talk and hear. |
| ___ | ___ | Lift, carry, push or pull up to 20 pounds. |
| ___ | ___ | Close vision (clear at 20 inches or less). |
| ___ | ___ | Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus). |
| ___ | ___ | Far vision (clear at 20 feet or more). |
| ___ | ___ | Color vision (ability to identify and distinguish colors). |
| ___ | ___ | Depth perception (Three-dimensional vision. The ability to judge distances and spatial relationships so as to see objects where and as they actually are.) |
| ___ | ___ | Field of vision (observing an area that can be seen up and down or right or left while eyes are fixed on a given point). |
| ___ | ___ | Use a computer and keyboard an average of 6-8 hours per day. |
| ___ | ___ | Use correct body mechanics to accomplish tasks. |

To the best of my knowledge, my answers are correct and honest.

Signature

Date

Print Name

JOB DESCRIPTION

Job Title: Resource Developer/Specialist- Home Connections
Depart: 5048/9 (Contract pass through employee with Mesa County DHS)
Location: DHS – Community Services Building
Wage Scale: Partner
Reports to: Regional Director WC2-1-1/ADRC
FLSA Status: Exempt
Approved Date: 10/29/2011
Revision date: 07/27/2015

SUMMARY

This position recruits and maintains agencies, organizations, businesses and individuals to provide donated and/or discounted services for participants in the Home Connections Program. The position also does telephone and some home assessment of the needs of community members who may be aging or disabled in order to refer the individuals to appropriate services to meet their long-term care needs in the community.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duty statements are illustrative of the essential functions of the job and do not include other duties that may be required. The duties and essential functions of this position may be modified or changed at any time.

1. Works closely with the Home Connections Collaborative Team, ADRC Options Counselors, Long Term Care Case Managers, and other long-term care providers to identify client needs.
2. Works closely with Area Agency on Aging Director, ADRC Options Counselors, Western CO 2-1-1 staff, community long-term care agencies, and others in the community to identify resources for individuals in need.
3. Gives individuals and families in need of services information and guidance in accessing long-term care services and services to prevent the need for long-term care.
4. Acts as liaison between those in need of long-term care services and providers in the community, and receives referrals from WC211, ADRC, and SEP. Provides appropriate referrals to community agencies.
5. Assesses persons in the community either by phone or in person to identify individual needs and makes referrals to appropriate resources to meet their needs.
6. Recruits community resources to meet identified needs. Uses a variety of methods to recruit services and resources, such as: letters, phone calls, media campaigns, and personal contacts.
7. Attends ADRC Planning Committee and Advisory Council meetings; serves as primary staff resource for planning committee and advisory council. Regularly attends Home Connections Collaborative Team meetings and Partner meetings to provide updates regarding Resource Development.
8. Plans and executes meetings, social activities for participants, provider appreciation events and other special events on a regular basis for participants of Home Connections. Goal is to have one Home Connections social event for participants per quarter as resources allow.
9. Maintains reports for the ADRC program, Department of Human Services and appropriate funding agencies. This includes Home Connections reports, budget reports for the ADRC and Home Connections as well as semi-annual reports due to the State and other funding sources.
10. Provides case management services for the Veterans Directed Home and Community based Services Program. Including collaboration and coordination with the VA, community providers, and managing team.
11. At as a Transition Coordinator for the Colorado Choice Transition Program, including all case coordination and collaboration, and participation in monthly meetings and/or conference calls.
12. Collaboration with community partners are required for the ongoing success of the ADRC/Home Connections program. Collaborate with community partners to leverage and pool resources in order to address unmet client needs.
13. Various office and administrative work such as, participating and attending meetings, data input and tracking, and follow-up with clients. Complete required paperwork processes for above mentioned programs that clients engage in or access associated with need/service.
14. Follow up with clients is necessary with all of the above mentioned programs and the frequency/time varies depending upon the needs of the client.
15. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION and/or EXPERIENCE

Bachelor's Degree or four (4) years of secondary education; or eight (8) or more years of related experience may be substituted for degree.

ADDITIONAL SKILLS PREFERRED:

Education: Master's Degree in related field.
Experience: Three or more years of program coordination experience.
Special Skills: Fluent in Spanish.

LANGUAGE SKILLS

Must be able to read and interpret documents such as safety rules, operating and maintenance instructions, as well as Hilltop and program specific policies and procedures. Must be able to write routine documentation as required. Must be able to verbally communicate effectively with clients and co-workers.

Must be able to read, analyze, and interpret general business practices, Hilltop policies and procedures, professional journals, technical guidelines, and governmental regulations. Must be able to write reports, business correspondence, and procedure manuals. Must be able to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Must be able to accurately and clearly provide direction to staff and residents.

MATHEMATICAL SKILLS

Must be able to add and subtract two digit numbers, and to multiply and divide by 10's and 100's. Must be able to perform these operations using unites of American money, weight measurements, volume measurement, and distance. Must be able to apply concepts such as fractions, percentages, rations, and proportions to practical situations.

REASONING ABILITY

Must be able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Must be able to interpret instructions that are furnished in a variety of formats including written, oral, diagram, and/or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

- Colorado Driver's License
- Proof of Insurance

CLEARANCES

The following background checks are conducted by Hilltop Community Resources, Inc.

