

Milwaukee County Department on Aging  
2020 Purchase of Service Contract  
Grant Supported Programs and Services  
Goodwill Industries of Southeastern Wisconsin, Inc.

This Contract is made and entered between Milwaukee County, a Wisconsin municipal body corporate, represented by the Milwaukee County Department on Aging, 1220 West Vliet Street Suite 302, Milwaukee, WI 53205 (hereinafter called Department or County), and Goodwill Industries of Southeastern Wisconsin, Inc., 5400 S. 60<sup>th</sup> St., Greendale, WI 53129 (hereinafter called Contractor).

1. Dates of Performance

This Contract is made in an amount not to exceed \$1,162,903 for the period of January 1, 2020 through December 31, 2020 to provide case management and home delivered meals to older adults in Milwaukee County. This contract may be extended for an additional year upon the agreement of the parties.

2. Scope of Service

Contractor shall specifically perform all of the services and achieve the objectives as set forth in the proposal submitted by Contractor to County, which is attached hereto as Exhibit I. Contractor shall perform all services provided under this Contract in the manner prescribed by the relevant Program/Service Guidelines or Specifications, which are herein incorporated by reference and made a part of this Contract as if physically attached hereto.

3. Staffing and Delivery of Programs/Services

- A. Contractor shall provide all personnel required to perform the programs or services under this Contract. Such personnel shall not be employees of County, or have any other contractual relationships with County. Any replacement of personnel listed in Contractor's proposal shall be by persons of like qualifications, which shall be attested to by Contractor. Whenever possible, notification of replacement of personnel shall be provided to County prior to replacement.
- B. Contractor will provide proper supervision to all employees providing programs or services under this Contract. Current job descriptions shall be kept on file for positions funded under this Contract, and each employee will be given a job description at the time of employment and whenever the job description is amended.
- C. Except as provided herein and relevant Program/Service Guidelines or Specifications, Contractor shall determine the methods, procedures, and personnel policies to be used in providing programs and services to eligible clients.
- D. This Contract in its entirety is at all times subject to such local, state, and federal laws and administrative regulations as exist at the time this Contract is executed and as shall become effective after execution but prior to termination of this Contract. Contractor shall comply with

all federal, state, and local laws and regulations and shall maintain in good standing all licenses, permits, and certifications relating to the programs and services referred to herein.

- E. All clients served by Contractor under this Contract must meet Department's eligibility requirements as described in the relevant Program/Service Guidelines or Specifications. It is understood that the final authority for determining client eligibility and the amount of services to be provided to individual clients rests with Department and that Contractor will not be reimbursed for services provided to ineligible clients.
- F. Contractor agrees that the programs and services described in Exhibit I will be available to eligible clients throughout the Term of this Contract and to accept all clients referred by Department as long as funds made possible through this Contract are available.
- G. Contractor shall maintain a log of complaints and provide Department a copy of any written complaint made to Contractor regarding any of the services furnished hereunder and will inform Department in writing of the actions taken by Contractor to resolve such complaints.
- H. Contractor shall complete all forms and documents requested by the Department within timeframes outlined by the Department.
- I. Contractor agrees to perform background checks on any Contractor employees, representatives, or agents hired on or after the Effective Date who may have or do have direct contact with clients or customers, to ensure such employees: (i) have not been convicted of a criminal offense related to the provision of services but have not yet been excluded; (ii) have not been convicted of any felony; (iii) as discovered through any background check or based upon Contractor's knowledge, have not been terminated from employment by any employer or contractor for theft, misappropriation of property, or any other potentially illegal or unethical acts. Vendor agrees not to use any employee or potential employee failing to meet the above criteria to provide direct client services to any under this Agreement. Any breach of this section shall give Department the right to terminate this Agreement immediately.

4. Equipment

- A. Contractor agrees that all items of equipment purchased with funds provided by Department under this Contract shall be used for the programs and services purchased through this Contract or as otherwise may be specified in Exhibit I. Contractor further agrees to provide to Department a copy of an invoice for all items of equipment purchased upon request, to annually inventory provide Department of a list of said equipment, and to maintain property and content insurance, including fire, vandalism, and theft, to cover the replacement value of said items.
- B. Should Department funding cease for the programs or services for which the equipment was purchased under this Contract, or if Contractor should cease using said equipment for the purposes for which it was originally purchased, Contractor agrees either to (1) turn over said equipment to Department for distribution to other approved programs or services for older persons; or (2) dispose of said equipment in such other fashion as may be mutually agreed by Contractor and Department.

5. Fiscal Administration and Program Income

Contractor shall observe the following policies and practices with regard to all funds received from Department pursuant to this agreement:

- A. Contractor agrees to identify the total cost of the program or service funded under this Contract.
- B. Contractor shall provide to Department an agency-wide budget, disclosing all of Contractor's anticipated revenues and expenditures for the period of this Contract.
- C. Funds received by the Contractor under this Contract may not be co-mingled with funds from other sources.
- D. Contractor shall maintain a uniform double entry accounting system and a management information system compatible with cost accounting and control systems.
- E. Contractor agrees to comply with the allowable cost policies and procedures as established by the Wisconsin Department of Health Services.
- F. Program Income. Per 45 CFR Part 75.307(e)(1), Program Income (as hereinafter defined) must be deducted from total allowable costs to determine the net allowable costs; Program Income must be used for current costs; and unanticipated Program Income must be used to reduce the federal award and non-federal entity contributions rather than increase the funds committed to the project. Program Income must be reported and spent within the contract year it is generated. "Program Income" is defined as Contractor revenue meeting one or more of the following descriptions: (1) Contributions/donations collected from participants for services provided (e.g., home-delivered meals, senior dining meals, caregiver services, etc.), (2) Contributions/donations from local civic groups, businesses, members of the community, or other organizations; (3) Proceeds from fundraising; (4) Revenue for meals provided to home and community based long-term care programs (Family Care, IRIS, COP, etc.); (5) Revenue from sales of services or property (e.g. meals, liquid nutritional supplements, etc.); (6) Interest income; (7) Usage or rental fees; or (8) Patent or copyright royalties. The definition of "Program Income" excludes revenues raised by a government grantee/provider under its governing powers (taxes, special assessments, levies, fines) and cash match.

6. Compensation

- A. Contractor shall be compensated for work performed as stated in Exhibit I, attached hereto and made a part of this Contract. Contractor recognizes that the total service needs of the community may not be met and shall provide programs and services within the specific amounts stated in Exhibit I. Department is unable to guarantee the volume of services funded by this Contract. Under no circumstances shall payments under this Contract exceed the amount(s) authorized for this Contract by the Milwaukee County Board of Supervisors. The parties agree that section 66.0135, Wisconsin Statutes, Prompt Pay Law, shall not apply to payment for programs and services provided hereunder.

- B. Funds may be advanced to Contractor as set forth in section 46.036 (3) (f) Wisconsin Statutes. The advance payment provision applies only when requested by Contractor. Advance payments are made at the discretion of Department. The advance payment shall be repaid to Department upon demand. If Contractor fails to repay the advance as described, Department shall have the right to withhold any payments due Contractor from Department sufficient to cover the amount of the advance payment.
- C. Advance payments by Department shall not exceed one-twelfth (1/12) of the Contract award. Advance payment amounts are at the discretion of the Department. Prior to the receipt of advance payment, Contractor shall provide Department with a surety bond for an amount equal to the amount of the advance payment as set forth in section 46.036 (3) (f) Wisconsin Statutes.
- D. Department shall recover from Contractor money paid in excess of the conditions of this Contract. Repayment shall be made in full within thirty (30) days after Department has made written demand to Contractor for repayment. Department may recover repayments due to Department from any subsequent payments due to Contractor now, or from future contracts, or any other service agreement with Department. Department shall charge interest on outstanding repayments due Department as set forth in section 46.09 (4) (d) General Ordinances of Milwaukee County.
- E. No funds within this Contract may be used to supplant Medical Assistance, Health Maintenance Organization (HMO), or Preferred Provider Organization (PPO) funded services.
- F. Department and Contractor acknowledge that funding of this Contract is completely dependent upon state and federal grants and contracts. The obligation of the Department to purchase the services described herein is contingent upon present state and federal grants and contracts continuing at their present levels. Should such funding sources terminate or be reduced, Department reserves the right, in its sole discretion, either to terminate this agreement or revise the scope of services being purchased to reflect any reduction in such funding. It is further recognized and agreed by Department and Contractor that the programs and services provided under this Contract are subject to all provisions of said federal and state grants and contracts, and Contractor agrees to comply with all such provisions for the period of this Contract, including all applicable provisions of the standard State/County contract.

7. Billing and Reporting

- A. Contractor shall provide Department with monthly billings and reports for programs and services provided under this contract by the seventh (7th) working day of the month following the month in which services are provided. Contractor shall submit billings and reports on the forms and according to the manner specified by Department.
- B. Department shall make payment only for those line items as are specified in the approved budget. Expenditures for any single line item may not exceed the amount in the approved program budget by more than \$500 without written authorization by Department and the submission of a revised budget by Contractor on the prescribed form.