- Criminal Background
- Child Abuse Registry
- Department of Health and Human Services Office of Inspector General

EXPOSURE CATEGORY: [2]

- 1) – Job tasks involve exposure to blood, body fluids, or tissue
- 2) – Job tasks involve no exposure to blood, body fluids, or tissue, but employment may require unplanned category 1 exposure

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Mobility:

- Must be able to stand (10% of the time; sit 80% of the time; walk 10% of the time).
- Must be able to climb (ascend or descent ladders, stairs, scaffolding, ramps, etc., using feet and legs and/or hands and arms).
- Must be able to balance (maintain body equilibrium to prevent falling when walking, standing crouching, or running on narrow, slippery, or erratically moving surfaces).
- Must be able to stoop (bend body downward and forward by bending spine at waist).
- Must be able to kneel (bend legs at knees to come to rest on knee or knees).
- Must be able to crouch (bend body downward and forward by bending legs and spine).
- Must be able to crawl (move about on hands and knees or hands and feet).
- Must be able to reach (extend hand (s) and arm (s) in any direction).

Dexterity:

- Must be able to handle (seize, hold, grasp, turn or otherwise work with hand or hands).
- Must be able to finger (grasp, pinch, or otherwise work primarily with fingers).
- Must be able to feel (perceive the attributes of an object, such as size, shape, temperature, or texture, by touching with skin, particularly that of the fingertips).

Lifting:

- Must be able to exert up to 15 pounds of force to lift, carry, push, pull, or otherwise move objects.

Communication:

- Must be able to express or exchange ideas by means of the spoken word. Must be able to clearly communicate with others by way of the English language.

Hearing:

- Must be able to perceive the nature of sounds at normal speaking levels with or without correction.
- Must be able to receive detailed information through oral communication, and to make the discriminations in sound.

Taste/Smell:

- Must be able to distinguish, with a degree of accuracy, differences or similarities in intensity or quality of flavors and /or odors, or recognize particular flavors and/or odors, using the tongue and/or nose.

Vision: Must have the following vision abilities:

- Close vision (clear at 20 inches or less)
- Far vision (clear at 20 feet or more)
- Depth perception (three-dimensional vision. The ability to judge distances and spatial relationships so as to see objects where and as they actually are).
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).
- Color vision (ability to identify and distinguish colors).
- Field of vision (observing an area that can be seen up and down or right or left while eyes are fixed in a given point).

Physical Effort:

- Sedentary (physical effort is generally not required).

WORK ENVIRONMENT The Work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Physical Surroundings:

- 90% of time is spent indoors, 10% of time is spent outdoors
- Occasionally exposed to physically and/or verbally aggressive clients.
- The noise level is usually moderate.

Employee Signature: _____ Date: ____/____/____

Printed Employee Name: _____

WILLING AND ABLE
Resource Developer/Specialist – Home Connections - DHS

Read the list of tasks below and check whether or not you can do these tasks. You must be able to do these tasks with or without reasonable accommodation to qualify for this job. If accommodations are needed, please annotate at the end of the task. Falsification of your abilities will result in immediate termination.

Yes **No**

- | | | |
|-----|-----|--|
| ___ | ___ | Stand 10% of the time. |
| ___ | ___ | Walk 10% of the time. |
| ___ | ___ | Sit 80% of the time. |
| ___ | ___ | Reach with arms and hands to support, move, assist, hold, and lift from floor to overhead. |
| ___ | ___ | Stoop, kneel and crouch. |
| ___ | ___ | Taste and smell (distinguish differences in intensity of flavors and/or odors; recognize flavors and/or odors, using the tongue and/or nose). |
| ___ | ___ | Use hands, fingers, and/or fingertips to handle, seize, grasp, pinch, or perceive the size, shape, texture, or temperature of an object. |
| ___ | ___ | Talk and hear. |
| ___ | ___ | Lift, carry, push or pull up to 15 pounds. |
| ___ | ___ | Close vision (clear at 20 inches or less). |
| ___ | ___ | Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus). |
| ___ | ___ | Far vision (clear at 20 feet or more). |
| ___ | ___ | Color vision (ability to identify and distinguish colors). |
| ___ | ___ | Depth perception (three-dimensional vision. The ability to judge distances and spatial relationships so as to see objects where and as they actually are). |
| ___ | ___ | Field of vision (observing an area that can be seen up and down or right or left while eyes are fixed on a given point). |
| ___ | ___ | Use a computer and keyboard an average of 3 hours per day. |
| ___ | ___ | Use correct body mechanics to accomplish tasks. |

To the best of my knowledge, my answers are correct and honest.