- C. Within thirty (30) days of the receipt of all required billings and reports, Department shall make payment to Contractor of the net amount due. The 30 days does not start to run until all forms are accurate, complete, and include all revisions requested by Department.

8. Record Keeping and Access to Records

- A. Contractor shall maintain and, upon request, furnish to Department, at no cost to Department, any and all information requested by Department relating to the quality, quantity, and cost of services covered by this Contract and shall allow authorized representatives of Department and Department's funding sources to have access to all records necessary to confirm Contractor's compliance with law and the Program/Service Guidelines or Specifications for this Contract. Access to information shall include computerized data and/or other electronic information used by the Contractor, made available in formats suitable for data analysis, such as queries, using conventional software programs.
- B. Contractor shall maintain written verification of programs and services provided under this Contract, including the dates of programs and services performed for all of the purchased programs and services rendered, as specified by Department. Contractor shall maintain clearly identified and readily accessible documentation of costs supported by properly executed payrolls, time records, invoices, contracts, vouchers, or other official documentation evidencing in proper detail the nature and propriety of the programs and services provided. Contractor shall retain all such records for a period of at least four (4) years from the date of issuance of the certified financial and compliance audit. Records shall be retained beyond the four-year requirement if an audit is in progress or exceptions identified in prior audits have not been resolved.
- C. It is agreed that Milwaukee County representatives, including representatives of the Department on Aging or the Office of the Comptroller, or representatives of appropriate state or federal agencies, including the Wisconsin Department of Health Services, shall have the right of access to program, financial, and such other records of Contractor or Contractor's subcontractors as may be necessary to evaluate or confirm Contractor's cost estimates, rates, and charges for programs and services provided under this Contract or as may be necessary to evaluate or confirm Contractor's delivery of the programs and services in compliance with the Program/Service Guidelines or Specifications for this Contract.

9. Inspection of Premises

Contractor shall allow inspection of Contractor premises to Department representatives and to authorized representatives of any other local, state, or federal government unit. Inspection shall be permitted without formal notice at any time programs and services are being furnished.

10. Audit Requirements

- A. Contractor shall submit to Department, on or before July 1, 2020, or such later date that is mutually acceptable to Contractor and department, one (1) original copy mailed to the address provided below and one soft copy e-mailed to the Program Planning Coordinator, of an Agency-wide Audit for Calendar Year 2019 if the total amount of annual funding is \$100,000 or more, unless waived by Department. Contractor may request, and with written consent of Department

provide an annual Program Audit in lieu of the annual Agency-wide Audit. The audit shall be performed by an independent certified public accountant (CPA) licensed to practice by the State of Wisconsin. CPA audit reports are required under Wisconsin Statutes, Section 46.036 (4)(c). This provision shall survive the termination of this Agreement regardless of the reason.

- B. Non-profit Contractors who received aggregate federal financial assistance of \$500,000 or more, either directly or indirectly, shall submit to County two (2) original copies of a certified audit for calendar year 2020 performed in accordance with the Office of Management and Budget (OMB) Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. The audit submitted by Contractor shall be conducted in conformance with the following standards:
  - (a) Wisconsin Department of Health Services (DHS) Audit Guide, October 2018 Revision or later.
  - (b) Standards applicable to financial audits contained in Government Auditing Standards (GAS) promulgated by the Comptroller General of the United States; and
  - (c) Generally Accepted Auditing Standards (GAAS) adopted by the American Institute of Certified Public Accountants (AICPA).
- C. Contractors reporting on a fiscal year other than a calendar year shall be considered in compliance with the audit requirements upon submittal of Contractor's fiscal year audit, meeting the audit requirements in Section 8, part A subparts (1),(2), and (3) below, within 180 days of the fiscal year closing, plus financial statements including required supplemental schedules covering the period from the start of the fiscal year beginning in 2019 through December 31, 2019, compiled by a CPA licensed to practice by the State of Wisconsin. Compiled supplemental schedules are due by July 1, 2020. This provision shall survive the termination of this Agreement regardless of the reason.
- D. All audits submitted by Contractor per above requirements shall also be conducted in conformance with the following standards:
  - 1. The Wisconsin *Provider Agency Audit Guide*, 1999 revision *issued by WI Department of Corrections and Workforce Development or Department of Health Service Audit guide (DHSAG) Latest Revision* issued by Wisconsin Departments of Health Services (online at [www.DHS.state.wi.us/grants](http://www.DHS.state.wi.us/grants) );
  - 2. Standards applicable to financial audits contained in *Government Auditing Standards* (GAS), December 2011 Revision published by the Comptroller General of the United States; and
  - 3. Generally accepted auditing standards (GAAS) adopted by the American Institute of Certified Public Accountants (AICPA).
- E. Requests for substitution of Program Audit for Agency-wide Audit, audit waiver, and/or extension requests must be in writing. Requests for substitution of Program Audit for Agency-wide Audit, audit waiver and/or extension requests must be sent to the following address no later than five months after the end of the Contractor's fiscal year, or such later date mutually agreed to by Contractor and Department. Extensions of the deadline for submission of the audit are at the sole discretion of Department. If Contractor determines an extension is necessary,

Department must receive a request for an extension not later than thirty (30) days prior to the due date for the audit. A request for an extension must include:

1. an explanation as to why an extension is necessary;
  2. the date upon which the Department will receive the audit;
  3. the unaudited financial statements of the Contractor; and,
  4. any additional information Contractor deems relevant to Department's determination.
- F. No extension will be granted for a period greater than ninety (90) days beyond the original date that the audit was due. Requests for extension of audit due date or waiver must be submitted to:

Milwaukee County Department on Aging  
Assistant Fiscal Director  
1220 W. Vliet Street, Suite 304  
Milwaukee, WI 53205

Financial Statements shall be prepared in conformity with accounting principles generally accepted in the United States of America and on the accrual basis of accounting. Contractor must request, and receive written consent of Department to use other basis of accounting in lieu of accrual basis of accounting. CPA audits and reports referenced above shall contain the following Financial Statements, Schedules and Auditors' Reports:

1. Financial Statements and Supplemental Schedules:
  - a. Comparative Statements of Financial Position – For Agency-wide audits only.
  - b. Statement of Activities – For Agency-wide audits only.
  - c. Statement of Cash Flows – For Agency-wide audits only.
  - d. Schedule of Revenue and Expense by Funding Source (Agency-wide) is required of all Contractors. This schedule must follow the format and content of the sample schedule contained in the *Milwaukee County Department of Health and Human Services Year Purchase of Service Guidelines, Technical Requirements – Audit and Reporting* booklet (latest edition). Do not combine multiple line items into a single line item or separate a single line item into multiple line items.
  - e. Allowable administrative and other allocated overhead (collectively, indirect costs) will be limited to 10% of net allowable direct program costs (excluding such allocated costs) for agencies/Contractors electing to provide a program audit in lieu of an agency-wide audit.
  - f. Reserve Supplemental Schedule is required for all non-profit Contractors that provide participant services on the basis of a unit rate per unit of participant service (units-times-price

agreements). A separate schedule must be completed for each contract/facility, or for each program under a Fee-for-Service Agreement with Department. For Contractors whose fiscal year is other than a calendar year, the period covered by the schedule must be the most recently completed calendar year for all Department funded programs.

The schedule must identify revenue from each Purchaser (earned under each contract) separately, and include total units of service provided to all Purchasers for each contract/facility and total units of service provided under the Contract with Department, as well as the items required by the *Provider Agency Audit Guide* (Section 7.1.6), or *Department of Health Service Audit Guide (DHSAG)*, Latest Revision for the most recently completed calendar year. The schedule and allowable additions to reserves shall be by contract/facility or by program category. Schedule of Profit for For-Profit Contractors Which Provide Participant Care.

g. For profit Contractors shall include a schedule in their audit reports showing the total allowable costs and the calculation of the allowable profit by contract/facility, or for each rate-based program (service) within a facility. Wis. Stat. 46.036(3)(c) indicates that contracts for proprietary agencies may include a percentage add-on for profit according to the rules promulgated by the Department. Allowable profit will be restricted to 5% of net allowable operating costs.

h. Units of service provided under the Contract, if not disclosed on the face of the financial statements, are required for Contractors that provide participant services on the basis of a unit rate per unit of participant service (units-times-price agreements). Contractor's auditors shall review and report on the extent of support for the number of units for each type of service billed to Department, and compare units billed to Contractor's accounting/billing records that summarize units provided per participant. Contractor's auditors shall reconcile billing records to supporting underlying documents in participant case files on a test basis, and report on any undocumented units billed to Department that exceed the materiality threshold of the DHS *Provider Agency Audit Guide*, 1999 revision issued by WI Department of Corrections and Workforce Development or *Department of Health Service Audit Guide (DHSAG)*, Latest Revision issued by Wisconsin Departments of Health Services. The disclosure must include total units of service provided to all Participants for each program, facility, or rate-based program within a facility; and total units of service provided under the Contract or Service Agreement with Department for the most recently completed calendar year.

i. Notes to financial statements including disclosure of related-party transactions, if any. Rental cost under less-than-arms-length leases are allowable only up to the amount that would be allowed had title to the property vested with the Contractor. Rental cost under sale and leaseback arrangements are allowable only up to the amount that would be allowed had the Contractor continued to own the property. Contractor's auditors must disclose the actual costs of ownership, by property, for the property(ies) in question, as well as the amount of such costs to be allocated to each Department program, the amount of rent originally charged, and the amount of such rent that is an unallowable cost.

j. Schedule of Federal and State Awards broken down by contract year. The schedule shall identify the name of the Milwaukee County Department as pass-through grantor, the contract number as pass-through grantor's identifying number, and the program name and number from

the Attachment I of the Contract. Each program under County Contract must be reported as a separate line item by contract year.

**2. Independent Auditors Reports and Comments:**

a. "Opinion on Financial Statements and Supplementary Schedule of Expenditures of Federal and State Award" including comparative statements of financial position, and related statements of activities and cash flow of entire agency. For Program Audits, "Opinion on the Financial Statement of a Program in Accordance with the Program Audit."

b. Report on Compliance and Internal Control over Financial Reporting Based on an Audit of Financial Statements Performed in Accordance with Government Auditing Standards (GAS), and the *Provider Agency Audit Guide*, 1999 revision issued by WI Department of Corrections and Workforce Development or *Department of Health Service Audit Guide (DHSAG)*, Latest Revision issued by Wisconsin Department of Health Services. Or, Program Audits, "Report on Compliance with Requirements Applicable to the Program and on Internal Control over Compliance Performed in Accordance with the Program Audit."

c. "Report on Compliance with Requirements Applicable to Each Major Program and Internal Control over Compliance in Accordance with OMB Part 200 Uniform Grant Guidance" (applicable only if the audit is also in accordance with OMB Part 200 Uniform Grant Guidance).

d. Schedule of findings and questioned costs to include:

- (1) Summary of auditor's results on financial statements, internal control over financial statements and compliance, and if applicable; the type of report that the auditor issued on Compliance for Major Federal Programs;
- (2) Findings related to the financial statements of the Contractor or of the program which are required to be reported in accordance with Generally Accepted Government Auditing Standards (GAGAS);
- (3) Findings and Questioned Costs for Federal Awards which shall include audit findings as defined in section .510(a) of OMB Part 200-Uniform Grant Guidance, if applicable;
- (4) Doubt on the part of the auditors as to the auditee's ability to continue as a going concern;
- (5) Other audit issues related to grants/contracts with funding agencies that require audits to be performed in accordance with the *Provider Agency Audit Guide*, 1999 revision issued by WI Department of Corrections and Workforce Development or *Department of Health Service Audit Guide (DHSAG)*, Latest Revision issued by Wisconsin Department of Health Services; and
- (6) Whether a Management Letter or other document conveying audit comments was issued as a result of the audit.

e. A copy of the Management Letter or other document with auditor's comments issued in conjunction with the audit shall be provided to Department, along with Management's response

to the Management Letter. If no Management Letter was issued, the schedule of findings and questioned costs shall state that no Management Letter was issued.

**3. General:**

The following is a summary of the general laws, rules and regulations with which the auditor should be familiar in order to satisfactorily complete the audit.

a. Government Auditing Standards, (Standards for Audit of Governmental Organizations, Programs, Activities, and Functions), Latest Revision.

b. OMB Uniform Grant Guidance Part 200

c. The allowability of costs incurred by commercial organizations is determined in accordance with the provisions of the Federal Acquisition Regulation (FAR) at 48 CFR Part 31 - Contract Cost Principles and Procedures.

d. Wisconsin State Statutes, Sections 46.036, 49.34, Purchase of Care and Services.

e. State of Wisconsin, Department of Administration Single Audit Guidelines - Latest Revision.

f. State of Wisconsin Department of Health Services, Provider Agency Audit Guide - 1999 Revision issued by WI Department of Corrections and Workforce Development.

g. *Department of Health Services Audit Guide (DHSAG) Latest Revision* issued by Wisconsin Department of Health Services.

h. State of Wisconsin Department of Health Services, Allowable Cost Policy Manual - Latest Revision.

i. AICPA Generally Accepted Auditing Standards.

G. Contractor hereby authorizes and directs its Certified Public Accountant, if requested, to share all work papers, reports, and other materials generated during the audit with Department or Department's representative(s) including the Milwaukee County Department of Health and Human Services and the Milwaukee County Division of Audit Services (DAS) as well as state and federal officials. Such direct access shall include the right to obtain copies of the work papers and computer disks, or other electronic media, which document the audit work. Contractor shall require its CPA to retain work papers for a period of at least seven (7) years following the latter of Contract termination, or receipt of audit report by Department. This provision shall survive the termination of this Contract regardless of the reason.

H. Contractor and Department mutually agree that Department or Department's representative(s), including the Milwaukee County Department of Aging and the Milwaukee County Division of Audit Services (DAS), Milwaukee County Office of the Comptroller, as well as state and federal officials, reserve the right to review certified audit reports, supporting work papers, or financial statements, and perform additional audit work as deemed necessary and appropriate, it being understood that additional overpayment refund claims or adjustments to

prior claims may result from such reviews. Such reviews may be conducted for a period of at least seven (7) years following the latter of contract termination, or receipt of audit report, if required. This provision shall survive the termination of this Contract regardless of the reason.

- I. Contractors reporting on a fiscal year other than a calendar year shall be considered in compliance with contract reporting requirements upon submittal of the following unaudited schedules:
  1. A schedule of revenue and allowable costs allocated by funding source, and by program, covering the period from the end of the Contractor's fiscal year ended in 2019 through December 31, 2019, for each program or activity identified as a fee for service agreement with Department. The schedule(s) shall be compiled by Contractor's independent public accountant, with an accountant's compilation report, for the period from the close of Contractor's fiscal year through the end of the calendar year, on or before July 1, 2020, or such later date that is mutually acceptable to Contractor and Department.
  2. If Contractor's fiscal year encompasses two contract years, Contractor shall submit a "bridging schedule" prepared by a CPA, which identifies program revenues and allowable costs for each of the two calendar year contract periods. The "bridging schedule" shall reconcile the two calendar year contract periods to the fiscal year totals for each program reported in the most current fiscal year audit report.
- J. Contractor shall maintain records for audit purposes for a period of at least seven (7) years following the latter of contract termination or receipt of audit report by Department. This provision shall survive the termination of this Contract regardless of the reason.
- K. Contractor's Subrecipients
  1. Contractors who subcontract with other providers for the provision of care and services are required by federal and state regulations to monitor their subrecipients.
  2. Contractors shall have on file, and available for review by Milwaukee County and its representatives, copies of subrecipient's CPA audit reports and financial statements. These reports and financial statements shall be retained for a period of at least seven (7) years following the latter of contract termination, or receipt of audit report, if required. This provision shall survive the termination of this Contract regardless of the reason.
  3. Subrecipient shall maintain and, upon request, furnish to Department, at no cost to Department, any and all information requested by Department relating to the quality, quantity, or cost of services covered by the subcontract and shall allow authorized representatives of Department, the Milwaukee County Division of Audit Services (DAS) and Department's funding sources to have access to all records necessary to confirm subrecipient's compliance with law and the specifications of this Contract and the subcontract. This provision shall survive the termination of this Contract regardless of the reason.
  4. It is agreed that Department representatives, the Milwaukee County Division of Audit Services (DAS) and representatives of appropriate state or federal agencies shall have the right of access to program, financial and such other records of subrecipient as may be requested to evaluate or

confirm subrecipient's program objectives, participant case files, costs, rates and charges for the care and service, or as may be necessary to evaluate or confirm subrecipient's delivery of the care and service. It is further understood that files, records and correspondence for subcontracted engagement must be retained by subrecipient for a period of at least seven (7) years following the latter of contract termination, or receipt of subrecipient's audit report, if required. This provision shall survive the termination of this Contract regardless of the reason.

5. Subrecipient shall allow visual inspection of subrecipient's premises to Department representatives and to representatives of any other local, state, or federal government unit. Inspection shall be permitted without formal notice at any time that care and services are being furnished.
- L. Failure to Comply with Audit Requirements: If Contractor fails to have an appropriate audit performed or fails to provide a complete audit-reporting package to the Department, or fails to request and receive an audit submission waiver (if applicable/available) or extension of time to submit audit,, as required by this Contract within the specified timeframe, the Department may:
  1. Conduct an audit or arrange for an independent audit of Contractor and charge the cost of completing the audit to Contractor;
  2. Charge Contractor for all loss of Federal or State aid or for penalties assessed to Department because Contractor did not submit a complete audit report within the required time frame;
  3. Disallow the cost of the audit that did not meet the applicable standards; and/or
  4. Withhold or suspend any or all payments due the Contractor from Department.
  5. Suspend, reduce or terminate the Contract, or take other actions deemed by Department to be necessary to protect the Department's interests.
  6. In the event of selection by Department of an organization or individual to complete an audit of Contractor's financial statements, Department shall withhold from future payments due to the Contractor from Department an amount equal to any additional costs incurred by the Department for the completion of an audit of Contractor's records by an auditor selected by Department.
  7. Department may withhold or recover a sum of \$1,500.00 from payments due to the Contractor from Department as liquidated damages for the failure to comply with audit requirements.
  8. Department may impose additional monitoring and/ or reporting requirements on contractor. Or take any other action that Department determines is necessary to protect federal or state funding.
  9. These provisions shall survive the termination of this Contract regardless of the reason.
  10. Upon receipt of the audit report, Department will complete preliminary review of all audits received to determine whether additional information is required and notify Contractor of any additional information required to complete review. Once the complete audit is received,

Department will complete a compliance review and notify Contractor of Department's actions on the audit report.