Signature

Date

Print Name

Job Description

Job Title: Single Entry Point - Intake Case Manager
Department: ARCH - DHS
Location: DHS
Wage Scale: Partner
Reports To: Director WC 2-1-1/ARCH
FLSA Status: Exempt
Approved Date: 8/1/2013

SUMMARY

This position is responsible for providing information and referral, determining functional eligibility for Medicaid Long Term Care programs, identifying client's care needs and developing service plans.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Employee must have regular attendance/punctuality, be able to cooperate with others, and be completely honest. Other assigned duties include:

1. Conduct face to face assessments with clients to determine LTC Medicaid functional eligibility (evaluates physical/mental health, competency, living environment, activities of daily living, support systems, and finances). Includes obtaining collateral information when needed and getting necessary paperwork signed.
2. Data entry of assessment into the state database (BUS), including completing all necessary forms and mailings and organizing client case file. Maintains clear and accurate records in the computer with the use of BUS, including log notes, assessments, care plans, and other relevant documents. Manages other pertinent documents including release of information forms, status reports, etc.
3. Provides information and referrals to community resources to clients.
4. Assesses client's needs and develops service plan, providing options to client for qualified providers.
5. Communicates with LTC financial technician and client during application process and monitors if client needs additional assist turning in financial verifications.
6. Communicates and coordinates with on-going SEP case manager for transfer of case after assessment is complete.
7. Represents Hilltop and SEP at appeal hearings.
8. Assesses client's at-risk needs and making an Adult Protection Referral when necessary.
9. Attends regular inter-disciplinary team meetings regarding client care, advocacy, and services coordination.
10. Attends conferences, workshops, and state training sessions regarding long-term care case management, adult protection issues, chronic disease, and other disabled and elderly population issues.
11. Collaborates and participates with ARCH/211 team to coordinate client services.
12. Provides outreach, information and education to the community and organizations regarding long-term care services, ARCH, 2-1-1.
13. Completes necessary paperwork such as monthly reports, mileage sheets, etc.
14. Participates in 2-1-1/ARCH/SEP team meetings and trainings.
15. Performs intake and information referral duties by being available for walk-ins regarding adult services.
16. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required.*

EDUCATION and/or EXPERIENCE

Bachelor's Degree in Social Work or Human Service related field including Sociology, Psychology, and/or Nursing; 2 years experience in case management; active and reflective listening, proficient writing/typing skills, effective communication, basic computer knowledge, good customer service, and good decision making skills.

ADDITIONAL SKILLS PREFERRED:

Education: Master's Degree in Social Work or other Human Services related field.
Experience: 2 additional years of related experience.
Special Skills: Bilingual in English and Spanish.

LANGUAGE SKILLS

Must be able to read and interpret documents such as safety rules, operating and maintenance instructions, as well as Hilltop and program specific policies and procedures. Must be able to write routine documentation as required. Must be able to verbally communicate effectively with clients and co-workers.

Must be able to read, analyze, and interpret general business practices, Hilltop policies and procedures, professional journals, technical guidelines, and governmental regulations. Must be able to write reports, business correspondence, and procedure manuals. Must be able to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Must be able to accurately and clearly provide direction to staff and residents.

MATHEMATICAL SKILLS

Must be able to add and subtract two digit numbers, and to multiply and divide by 10's and 100's. Must be able to perform these operations using units of American money, weight measurements, volume measurement, and distance. Must be able to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Must be able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Must be able to interpret instructions that are furnished in a variety of formats including written, oral, diagram, and/or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

- Colorado Driver's License

CLEARANCES

The following background checks are conducted by Hilltop Community Resources:

- Criminal Background
- Department of Health and Human Services Office of Inspector General

EXPOSURE CATEGORY: [2]

- 1) - Job tasks involve exposure to blood, body fluids, or tissue.
- 2) - Job tasks involve no exposure to blood, body fluids, or tissue, but employment may require unplanned category 1 exposure.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Mobility:

- Must be able to stand 15% of the time; sit 70% of the time; walk 15% of the time.
- Must be able to stoop (bend body downward and forward by bending spine at the waist).
- Must be able to kneel (bend legs at knees to come to rest on knee or knees).
- Must be able to crouch (bend body downward and forward by bending legs and spine).
- Must be able to reach (extend hand(s) and arm(s) in any direction).

Dexterity:

- Must be able to handle (seize, hold, grasp, turn or otherwise work with hand or hands).
- Must be able to finger (grasp, pinch, or otherwise work primarily with fingers).
- Must be able to feel (perceive the attributes of an object, such as size, shape, temperature, or texture, by touching with skin, particularly that of the fingertips).

Lifting:

- Must be able to exert up to 10 pounds of force to lift, carry, push, pull, or otherwise move objects.

Communication:

- Must be able to express or exchange ideas by means of the spoken word. Must be able to clearly communicate with others by way of the English language.

Hearing:

- Must be able to perceive the nature of sounds at normal speaking levels with or without correction. Must be able to receive detailed information through oral communication, and to make the discriminations in sound.

Taste/Smell:

- Must be able to distinguish, with a degree of accuracy, differences or similarities in intensity or quality of flavors and/or odors, or recognize particular flavors and/or odors, using the tongue and/or nose.

Vision: Must have the following vision abilities:

- Close vision (clear at 20 inches or less).
- Far vision (clear at 20 feet or more).
- Depth perception (Three-dimensional vision. The ability to judge distances and spatial relationships so as to see objects where and as they actually are.)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).
- Color vision (ability to identify and distinguish colors).
- Field of vision (observing an area that can be seen up and down or right or left while eyes are fixed in a given point).

Physical Effort:

- Sedentary (physical effort is generally not required).

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Physical Surroundings:

- Under normal circumstances, 100% of time is spent indoors.
- Occasionally exposed to physically and/or verbally aggressive clients.
- The noise level is usually moderate.

Employee Signature: _____

Date: ____ / ____ / ____

Printed Employee Name: _____

WILLING AND ABLE
Single Entry Point - Intake Case Manager – ARCH/DHS

Read the list of tasks below and check whether or not you can do these tasks. You must be able to do these tasks with or without reasonable accommodation to qualify for this job. If accommodations are needed please annotate at the end of the task. Falsification of your abilities will result in immediate termination.

Yes **No**

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Stand 15% of the time. |
| <input type="checkbox"/> | <input type="checkbox"/> | Walk 15% of the time. |
| <input type="checkbox"/> | <input type="checkbox"/> | Sit 70% of the time. |
| <input type="checkbox"/> | <input type="checkbox"/> | Reach with arms and hands to support, move, assist, hold, and lift from floor to overhead. |
| <input type="checkbox"/> | <input type="checkbox"/> | Stoop, kneel and crouch. |
| <input type="checkbox"/> | <input type="checkbox"/> | Taste and smell (distinguish differences in intensity of flavors and/or odors; recognize flavors and/or odors, using the tongue and/or nose). |
| <input type="checkbox"/> | <input type="checkbox"/> | Use hands, fingers, and/or fingertips to handle, seize, grasp, pinch, or perceive the size, shape, texture, or temperature of an object. |
| <input type="checkbox"/> | <input type="checkbox"/> | Talk and hear. |
| <input type="checkbox"/> | <input type="checkbox"/> | Lift, carry, push or pull up to 10 pounds. |
| <input type="checkbox"/> | <input type="checkbox"/> | Close vision (clear at 20 inches or less). |
| <input type="checkbox"/> | <input type="checkbox"/> | Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus). |
| <input type="checkbox"/> | <input type="checkbox"/> | Far vision (clear at 20 feet or more). |
| <input type="checkbox"/> | <input type="checkbox"/> | Color vision (ability to identify and distinguish colors). |
| <input type="checkbox"/> | <input type="checkbox"/> | Depth perception (Three-dimensional vision. The ability to judge distances and spatial relationships so as to see objects where and as they actually are.) |
| <input type="checkbox"/> | <input type="checkbox"/> | Field of vision (observing an area that can be seen up and down or right or left while eyes are fixed on a given point). |
| <input type="checkbox"/> | <input type="checkbox"/> | Use a computer and keyboard an average of 4 hours per day. |
| <input type="checkbox"/> | <input type="checkbox"/> | Use correct body mechanics to accomplish tasks. |

To the best of my knowledge, my answers are correct and honest.

Signature

Date

Print Name

Job Description

Job Title: Single Entry Point Intake Supervisor – DHS (Adult Services)
Department: Department of Human Services (DHS)
Location: DHS – Community Services Building
Wage Scale: Partner
Reports To: Regional Director WC 2-1-1/ADRC
FLSA Status: Exempt
Approved Date: 12/4/2014

SUMMARY

This position performs a variety of duties including assisting with training, mentoring and supporting new team members, provides input for policy and procedures, consultation on complex Single Entry Point and ADRC cases. Supervisor will assist with quality assurance programs within the department. This position is responsible for managing daily operations of the ADRC Services, Single Entry Point Intake, and Child Care Resource and Referral in the absence of the Regional Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Employee must have regular attendance/punctuality, be able to cooperate with others, and be completely honest. (Duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Hilltop reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.) Other assigned duties include:

1. Performs a variety of duties including assisting with training, mentoring and supporting new and seasoned team members, provides input for policy and procedures, consultation on complex cases. Facilitates initial staffing of complex cases brought by case managers (ADRC and SEP intake).
2. Will assist with quality assurance programs within the department.
3. Performs SEP Intake Case Manager functions as back up, when needed such as, Assessment Interviews assessments for long-term care; evaluation of physical and mental health, competency, living environment, activities of daily living, support system, finances; discuss service options; make referrals to community resources when appropriate. Completes all related necessary forms, paperwork and data input; Initial service plan evaluation and set up; Maintains clear, accurate records in the BUS and other needed case file documents; Maintains good communication with LTC technicians, client, family members, other involved parties, and on-going SEP case managers during assessment process.
4. Represents the Hilltop and SEP at appeal hearings.
5. Provides outreach, information and education to the community and organizations regarding long-term care services, ADRC and 211.
6. Completes necessary paperwork such as monthly reports, mileage sheets, etc.
7. Oversees intake and information referral duties by including intake line and being available for walk-ins regarding adult services and facilitates in director's absence.
8. Advise case managers on when to make an APS referral and collaborates with APS team to deliver services to clients.
9. Attends conferences, workshops, and state training sessions regarding long-term care case management, adult protection issues, chronic disease, and other disabled and elderly issues, ADRC, CCT, VD-HCBS.
10. May facilitates 211/ADRC/SEP team meetings and trainings in the Director's absence.
11. Provides day-to-day supervision, conducts disciplinary discussions, approve leave of absence requests, performs staff evaluations, hiring and terminating staff as necessary in accordance with Hilltop's policies and procedures.
12. Oversees the recruitment and training of volunteers and interns as needed.