11. Contractor agrees to submit to Department plans for correcting weaknesses identified in audit reviews. Failure on the part of the Contractor to comply with these requirements shall result in withholding of any payments otherwise due the Contractor from Department and ineligibility for future agreements with Department until six months after such time as these requirements are met. This provision shall survive the termination of this Contract regardless of the reason.
12. Contractor agrees that Department is entitled to repayment of amounts identified as a result of the audit required under this section and acknowledges that failure to repay such amounts may result in legal action as determined by Milwaukee County Corporation Counsel. Interest and any legal expenses incurred by Department in collection of these amounts shall be charged the Contractor on outstanding repayments as set forth in s46.09 (4) (h) Milwaukee County General Ordinances. This provision shall survive the termination of this Contract regardless of the reason.
13. Contractor and Department mutually agree that Department or its agents, the Milwaukee County Director of Audits, as well as state and federal officials, reserve the right to review certified audit reports or financial statements and perform additional audit work as deemed necessary and appropriate. It is understood that additional overpayment refund claims or adjustments to prior claims may result from such reviews. This provision shall survive the termination of this Contract regardless of the reason.
14. The Contractor consents to the use of statistical sampling and extrapolation as the means to determine the amounts owed by the Contractor for any Department programs, or Fee-for-Service Provider Networks as a result of an investigation or audit conducted by Department or its agents, the Milwaukee County Division of Audit Services (DAS) , the Wisconsin Department of Health Services, the Department of Justice Medicaid Fraud Control Unit, the federal Department of Health and Human Services, the Federal Bureau of Investigation, or an authorized agent of any of these. This provision shall survive the termination of this Contract regardless of the reason.
15. If the Department has waived the audit requirement for this Contract under Wisconsin Statute s.46.036, this waiver does not absolve Contractor from meeting any federal audit requirements that may be applicable or any audit requirements of other contracts. Waiver of the audit, or failure of Contractor to receive Department funding under this Contract and other County Agreements at a level that would require an audit does not absolve Contractor from submitting an un-audited schedule of program revenue and expenses as a final accounting to determine final settlement under this Contract. This provision shall survive the termination of this Contract regardless of the reason.

#### M. County Rights of Access and Audit.

The Contractor, Lessee, or other party to the contract, its officers, directors, agents, partners and employees shall allow the County Audit Services Division and department contract administrators (collectively referred to as Designated Personnel) and any other party the Designated Personnel may name, with or without notice, to audit, examine and make copies of any and all records of the

Contractor, Lessee, or other party to the contract, related to the terms and performance of the Contract for a period of up to three years following the date of last payment, the end date of this contract, or activity under this contract, whichever is later. Any subcontractors or other parties performing work on this Contract will be bound by the same terms and responsibilities as the Contractor. All subcontracts or other agreements for work performed on this Contract will include written notice that the subcontractors or other parties understand and will comply with the terms and responsibilities. The Contractor, Lessee, or other party to the contract, and any subcontractors understand and will abide by the requirements of Chapter Section 34.09 (Audit) and Section 34.095 (Investigations concerning fraud, waste, and abuse) of the Milwaukee County Code of General Ordinances.

1.1. Affirmative Action, TBE Goals, Non-Discrimination and Equal Employment Opportunity

A. Affirmative Action.

The Contractor assures that it will undertake an affirmative action program as required by Milwaukee County Code of General Ordinances (MCCGO) 56.17(1d), to insure that no person shall, on the grounds of race, creed, color, national origin, or sex be excluded from participating in any employment activities covered in MCCGO 56.17(1d). The Contractor assures that no person shall be excluded, on these grounds, from participating in or receiving the services or benefits of any program or activity covered by this subpart. The Contractor assures that it will require that its covered organizations provide assurances to the Contractor that they similarly will undertake affirmative action programs and that they will require assurances from their suborganizations, as required by MCCGO 56.17(1d), to the same effect.

B. Targeted Business Enterprises.

Contractor shall comply with all provisions imposed by or pursuant to Milwaukee County Code of General Ordinances Chapter 42 when and where applicable, and as said Ordinance may be amended. The County shall notify Contractor in the event that new ordinances are issued.

Contractor shall use reasonable efforts to establish Targeted Business Enterprise ("TBE") participation goals, consistent with Milwaukee County TBE goals of seventeen percent (17%) for professional services, and to use good faith efforts to achieve those goals. The parties agree that no TBE goal has been established and no goal is required under this contract.

The Milwaukee County Community Business Development Partners shall assist Contractor in soliciting potential TBE vendors for the improvements and monitor such goal attainment. Contractor's contact regarding TBE participation is:

Milwaukee County Community Business Development Partners  
633 W. Wisconsin Avenue, 9th Floor  
Milwaukee, WI 53233  
cbd@milwaukeecountywi.gov

C. Non-Discrimination, Equal Employment Opportunity, and Affirmative Action Goals.

In the performance of work or execution of this contract, the Contractor shall not discriminate against any employee or applicant for employment because of race, color, national origin or ancestry, age, sex, sexual orientation, gender identity and gender expression, disability, marital status, family status, lawful source of income, or status as a victim of domestic abuse, sexual assault or stalking, which shall include but not be limited to the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training including apprenticeships. The Contractor will post in conspicuous places, available for employment, notices to be provided by the County setting forth the provisions of the nondiscriminatory clause. A violation of this provision shall be sufficient cause for the County to terminate the Contract without liability for the uncompleted portion or for any materials or services purchased or paid for by the Contractor for use in completing the contract.

The Contractor agrees that it will strive to implement the principles of equal employment opportunities through an effective affirmative action program, and will so certify prior to the award of the Contract, which program shall have as its objective to increase the utilization of women, minorities and handicapped persons, and other protected groups, at all levels of employment in all divisions of the contractor's workforce, where these groups may have been previously under-utilized and under-represented. The Contractor also agrees that in the event of any dispute as to compliance with the aforestated requirements, it shall be his/her responsibility to show that he/she has met all such requirements.

The Contractor agrees that it will strive to implement the principles of active and aggressive efforts to assist Milwaukee County in meeting or exceeding its overall annual goal of participation of target enterprise firms.

When a violation of the non-discrimination, equal opportunity or Affirmative Action provisions of this section has been determined by County, Contractor shall immediately be informed of the violation and directed to take all action necessary to halt the violation, as well as such action as may be necessary to correct, if possible, any injustice to any person adversely affected by the violation, and immediately take steps to prevent further violations.

If, after notice of a violation to Contractor, further violations of the section are committed during the term of the Contract, County may terminate the Contract without liability for the uncompleted portion or any materials or services purchased or paid for by the Contractor for use in completing the Contract, or it may permit Contractor to complete the Contract, but, in either event, Contractor shall be ineligible to bid on any future contracts let by County.

12. Indemnity

- A. The Contractor agrees to the fullest extent permitted by law, to indemnify, defend, and hold harmless, the Department, and its agents, officers, and employees, from and against all loss or expense including costs and reasonable attorney's fees by reason of liability for damages including statutory benefits under Workers' Compensation laws, suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the Contractor, or its (their) agents which may arise out of or are connected with the activities covered by this Contract.

- B. Contractor shall indemnify and save Department harmless from any award of damages and costs against Department for any action based on intellectual property infringement regarding materials, including, but not limited to, computer programs involved in the performance of the programs and services covered by this Contract.
- C. Contractor agrees to indemnify Department for any amount(s) Department may be required to repay to the Wisconsin Department of Health Services by virtue of payments made to Contractor by Department under this Contract that the Department of Health Services determines to be overpayments or inappropriate payment.

13. Insurance

Contractor agrees to strictly comply with the insurance requirements set forth on Exhibit II.

14. Withholding of Payments

Failure of Contractor to comply with Contract requirements may result in withholding or forfeiture of any payments otherwise due Contractor from Department by virtue of any Department obligation to Contractor until such time as the Contract requirements are met.