13. Assist in the development of strategies and oversight to ensure database of community services information is current and accurate.
14. Produce regular reports of Single Entry Point/ADRC usage and client demographics.
15. Assist in the implementation, delivery, and oversight of the Single Entry Point Intake program, intake line, case managers, intake process, and quality assurance. Including participation in DHS Adult Services activities, including unit meetings, and Adult Services Leadership meetings and duties.
16. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position has supervisory responsibilities.

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION and/or EXPERIENCE

Bachelor's degree from four-year college or university and one to two years' experience in education, marketing, business, or human resources.

ADDITIONAL SKILLS PREFERRED:

Education: Master's Degree in Social Work or other Human Services related field.

Experience: Two or more years work experience in education, marketing, public relations or appropriate human service related field.

Special Skills: Bilingual in English and Spanish.

LANGUAGE SKILLS

Must be able to read and interpret documents such as safety rules, operating and maintenance instructions, as well as Hilltop and program specific policies and procedures. Must be able to write routine documentation as required. Must be able to verbally communicate effectively with clients and co-workers.

Must be able to read, analyze, and interpret general business practices, Hilltop policies and procedures, professional journals, technical guidelines, and governmental regulations. Must be able to write reports, business correspondence, and procedure manuals. Must be able to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Must be able to accurately and clearly provide direction to staff and residents.

MATHEMATICAL SKILLS

Must be able to work with mathematical concepts such as probability and statistical inference. Must be able to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Must be able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Must be able to interpret instructions that are furnished in a variety of formats including written, oral, diagram, and/or schedule form.

OTHER SKILLS

Ability to communicate effectively in writing and verbally, present professional level presentations to high level community officials and advocate for the services of the Consortium.

CERTIFICATES, LICENSES, REGISTRATIONS

- Colorado Driver's License
- Proof of insurance

CLEARANCES

The following background checks are conducted by Hilltop Community Resources:

- Criminal Background
- Child Abuse Registry
- Department of Health and Human Services Office of Inspector General Exclusion List

EXPOSURE CATEGORY: | 2 |

1) - Job tasks involve exposure to blood, body fluids, or tissue.

2) - Job tasks involve no exposure to blood, body fluids, or tissue, but employment may require unplanned category 1 exposure.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Mobility:

- Must be able to stand 30% of the time; sit 40% of the time; walk 30% of the time.
- Must be able to stoop (bend body downward and forward by bending spine at the waist).
- Must be able to kneel (bend legs at knees to come to rest on knee or knees).
- Must be able to crouch (bend body downward and forward by bending legs and spine).

Dexterity:

- Must be able to handle (seize, hold, grasp, turn or otherwise work with hand or hands).
- Must be able to finger (grasp, pinch, or otherwise work primarily with fingers).
- Must be able to feel (perceive the attributes of an object, such as size, shape, temperature, or texture, by touching with skin, particularly that of the fingertips).

Lifting:

- Must be able to exert up to 20 pounds of force to lift, carry, push, pull, or otherwise move objects.

Communication:

- Must be able to express or exchange ideas by means of the spoken word. Must be able to clearly communicate with others by way of the English language.

Hearing:

- Must be able to perceive the nature of sounds at normal speaking levels with or without correction.
- Must be able to receive detailed information through oral communication, and to make the discriminations in sound.

Vision: Must have the following vision abilities:

- Close vision (clear at 20 inches or less).
- Far vision (clear at 20 feet or more).
- Depth perception (Three-dimensional vision. The ability to judge distances and spatial relationships so as to see objects where and as they actually are.)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

Physical Effort:

- Light work (light physical effort is required by handling objects up to 20 pounds occasionally and/or up to 10 pounds frequently).

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Physical Surroundings:

- Under normal circumstances, 100% of time is spent indoors.
- Occasionally exposed to physically and/or verbally aggressive clients.
- The noise level is usually moderate.

Employee Signature:

Date:

Printed Employee Name:

WILLING AND ABLE
Single Entry Point Intake Supervisor – DHS (Adult Services)

Read the list of tasks below and check whether or not you can do these tasks. You must be able to do these tasks with or without reasonable accommodation to qualify for this job. If accommodations are needed please annotate at the end of the task. Falsification of your abilities will result in immediate termination.

Yes No

Stand 30% of the time.

Walk 30% of the time.

Sit 40% of the time.

Reach with arms and hands to support, move, assist, hold, and lift from floor to overhead.

Stoop, kneel and crouch.

Taste and smell (distinguish differences in intensity of flavors and/or odors; recognize flavors and/or odors, using the tongue and/or nose).

Use hands, fingers, and/or fingertips to handle, seize, grasp, pinch, or perceive the size, shape, texture, or temperature of an object.

Talk and hear.

Lift, carry, push or pull up to 10 pounds.

Close vision (clear at 20 inches or less).

Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

Far vision (clear at 20 feet or more).

Depth perception (Three-dimensional vision. The ability to judge distances and spatial relationships so as to see objects where and as they actually are.)

Field of vision (observing an area that can be seen up and down or right or left while eyes are fixed on a given point).

Use a computer and keyboard an average of 4 hours per day.

Use correct body mechanics to accomplish tasks.

To the best of my knowledge, my answers are correct and honest.

_____ Date

Print Name _____

JOB DESCRIPTION

Job Title: Regional Director, WC 2-1-1/ADRC

Depart: #5036 WC 2-1-1/ADRC (Contract pass through employee with Mesa County DHS)

Location: DHS – Community Services Building

Wage Scale: Partner Employee

Reports to: Western Colorado 2-1-1 Consortium

FLSA Status: Exempt

Approved Date: 10/01/2014

SUMMARY

This position is responsible for managing daily operations of the ADRC Services, Single Entry Point Intake, Child Care Resource and Referral, and the WC211 call center, including staff, outreach, budgets, service delivery and reporting obligations; implementing long and short term 2-1-1 goals as defined by the Board and the 211 State Collaborative and ADRC goals as defined by the ADRC Advisory Council and Region 11 AAA ; promoting 2-1-1 and ADRC in the region.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Employee must have regular attendance/punctuality, be able to cooperate with others, and be completely honest. Other assigned duties include:

1. Contact center management which includes: creation of best practices; program evaluation; implement and maintain regional and state programs and contracts; coordinate with outside agencies on community campaigns (i.e. health fair, LEAP, Tax Assist, Caregiver Conference, Medicaid/CHP+ campaigns). Reporting as per contract (i.e. SAMS, ADRC, Qualistar, Piton, Garfield County, Eagle County, Pitkin County, UWSWC, and Mesa County).
2. Contact center administration which includes: management of phone system including land, cell and toll free lines, of data bases systems (Tapestry & NACCRA, Harmony), of call center contracts (vendor contracts (i.e. printing, advertising, software), budget work, grant writing. Report to multi-agency board.
3. Outreach which includes: public presentations (locally and within all 16 counties), prepare and edit news releases, articles, advertisements; live and pre-recorded news and radio spots, annual program calendar of events. Attend regular meetings of committees and boards (State 211 Operations Committee, State 211 Executive Committee, CCRR Directors group, Mesa County VOAD, JIC, Early Childhood Council Steering Committee, Social/Emotional Wellbeing Action Team, and others as applicable). Reporting for local stakeholders as needed.
4. Employee supervision which includes: define, maintain individual performance metrics, daily schedules, time sheets, staff development, retention, interviewing, hiring, conducting team meetings, and give annual performance reviews.
5. Oversees the recruitment and training of volunteers as needed.
6. Development of strategies and oversight to ensure database of community services information is current and accurate.
7. Assure the appropriateness of activities while maintaining the integrity of WC 2-1-1/ADRC and funding source standards to insure accurate financial tracking and oversight of state and grant funds.
8. Produce regular reports of WC 2-1-1/ADRC usage and client demographics.
9. Participates in WC 2-1-1/ADRC regional collaborative activities, teleconferences, webinars, and regional/statewide meetings.
10. Develops strategies and oversees implementation of ADRC regional expansion efforts and 2-1-1 outreach in 16 county coverage area.
11. Participates in Emergency Preparedness activities as defined and approved by the WC 2-1-1 Consortium Board. (I'm not sure about this one b/c the board really hasn't done this)
12. Maintain collaborative relationships with community, regional, and state agencies.
13. Represent Hilltop and SEP at appeal hearings.

14. Facilitate WC 211/ADRC Advisory Council.
15. Responsible for the implementation, delivery, and oversight of the Single Entry Point Intake program, intake line, case managers, intake process, and quality assurance. Including participation in DHS Adult Services activities, including unit meetings, and Adult Services Leadership meetings and duties.
16. Responsible for the implementation and oversight of the Child Care Resource and Referral program and reporting requirements, including participation with, outreach to, and collaboration with community, regional and state-wide partners.
17. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position has supervisory responsibilities.

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Become proficient in WC 2-1-1 and AIRS standards.*

EDUCATION and/or EXPERIENCE

Bachelor's degree from four-year college or university and one to two years experience in education, marketing, business, or human resources.

ADDITIONAL SKILLS PREFERRED:

Education: Graduate degree in related field

Experience: Two or more years work experience in education, marketing, public relations or appropriate human service related field.

Special Skills: Bi-lingual language skills are an asset

LANGUAGE SKILLS

Must be able to read and interpret documents such as safety rules, operating and maintenance instructions, as well as Hilltop and program specific policies and procedures. Must be able to write routine documentation as

MATHEMATICAL SKILLS

Must be able to work with mathematical concepts such as probability and statistical inference. Must be able to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Must be able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Must be able to interpret instructions that are furnished in a variety of formats including written, oral, diagram, and/or schedule form.

OTHER SKILLS

Ability to communicate effectively in writing and verbally, present professional level presentations to high level community officials and advocate for the services of the Consortium.

CERTIFICATES, LICENSES, REGISTRATIONS

- Colorado Driver's License
- Proof of insurance

CLEARANCES

The following background checks are conducted by Hilltop Community Resources, Inc.