15. Contract Termination

- A. Department or Contractor may terminate this Contract for any reason, with or without cause, following thirty (30) days written notice, unless an earlier date is determined by Department to be essential to the safety and well-being of the clients covered by this Contract with the exception of those facilities which must meet the notification requirements as applicable in Chapter 50 licensing. Failure to comply with any part of this Contract may be considered cause for early termination by the offended party. In the event of termination, the Department will only be liable for programs and services rendered through the date of termination and not for the uncompleted portion or any materials or services purchased or paid for by Contractor for use in completing this Contract.
- B. Contractor shall notify County, in writing, whenever it is unable to provide the required quality or quantity of programs and services. Upon such notification, Department and Contractor shall determine whether such inability to provide the required quality or quantity of programs and services will require a revision or early termination of this Contract.
- C. Notwithstanding any other right of termination, Department reserves the right to immediately terminate, or reduce in scope, its obligations under this contract in the event that the sources of funding to the Department derived through State or Federal grants or contracts is terminated or reduced. This right of immediate termination for loss of funding applies even if Contractor has not been paid for services previously rendered.
- D. Department reserves the right to withdraw any qualified recipient from the program, service, institution, or facility of the Contractor at any time when in the judgment of Department it is in the best interest of Department or the qualified recipient to do so.

16. Advertising and Media Requests

Contractor shall partner with Department in promoting their own services and the services offered by Department. All brochures, announcements, press releases, signage, and other items used to promote services provided through this Contract must acknowledge that Department funds these services. Any requests for interviews with Media shall be reported to the Department prior to the interview taking place.

17. Coordination of Services

Contractor agrees to coordinate its service efforts with other health and human service providers to eliminate unnecessary duplication of services.

18. Client Contributions

- A. Where required by the relevant Program/Service Guidelines or Specifications, Contractor shall provide clients receiving services under this Contract the opportunity to voluntarily and confidentially contribute toward the cost of services they receive. All solicitations to contribute must be approved in advance by Department. Under no circumstances shall any otherwise eligible client be denied service under this Contract because of a failure to contribute toward the cost of the services provided.
- B. Contractor agrees to report to Department all funds contributed by clients and to record and document such contributions consistent with the accounting requirements for other funds received and expended under this Contract.
- C. Contractor agrees that any and all client contributions will be used as provided in the budget contained in Exhibit I or to provide additional services to eligible clients under this Contract in the same manner and at a cost equivalent to other services purchased through this Contract. Contractor further agrees that all funds raised through client contributions that remain unspent at the end of this Contract must be spent in a manner approved by Department or reimbursed to Department.

19. Modifications

Contractor recognizes the right of Department to make reasonable modifications in the programs and services purchased under this Contract. Contractor shall be notified in writing two weeks prior to any such modifications.

20. Contract Renegotiation or Revision

- A. This Contract may be renegotiated in the event of changes required by law, regulations, court action, or inability of either party to perform as committed in this Contract.
- B. This contract may be revised in a written amendment signed by the authorized representatives of both parties.

21. Independent Contractor

Nothing contained in this Contract shall constitute or be construed to create a partnership, joint venture, or employer-employee relationship between Department or its successors or assigns and Contractor or its successors or assigns. In entering into this Contract and in acting in compliance herewith, Contractor is at all times acting and performing as an independent contractor duly authorized to perform the acts required of it hereunder.

22. Subcontracts

Assignment of any portion of the services by subcontract is prohibited except upon prior written approval of Department.

23. Assignment Limitation

This Contract shall be binding upon and inure to the benefit of the parties and their successors and assigns provided, however, that neither party could assign its obligations hereunder without the prior written consent of the other.

24. Resolution of Disputes

Contractor may appeal the decisions of Department in accordance with section 46.036 (7) Wisconsin Statutes.

25. Prohibited Practices

- A. During the period of this Contract, Contractor shall not hire, retain, or utilize for compensation, any member, officer, or employee of the Department of Aging representing Department or any person who to the knowledge of Contractor has a conflict of interest. No employee of the Department on Aging representing Department shall be an officer, member of the Board of Directors, or have a proprietary interest in Contractor's business.
- B. Contractor shall furnish Department with written disclosure of any financial interest, purchase or lease agreements, employment relationship, or professional services/consultant relationship which any of Contractor's employees, officers, board members, stockholders, or members of their immediate family may have with respect to any supplier to Contractor of goods and services under this Contract.
- C. Contractor attests that it is familiar with Milwaukee County's Code of Ethics (Chapter 9 of the General Ordinances of Milwaukee County) which states in part, "No person shall offer or give to any public official or employee, directly or indirectly, and no public official or employee shall solicit or accept from any person, directly or indirectly, anything of value if it could reasonably be expected to influence the public official's or employee's vote, official actions or judgment, or could reasonably be considered as a reward for any official action or inaction or omission by of the public official or employee."
- D. The use or disclosure by any party of any information concerning eligible clients who receive services from Contractor for any purpose not connected with the administration of Contractor's or Department's responsibilities under this Contract is prohibited, except with the informed written consent of the eligible client or the guardian of the client.

26. Certification Regarding Contractor Debarment or Suspension

Contractor certifies to the best of its knowledge and belief, that it and its principals; (1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency; (2) have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property; (3) are not presently indicted for or otherwise criminally charged by a governmental entity (Federal, State or local) with commission of any of the offences enumerated in (2) of this certification; and (4) have not within a three-year period preceding this contract had one or more public transactions (Federal, state or local) terminated for cause or default.

By: \_\_\_\_\_ Date: \_\_\_\_\_  
(Signature of Official Authorized to Sign Contract)

27. Certification Regarding Lobbying

Contractor certifies, to the best of his or her knowledge and belief, that:

- 1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.
- 2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, land, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- 3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U. S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

By: \_\_\_\_\_  
(Signature of Official Authorized to Sign Contract)

Date: \_\_\_\_\_

For: \_\_\_\_\_  
(Name of Grantee)

\_\_\_\_\_  
(Title of Grant Program)

28. Political Activity of Employees

Where applicable, Contractor shall comply with the provisions of the Hatch Act, which limit the political activity of employees who work in federally funded programs.

29. Notices

Notices to Department provided for in this Contract shall be sufficient if sent by certified or registered mail, postage prepaid, and notices to Contractor shall be sufficient if sent by certified or registered mail, postage prepaid, to the respective addresses stated in this Contract or to such other respective addresses as the parties may designate to each other in writing. Contractor agrees, that in conduct of its meetings, it will be guided by Wisconsin Statutes 19.81 et. seq.

30. Health Insurance Portability and Accountability Act of 1996

Department and Contractor agree to comply with the provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and shall undertake any actions needed to protect individually identifiable health information (45 C.F.R. 164.501) as required under current or future HIPAA regulations as determined by the U.S. Department of Health and Human Services and the Wisconsin Department of Health Services.

Department and Contractor agree that changes to the Contract that would be necessary for one or both parties to meet the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) shall be made upon discussion and execution of a Contract amendment containing the necessary changes. Neither party shall withhold agreement to modifications to the Contract necessary for one or both parties to comply with HIPAA.

31. Contract Content

The entire Contract of the parties, with all attached exhibits and assurances, together with the relevant Program/Service Guidelines or Specifications and Exhibit I as negotiated is contained herein. This Contract supersedes all oral agreements and negotiations and all writings not herein referred to and incorporated. This Contract may be executed in two or more counterparts, each of which shall be deemed as original.

32. Approval

It is expressly understood and agreed that the parties' obligations hereunder are subject to state approval and federal concurrence with this Contract.

Department enters into this Contract as authorized under ss. 59.17 (2) (b) 4, 59.255 (2) (e), and 59.42 (2) (b) 5 Wisconsin Statutes. Contractor enters into this Contract pursuant to and by authority of its Board of Directors at its meeting on \_\_\_\_\_.

### MINIMUM INSURANCE REQUIREMENTS

**Insurance.** Every contractor and all parties furnishing services or product to **Milwaukee County (Milw. Cty.)** or any of its subsidiary companies must provide Milw. Cty. with evidence of the following minimum insurance requirements. In no way do these minimum requirements limit the liability assumed elsewhere in the contract. All parties shall, at their sole expense, maintain the following insurance:

(1.) Commercial General Liability Insurance including contractual coverage:

The limits of this insurance for bodily injury and property damage Combined shall be at least:

Each Occurrence Limit	\$1,000,000
General Aggregate Limit	\$2,000,000
Products-Completed Operations Limit	\$2,000,000
Personal and Advertising injury Limit	\$1,000,000

(2.) Business Automobile Liability Insurance:

Should the performance of this Agreement involve the use of automobiles, Contractor shall provide comprehensive automobile insurance covering the ownership, operation and maintenance of all owned, non-owned and hired motor vehicles. Contractor shall maintain limits of at least \$1,000,000 per accident for bodily injury and property damage combined.

(3.) Workers' Compensation Insurance:

Such insurance shall provide coverage in amounts not less than the statutory requirements in the state where the work is performed, even if such coverages are elective in that state.

(4.) Employers Liability Insurance:

Such insurance shall provide limits of not less than \$500,000 policy limit.

(5.) Excess/Umbrella Liability Insurance:

Such insurance shall provide additional limits of not less than \$5,000,000 per occurrence in excess of the limits stated in (1.), (2.), and (4.) above.

Additional Requirements:

(6.) Contractor shall require the same minimum insurance requirements, as listed above, of all its contractors, and subcontractors, and these contractors, and subcontractors shall also comply with the additional requirements listed below.