- Criminal background

- Child Abuse Registry

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Mobility:

- Must be able to stand 30% of the time; sit 40% of the time; walk 30% of the time.
- Must be able to stoop (bend body downward and forward by bending spine at waist).
- Must be able to kneel (bend legs at knees to come to rest on knee or knees).
- Must be able to crouch (bend body downward and forward by bending legs and spine).

Dexterity:

- Must be able to handle (seize, hold, grasp, turn or otherwise work with hand or hands).
- Must be able to finger (grasp, pinch, or otherwise work primarily with fingers).
- Must be able to feel (perceive the attributes of an object, such as size, shape, temperature, or texture, by touching with skin, particularly that of the fingertips).

Lifting:

- Must be able to exert up to 20 pounds of force to lift, carry, push, pull, or otherwise move objects.

Communication:

- Must be able to express or exchange ideas by means of the spoken and written word. Must be able to clearly communicate with others by way of the English language.

Hearing:

- Must be able to perceive the nature of sounds at normal speaking levels with or without correction.
- Must be able to receive detailed information through oral communication, and to make the discriminations in sound.

Vision: Must have the following vision abilities:

- Close vision (clear at 20 inches or less)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

Physical effort:

- Light work (light physical effort is required by handling objects up to 20 pounds occasionally and/or up to 10 pounds frequently).

WORK ENVIRONMENT The Work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Physical surroundings:

- Under normal circumstances 100% of time is spent indoors.
- Occasionally exposed to physically and/or verbally aggressive clients.
- The noise level is usually moderate.

Employee Signature: _____ Date: ____/____/____

Printed Employee Name: _____

Coordinator, 2-1-1 InfoLine WILLING AND ABLE

Read the list of tasks below and check whether or not you can do these tasks. You must be able to do these tasks with or without reasonable accommodation to qualify for this job. If accommodations are needed, please annotate at the end of the task. Falsification of your abilities will result in immediate termination.

<u>Yes</u>	<u>No</u>	
___	___	Stand 30% of the time.
___	___	Walk 30% of the time.
___	___	Sit 40% of the time.
___	___	Reach with arms and hands to support, move, assist, hold, and lift from floor to overhead.
___	___	Stoop, kneel and crouch.
___	___	Taste and smell (distinguish differences in intensity of flavors and/or odors; recognize flavors and/or odors, using the tongue and/or nose).
___	___	Use hands, fingers, and/or fingertips to handle, seize, grasp, pinch, or perceive the size, shape, texture, or temperature of an object.
___	___	Talk and hear.
___	___	Lift, carry, push or pull up to 20 pounds.
___	___	Close vision (clear at 20 inches or less).
___	___	Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).
___	___	Depth perception (three-dimensional vision. The ability to judge distances and spatial relationships so as to see objects where and as they actually are).
___	___	Field of vision (observing an area that can be seen up and down or right or left while eyes are fixed on a given point).
___	___	Use a computer and keyboard an average of 3 hours per day.
___	___	Use correct body mechanics to accomplish tasks.

To the best of my knowledge, my answers are correct and honest.

Signature

Date

Print Name

About Us:
 2-1-1 is the national abbreviated dialing code for free access to health and human services information and referral. Our goal is to help those with limited resources get connected to the right programs and agencies.



DID YOU KNOW?...

- Western Colorado 211 is there for emergency information during times of disaster such as wildfires, floods, or other emergencies as needed. 211 can help with information on:
- Current status on situation
 - Shelter and Evacuations
 - How to sign up to volunteer or donate to victims of disasters
 - Reverse 911 registration & more

GET CONNECTED GET ANSWERS

- We can help you find:*
- Food, Clothing, Basic Needs
 - Employment Resources
 - Financial Assistance
 - Health & Dental Care
 - Counseling & Support Groups
 - Housing & Shelter
 - Elder Assistance & Disability Services
 - Utility & Rental Assistance
 - Mental Health & Substance Abuse Services
 - Transportation
 - Insurance
 - Education Services
 - Child Care
 - Legal Services
 - And much more!



Dial 2-1-1 or

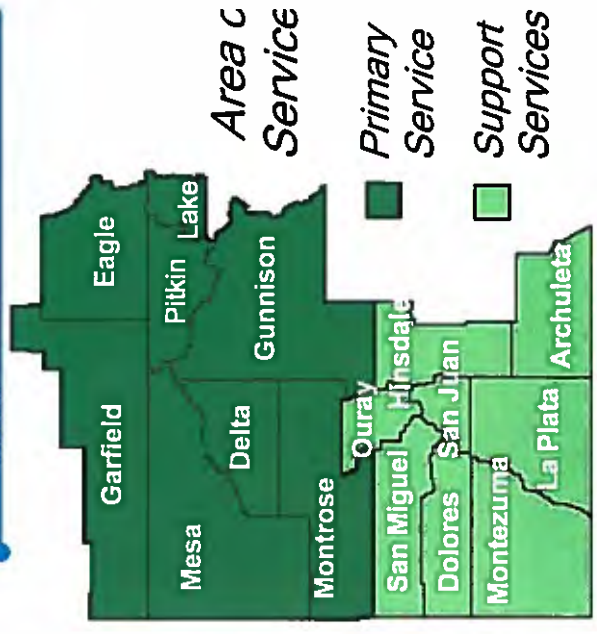
(888) 217-1215 and speak to a

Referral Specialist today!