(7.) The insurance specified in (1.), (2.) and (5.) above shall: (a) name Milw. Cty. including its directors, officers, employees and agents as additional insureds by endorsement to the policies, and, (b) provide that such insurance is primary coverage with respect to all insureds and additional insureds.

- (8.) The above insurance coverages may be obtained through any combination of primary and excess or umbrella liability insurance. Milw. Cty. may require higher limits or other types of insurance coverage(s) as necessary and appropriate under the applicable purchase order.
- (9.) Except where prohibited by law, all insurance policies shall contain provisions that the insurance companies waive the rights of recovery or subrogation, by endorsement to the insurance policies, against Milw. Cty., its subsidiaries, its agents, servants, invitees, employees, co-lessees, co-venturers, affiliated companies, contractors, subcontractors, and their insurers.
- (10.) Contractor shall provide certificates evidencing the coverages, limits and provisions specified above on or before the execution of the Agreement and thereafter upon the renewal of any of the policies. Contractor shall require all insurers to provide Milw. Cty. with a thirty (30) day advanced written notice of any cancellation, nonrenewal or material change in any of the policies maintained in accordance with this Agreement. Coverage must be placed with carriers with an A. M. Best rating of A- or better.

**Mail to:**

Milwaukee County Risk Management  
633 W. Wisconsin Ave. Ste. 750  
Milwaukee, WI 53203



## EXHIBIT I

### Milwaukee County Department on Aging Descriptions of Proposed Programs and Services Funding Period 1/1/2020 to 12/31/2020

#### 1.0 General Program Information

1.01 Program Title or Type of Service to be Provided: Case Management & Delivery Services for Home Delivered Meals

1.02 Agency Name: Goodwill Industries of Southeastern Wisconsin, Inc.

1.03 Address of Primary Office: 5400 S. 60th St.  
Greendale, WI 53129

1.04 Phone Number 414-847-4172 FAX# 414-358-6528

1.05 Office Hours 8:00 a.m. to 4:30 p.m. E-mail Catherine.Girard@goodwillsew.com

1.06 Official(s) Authorized by the Board of Directors to Sign Contracts/Reports for the Agency:

Name, Title Dan Depies, Sr. Vice President Mission Services Signature 

Name, Title Jeff Docalavich, Chief financial Officer Signature 

1.07 Staff Contact for the Program:

Name, Title Cathy Girard, Vice President of Development & Community Services  
Phone Number 414-847-4172 FAX# 414-358-6528 E-mail Catherine.Girard@goodwillsew.com

1.08 Type of Agency (please check those that apply):

Public                      Non-profit       X       Proprietary                     

Minority (owned, directed, or predominantly staffed by minority groups)                     

1.09 Federal ID No. 39-0808491 State Tax Exempt No. E.S. 0362

1.10 Type of Request: New                      Continuation       X      

1.11 Amount of Department on Aging Request: \$ 1,162,903

1.12 Total Agency Budget: \$ 291,866,000

1.13 Proposed Cost Per Unit of Service: \$ n/a

1.14 Proposed Units to be Provided: n/a



**5.0 Terms, Conditions, and Assurances**

The applicant agrees to comply with the following regulations, requirements, policies, and documents for the entire period of any contract with the Milwaukee County Department on Aging.

1. The applicant will comply with all federal, state, and local laws and requirements relating to equal opportunity in employment and the delivery of services and will submit, as required below, Affirmative Action Plans and Civil Rights Compliance Action Plans that meet Equal Opportunity Requirements under the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, Titles VI and XVI of the Public Service Health Act, as amended, the Age Discrimination Act of 1975, as amended, the Americans with Disabilities Act of 1990, as amended, and other relevant federal laws, state statutes, and County Ordinances.
2. The terms of a Milwaukee County Department on Aging Purchase Agreement.
3. The relevant Milwaukee County Department on Aging Program/Service Guidelines or Specifications.
4. The Milwaukee County Department on Aging Administrative Policies and Procedures.
5. Manual of Policies, Procedures, and Technical Assistance for the Wisconsin Aging Network.
5. All federal, state, and local laws and regulations pertaining to the funding or the provision of the proposed program or services.

The undersigned further offers the following specific assurances:

**A. Environment, Licensure, and Accessibility**

1. The proposed service site meets minimum standards of local Building, Fire, and Health Departments.
2. The proposed service site has adequate space and equipment to provide the proposed program or services.
3. Where state or local public jurisdiction requires licensure, certification, or permits for the provision of the proposed program or service, the applicant assures that it will possess all required licenses, permits, and certifications for the entire period of any contract with the Department on Aging.
4. The proposed service site will be accessible to older persons with disabilities.

**B. Sponsorship and Sponsor Goals**

1. The applicant will acknowledge the sponsorship of the Milwaukee County Department on Aging on all announcements of the proposed program or service, but will not attribute any statement to the Department without written clearance.

2. The applicant will not be in conflict with the stated goals and policies of the Milwaukee County Department on Aging.

**C. Staffing**

1. The applicant is willing to employ staff appropriate for the primary service population in need of the proposed program or service.
2. The applicant will not discriminate in its employment policies as to race, age, creed, sex, or national origin, and will, as appropriate, attempt to employ people 45 years of age and older.
3. The applicant will provide proper supervision for the proposed program or service and specify supervisory responsibilities.
4. The applicant will comply with the requirements of Wisconsin 1997 Act 27 and s. 48.685 and s. 50.065, Wis. Stats., including conducting employee background checks as may be required under state law.

**D. Training**

The applicant agrees to provide for, or participate in, such training as may be necessary to enable paid and volunteer project personnel to effectively provide and administer the proposed program or service.

**E. Reporting and Record Keeping**

1. The applicant will assist the Milwaukee County Department on Aging in meeting reporting and/or research requirements, including outcomes and outcome measures.
2. The applicant will use only the official forms provided by the Milwaukee County Department on Aging to submit required monthly reports on the proposed program or service. Any computer-generated substitute of official forms must be approved in advance by the Milwaukee County Department on Aging prior to use.

**F. Coordination with Other Service Providers**

The applicant assures that it will coordinate its proposed program or service with other service providers serving older adults in Milwaukee County, including senior centers and the Senior Meal Program.

**G. Maintenance of Non-Federal Funding**

The applicant assures that it will continue or initiate efforts to obtain funds from private sources and other public organizations to maintain the proposed program or service.

**H. Equal Employment Opportunity Requirements**

Based upon Section 56.17 of Milwaukee County General Ordinances, and relevant Federal and State laws and regulations, the applicant must, and assures that it will, comply with the following

requirements during the entire period of any contract with the Milwaukee County Department on Aging.

1. Affirmative Action Plan: Agencies that have fewer than 50 employees and a Milwaukee County contract are urged to voluntarily develop and keep on file an Affirmative Action Plan and a Civil Rights Compliance Action Plan. Agencies that have a Milwaukee County contract and have 50 or more employees are required to develop and/or update an Affirmative Action Plan. Plans should be submitted to the County Audit Compliance Manager, at City Campus, 2711 West Wells Street, 9<sup>th</sup> Floor, Milwaukee, WI 53208.

Information regarding basic statistics on population and labor force can be obtained from the Labor Market Analyst, Job Service, State Office Building, 819 North 6th Street, Milwaukee, WI 53203 (Tel. 227-4310).

2. Civil Rights Compliance Action Plan: Agencies that have a Milwaukee County contract shall have a Civil Rights Compliance Action Plan that ensures that no person shall, on the grounds of race, color, national origin, age, sex, religion, or handicap, be excluded from participation in or be subjected to discrimination in any program or activity funded, in whole or in part, by Federal and State funds. Copies of a sample plan that meets Wisconsin Department of Health Services requirements are available from the Department on Aging.
3. EEO-1 Report: Applicable to agencies that have a contract of \$50,000 or more and have 50 or more employees. An EEO-1 report is to be submitted annually on or before March 31 to the Joint Reporting Committee, P. O. Box 1480, Arlington, Virginia, 22210 (Tel: 703-841-9620); a copy must be sent to the County Audit Compliance Manager. Forms are available from the U. S. Department of Labor, Office of Federal Contract Compliance Programs.
4. Equal Employment Opportunity Certificate for Milwaukee County Contracts: Applicable to all agencies. Form is enclosed. Each applicant must sign and return this form with their proposal.
5. Equal Opportunity Policy Statement: Applicable to all agencies. Form is enclosed. Agencies must sign and post copies on bulletin boards in each facility operated under a Department on Aging contract.
6. Equal Employment Opportunity Poster: Applicable to all agencies. Agencies must post one in each facility operated under a Department on Aging contract.
7. Equal Employment Opportunity Requirements: Following are the equal opportunity requirements by which all contract agencies must abide:
  - a. No otherwise qualified person shall be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, religion, sex, disability, or age. This policy covers eligibility for and access to service delivery and treatment in all programs and activities.

- b. No otherwise qualified person shall be excluded from employment, be denied the benefits of employment, or otherwise be subject to discrimination in employment in any manner or term of employment on the basis of age, race, religion, color, sex, national origin, ancestry, or handicap [as defined in Section 504 and the Americans with Disabilities Act (ADA)], physical condition, developmental disability [as defined in s. 51.01 (5)], arrest or conviction record (in keeping with provisions of s. 111.32), sexual orientation, marital status, or military participation. All employees are expected to support goals and programmatic activities relating to non-discrimination in employment.
- c. Should the applicant be awarded a contract by Milwaukee County, the applicant shall, during the period of that contract, post the Equal Opportunity Policy, the name of the Equal Opportunity Coordinator, and the discrimination complaint process in conspicuous places available to applicants and clients of services, and applicants for employment and employees. The complaint process will be made available in languages and formats understandable to applicants, clients, and employees. The Wisconsin Department of Health Services will provide appropriately translated state-mandated brochures and forms for local distribution.
- d. The applicant agrees to comply with guidelines in the Civil Rights Compliance Standards and a Resource Manual for the Wisconsin Department of Health Services, its County Service Providers, and their Subcontractors for Equal Opportunity in Service Delivery and Employment, copies of which are available through the Department on Aging.
- e. The applicant agrees to cooperate with the Department on Aging and the Wisconsin Department of Health Services in developing, implementing, and monitoring corrective action plans that result from complaint investigations or other monitoring efforts.

**I. Authorizations**

- 1. The applicant authorizes the Department on Aging to contact other governmental agencies with which the applicant has contracted to determine:
  - a. If the amount and quality of contracted programs or services provided by the applicant have been satisfactory.
  - b. Whether the applicant has met all programming requirements under its contracts.
- 2. The applicant assures the Department on Aging that the applicant possesses the legal authority to submit a proposal to provide programs or services for the Department on Aging during 2015, and that its Board of Directors has authorized the filing of this proposal at its meeting of:

Feb 6 2019

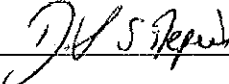
(Date of board meeting)

Exhibit I  
Section 5.0, Terms, Conditions, and Assurances  
Page 5

I hereby certify that the information in this proposal is true and correct, and that the program or service proposed herein is consistent with our organization's Articles of Incorporation and Bylaws and that submission of the proposal has been approved by a majority of the Board of Directors. Our organization further agrees to all of the above terms, conditions, and assurances and will submit all required reports and a certified financial audit for the years during which the organization has contracted to provide programs or services for the Department on Aging.

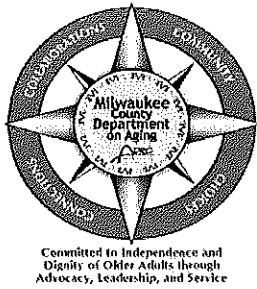
Name of Applicant  
Representative: DANIEL S. DEPIES

Title of Applicant  
Representative: CHIEF MISSION <sup>OFFICER</sup> ~~SERVICE~~

Signature of Applicant  
Representative: 

Date of Signature: 10/7/2019





## Welcome to Meals on Wheels!

You have been approved for Meals on Wheels provided through Goodwill and the Milwaukee County Department on Aging.

Contributions from participants in the program are combined with federal, state and local funding to provide this service. All contributions are greatly appreciated. All contributions are **confidential and voluntary**. No eligible person will be denied service based on the ability to contribute.

The actual cost of providing each meal is \$8.69.  
We suggest a per meal contribution of \$3.00.

Your driver will provide you with a blue contribution envelope, and a contribution statement the first week of every month. Please seal your contribution (preferably a check) in the envelope and return it to your driver Monday through Thursday.

Our Meals On Wheels drivers are paid employees. Drivers are not allowed to accept monetary gifts or personal tips per Goodwill policy. Please do not offer tips or gifts to our staff. If you wish to make a contribution to the program, you may do so by making a contribution directly to the Meals On Wheels program.

If you wish to contribute by mail, send a check or money order to:

**Meals on Wheels  
6055 N. 91<sup>st</sup> Street  
Milwaukee, WI 53225**

Checks can be made out to "Meals on Wheels" and mailed weekly or monthly.

Please call me if you have any questions or concerns.

Sincerely,

*Tom Gossett*

Community Services Social Worker  
(414) 847- 4779



2020  
PROPOSAL

MILWAUKEE COUNTY  
DEPARTMENT ON  
AGING

CASE MANAGEMENT &  
DELIVERY SERVICES  
FOR HOME DELIVERED MEALS

SUBMITTED BY

GOODWILL INDUSTRIES OF  
SOUTHEASTERN WISCONSIN, INC.  
6055 N 91st STREET  
MILWAUKEE, WI

## **Goodwill Industries of Southeastern Wisconsin, Inc.**

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# Mission and Goals

## The Goodwill Way

As we move our Goodwill forward, **our vision (why)** provides the direction of our evolution. It continues to build off of the great work started by Edgar J. Helms. As an organization and a Goodwill team member, this is the why of what we do. **Our vision is to transform lives and communities through the power of work.**

A **mission statement (what)** is the mantra or rallying cry of a company. Essentially, it is the work that we do. Each of our operations carries out our mission in a different way—training, job placement, work experience, and others. **Our mission is to provide training, employment, and supportive services for people with disabilities and disadvantages who seek greater independence.**

We deliver on our mission through **three strategic priorities**:

- Maximize donation value and margin via effective donated goods business.
- Deliver an integrated portfolio of workforce development services.
- Adopt an efficient and cohesive operating model (how we work together).

**Guiding Principles (How):** is how we will operate as an organization—the processes and culture that define how we will work together to implement our vision and strategy. It's the common denominator for all employees and participants—no matter where they are within the organization. These principles are a package deal. No one is more important than the other. This is what we mean by each:

- **Inspired by People:** We are a mission-based organization. We are about people: our employees, the people we serve, our customers, our donors, community members. We exist with and for people.
- **Power of the Whole:** We can't operate in silos – neither inside Goodwill nor as a part of this community; we have to work together. With the decisions we each make, we have the ability to impact our colleagues in other parts of Goodwill, Goodwill as a whole, and the communities we serve.
- **Results Matter:** We run successful businesses because we know that we have to in order to sustain our mission – today and in the future. We have to operate with integrity and take individual ownership of those results in each of our roles. If we do that, we know that we each make an impact on our success.

## 1. Service Delivery Plan

Goodwill proposes to provide case management and meal delivery services during 2020. For over 30 years we have been successful in administering this program for the Milwaukee County Department on Aging. During that time we have developed an efficient delivery system capable of providing older adults in Milwaukee County with a very reliable service. Program staff plan minor tech upgrades to this proven method of meal delivery and case management in 2020.

We are prepared to deliver an average of 1400 meals per day in 2020. Increased services would not be possible at the current funding levels.

The following describes the key elements involved in the provision of the **Case Management and Delivery Services**:

### **A. Food Service**

1. Goodwill will make arrangements to provide services, when possible, during weather related emergencies.
2. Meals will be ordered by 12:00 p.m. on the day before delivery from caterer(s) selected by MCDA. The number of meals received by each participant will be determined by participant need and funding. Managed Care funded participants will be eligible for 2 meals per day if authorized by the funding source. Weekend meals will be delivered on Fridays for eligible participants.
3. Food will be transported in equipment approved by MCDA. Food temperatures will be monitored and recorded on a daily basis. A Kitchen Summary (ATTACHMENT A) will be completed reflecting the number of meals ordered, meals delivered and the food temperatures.

Goodwill will ensure that hot foods are delivered to participants' homes at temperatures of not less than 140°F and cold foods at temperatures no greater than 41°F. Food not required to be served hot or cold will be delivered in such a manner as to be received and consumed in a palatable condition. All foods will be prepared, stored and delivered to the recipients in such a sanitary manner that it cannot become contaminated.

4. All dispatch sites will be provided with ample supplies to maintain the equipment and direct work areas in a sanitary condition. Should permits or licenses be required, Goodwill will secure them.

5. The quality of the meals will be monitored via test meals sent to office, frequent dispatch site visits by Goodwill staff and daily monitoring by dispatch staff.
6. Portion control will be monitored daily by Dispatch staff.
7. Daily catering problems will be resolved as they occur. Problems may include, but are not limited to, inadequate number/type of meals, insufficient food temperatures, inadequate portions or late food deliveries.
8. All receipts, records and invoices for meals ordered will be made available at the request of the MCDA.
9. Should the caterer fail to deliver enough meals and is not able to provide replacements, Goodwill will secure the necessary meals from another MCDA approved caterer. The cost of the replacement meals and any additional expenses incurred by Goodwill in obtaining these meals will be charged to the original caterer.
10. Menus will be prepared by the Milwaukee County Senior Meal Program Director. There shall be no deviation from the menu unless ordered by the Milwaukee County Senior Meal Program Director.
11. All records pertaining to the ordering and delivery of the meals will be maintained by Goodwill.
12. All records relating to the HDMP will be maintained for a period of four (4) years. These records will be available for review by the MCDA staff.
13. Daily catering problems will be resolved as they occur. Problems may include, but are not limited to, inadequate number/type of meals, insufficient food temperatures, inadequate portions or late food deliveries.
14. All receipts, records and invoices for meals ordered will be made available at the request of the MCDA.