No more wrong numbers. No more wasted time.

- Dial 2-1-1 to talk to a Resource Specialist who will collect basic demographic information (age, gender, household information, income, etc.) to find resources in the community to help you with your needs. This demographic information is also used to show unmet needs and service gaps in the community. This allows community members to share and restructure resources and funding in the community.

Everything is Free, Private, & Confidential



Thank You Regional Partners for your continued support!

People face different hardships throughout life and don't know where to go for help. Western Colorado 211 is here to help guide those in need towards programs and services in the community.



It's never too late to ask for help



¿Necesitas ayuda?

Llame al 2-1-1 para información y referidos de forma gratuita y confidencial. Aquí encontrará información sobre Proveedores de Salud, Servicios Humanos y mucho más.

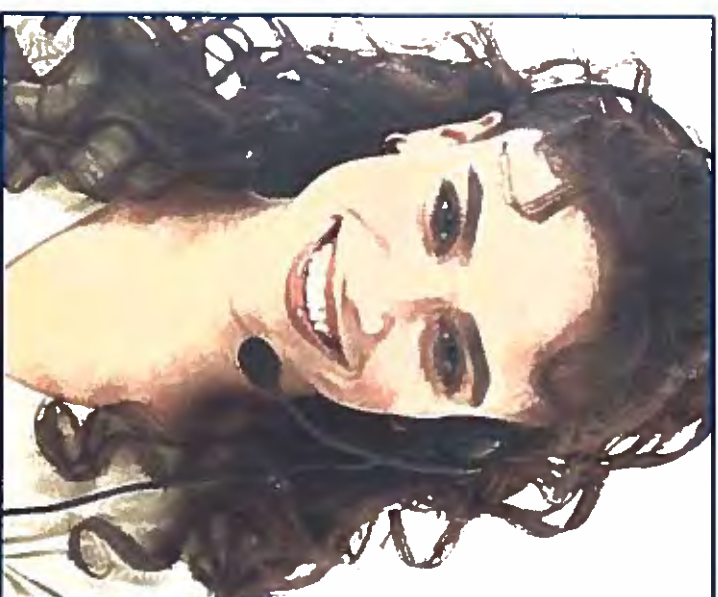
Nuestros Especialistas de la Comunidad están aquí para ayudarte a conseguir información que necesitas. Te podemos ayudar a encontrar lo siguiente:

- Comida, ropa, refugio.
- Búsqueda de empleo.
- Asistencia para pagar tu alquiler y Servicios Públicos.
- Servicios médicos y dentales a bajo costo.
- Ayuda para pagar tus medicamentos.
- Servicios salud mental y consejería.
- Asistencia para personas mayores de edad y personas discapacitadas.
- Servicios de transportación.
- Asistencia legal.
- Otros servicios disponibles para niños, jóvenes y familias. ¡Y mucho más!

Recuerde llame al 2-1-1 para información y referidos desde su teléfono residencial 1-888-217-1215 desde un celular

Llame 2-1-1 para acceso alternativo llame: 888-217-1215

Help Starts Here!



Dial 2-1-1 or (888) 217-1215

And speak to a Certified Referral Specialist *today!*





Aging and Disability Resources of Colorado

Referrals and Options

- Transportation (Medical and Grocery Shopping)
- Handyman Services/ Light Home Repairs
- Yard Work
- Advocacy
- Long Term Care Options and Benefits Counseling
- Information and Assistance
- Connection to Local Services
- Respite Assistance
- Grant Application Assistance
- Assistance Finding In-Home Services
- Veteran's Programs



What are some services in the ADRC Program?

Home Connections:

- A program that can help clients obtain several services such as Homemaker, Electronic Monitoring (Life Alert), and case management, so they can live independently in their own homes.

Supporting Our Seniors:

- Also known as S.O.S., this volunteer-based program is for transportation needs. We can provide rides for doctor's appointments and grocery shopping.

Who is ADRC available to?

- Mesa County residents age 60+ or age 18+ with a disability and their caregivers.

How can ADRC help me?

- ADRC can help you find programs and/or services designed to get the help you're looking for.

- ADRC can assist with determining preliminary qualifications for programs that pay for long-term care.
- ADRC can assist with application processes for programs for which you may qualify.



Colorado Choice Transitions (CCT) Program:

- Can provide access to services to assist w/ transitioning from a skilled nursing institution back to the community.



What is ADRC?

ADRC provides a coordinated access point to long term care services and supports. ADRC empowers older adults, adults with disabilities, and care givers to navigate health and long term care options.

Hours of Service:

Monday – Friday
8:00am to 5:00pm



AGING AND DISABILITY
RESOURCES FOR COLORADO

To speak to an ADRC
Resource Specialist in
Mesa County

call:

970-248-2746

or go to

www.wc211.org

For other ADRC centers in

Colorado, visit:

www.colorado.gov



*Exploring Options
for
Long Term Care*

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