## **B. Meal Delivery**

1. Meals for the HDMP are to be delivered between the hours of 10:30 AM and 1:30 PM, Monday through Friday. Drivers report to their respective dispatch sites by 10:00 AM and begin their routes at 10:30AM. Upon arriving at the dispatch site drivers are given a manifest that lists the number of participants

scheduled to receive meals on that day. Goodwill is committed to using new efficient methods that ensure accuracy, protect participant information, and decrease errors in reporting. New to 2020, we are exploring the option of using Smart phones. Drivers will Log on to the Servtracker Mobil Meals app and receive a new digital manifest daily. Manifests will be digitally uploaded by office staff daily. App has Mapping software to insure accurate location of participant residences. The App is password protected. Office staff will have the ability access real time data and track meal delivery of each driver via the Dashboard function. The App works seamlessly with ServTracker software. Should technical issues arise manifests will be printed to be faxed or hand delivered to each site. (ATTACHMENT B) The manifest lists participants in the most efficient delivery order.

2. Under normal circumstances, routes will take no longer than two hours and thirty minutes, so the food is delivered within the proper temperature specification required by the Department on Aging and the Health Department.

3. Drivers are supervised by the Meal Site Dispatch Supervisor and by the Site Dispatch Workers. Currently there are 45 regular routes/HDMP drivers with 10 substitute drivers on call. We are prepared to provide other paid employees as needed in an emergency to assure the delivery of meals.

Recruitment of drivers is an ongoing process. Substitute drivers are hired to cover routes for the regular drivers. Many substitute drivers want regular routes and when a vacancy occurs, the replacement comes from this group.

New Drivers are trained by the HDMP Supervisor and with an experienced driver. Written procedures are given to each new driver and are used as part of the training process (ATTACHMENT C).

The Meal Site Dispatch Supervisor has also been trained as dispatch worker to assure the continuation of services. Each dispatch site has a backup person, generally an HDMP driver, who can serve as a dispatch worker in the absence of the regular worker. Written procedures are given to each new dispatch worker and are used as part of the training process (ATTACHMENT D).

It may become necessary to utilize a Dispatch Helper to assure that the food is packed in a timely and efficient manner. This position is only utilized when the daily meal count is over 270. The Dispatch Helper works under the direction of the Dispatch Worker. Written procedures are given to each new Dispatch Helper (ATTACHMENT E).

4. Ongoing training of existing drivers is done by the HDMP Manager. The Manager and experienced drivers train drivers in the relevant areas dealing with their daily work at those sites. As part of the ongoing training, all drivers are

met with annually and meal delivery procedures are reviewed (ATTACHMENT F). All drivers are monitored for compliance with these procedures at a minimum annually. Drivers receive training in the special needs of older adults participating in the HDMP, and how to access emergency systems, such as 911.

Drivers will participate in formal meetings as scheduled. A training log will be maintained for formal HDMP staff training. The log will include the following; name of the participant, day of training, topics presented in the training session, the name and qualifications of the trainer, sponsoring organization, and length of time for each training session.

5. Daily delivery logs will be maintained and include participant names and dates of delivery. These records are maintained in Goodwill's computerized participant database and are available for review at any time.

6. All drivers will wear identification badges while on duty (ATTACHMENT G). Drivers are provided a sign for their vehicle to be placed on the dashboard, showing they are delivering for the HDMP (ATTACHMENT H).

7. Meals will be delivered in accordance with procedures established by the City of Milwaukee Health Department and the Milwaukee County Department on Aging.

The HDMP staff at each dispatch location will monitor the quality of the meals. This procedure ensures that all Department of Health and Social Services, Wisconsin Bureau on Aging and Department on Aging requirements are being met.

Packaged meals are transferred from large hot and cold transport boxes received from the caterer, to smaller driver hot and cold boxes. Site Dispatch Workers ensure that each route has the correct number of therapeutic and general diet meals. In addition, it is the responsibility of the Dispatch Worker to ensure the individual containers used by the drivers for transport of the meals are clean. Each driver is responsible for cleaning the containers they use.

8. Hot meals are transported in insulated delivery bags purchased by MCDA. These bags are designed to maintain temperature control for 90 minutes. In addition, Hot meal delivery bags will have a microwaved heated gel pack placed in them each day. This helps maintain high temperatures throughout the delivery process

9. Cold food items will be kept in coolers with lids to ensure a temperature not greater than 41 degrees for a period of one hour and thirty minutes.

10. Meals will be transported inside the driver's vehicle and will not be held in open-bed trucks or similar vehicles.

11. All meals are delivered to the recipient or caregiver and will never be left unattended at a home or apartment. Drivers will have daily contact with participants and will deliver the meal directly to the participant. It is important that drivers see the participant daily to verify the participant's well-being. Drivers are required to report to the office any participant who refuses to cooperate with this policy. If a driver is unable to deliver a meal, it is reported to the HDMP staff for investigation. In the event that the HDMP staff is unable to locate the participant, the emergency contact will be contacted. In the event when either is available, the HDMP staff will notify other involved resources (such as elder abuse or managed care worker). The Milwaukee Police will be contacted for a wellness check as necessary.

12. Goodwill will coordinate all activities at the dispatch locations as they relate to the distribution and packing of meals. Goodwill plans to use eight (8) satellite sites for the 2017 contract year. They are:

- Clinton Rose Park, 3045 N. Martin Luther King Drive
- West Milwaukee Community Center, 1345 S. 47<sup>th</sup>
- Washington Park Senior Center, 4420 W. Vliet
- Salvation Army, 4129 W. Villard Ave
- Beulah Brinton Senior Center, 2555 S. Bay Street
- South-Milw Senior Center, 2420 15<sup>th</sup> Ave
- Franklin City Hall, 9229 W. Loomis Rd.
- McGovern Senior Center, 4500 W Custer Ave.

Each of these sites has secure storage for the hot and cold boxes when not in use. All of the above sites have restrooms or other facilities to allow for the proper cleaning of the hot and cold boxes to keep them in a sanitary condition.

13. Goodwill will provide delivery of meals or other products for the safety and wellbeing of the home delivered meal participant within the resources available through the contract.

### C. Case Management and Service Coordination

All referrals for this program will be received from MCDA-Resource Center or Managed Care programs such as Family Care, Community Care, IRIS or ICare.

A case plan for each HDMP participant is developed using a format approved by participant's need for home delivered meals and other services offered by the Department on Aging. These services, in combination, frequently prevent premature institutionalization for the homebound older adult.

Case plans are developed for participants by HDMP social workers and are updated after each re-assessment. Re-assessments occur annually or more frequently if warranted. The case file includes information about all the services being provided to the participant, including the number of hours a particular service is provided and the contact person at those agencies. HDMP social workers frequently are the first professionals to uncover a condition that may be a threat to the older adult. With the consent of the older adult, the HDMP staff will refer the HDMP participant to other programs and services that will help the older adult change the environmental problems. Goodwill staff has frequent contact with other social service agencies in Milwaukee County. These close working relationships allow us to refer the HDMP participants to other agencies for services that will keep the participant in a safe, healthy situation.

## **D. Client Records**

An individual file folder is kept for each HDMP participant. Each participant's file contains the following:

- (a) Referral
- (b) In home assessment record, including the type of diet required
- (c) Physician's statement for Medical Certification
- (d) File notes following the assessment containing:
  - 1. Participant stated disabilities
  - 2. Observation of physical mobility, speech and vision
  - 3. Observation of mental awareness, competence, and ability to function
  - 4. Observation of home environment
  - 5. Summarization of person or agency responsible for home and personal care, such as bathing cleaning, laundry and shopping
- (e) Participant Correspondence
- (f) Reassessment data
- (g) Narrative and progress notes
- (h) Plan of care to include:
  - 1. Goals of service
  - 2. Duration of service
  - 3. Frequency of service
- (i) Termination notice and reason for termination.

A database is maintained allowing immediate access to basic participant information. Each HDMP office and professional staff person have a computer terminal at their desk to access the database.

## **E. Participant Assessment and Re-Assessments**

1. Assessments will be conducted at the participant's home, by HDMP social workers, for all individuals requesting Home Delivered Meal Service. The purpose of this assessment is to determine the participant's need and eligibility for the HDMP. To assist in this process, an assessment form will be used (ATTACHMENT I) and information such as age, health, isolation, etc. will be collected for each potential recipient. The assessment form also is used to determine the mobility, hearing, dental, vision, diet requirements and family involvement of each participant. Finally the participant is assessed for his/her ability to prepare their own meals or if they might be better served at a congregate meal site.

During the assessment or reassessment the Activity of Daily Living Check list and

Nutritional Risk survey (ATTACHMENT J) is completed. The completed form is retained in the participant's file. A copy is also sent to MCDA staff.

A medical approval form is obtained for each potential participant as part of the assessment process (ATTACHMENT K). In an emergency situation, such as a hospital discharge, the participant may be enrolled in the program without a home visit or signed medical form. In these cases the participant's physician gives a verbal report concerning need and diet restrictions. Goodwill will conduct an in-person assessment within five working days after the meals have begun.

As part of the assessment or re-assessment procedure, a contribution of \$3.00 is suggested per meal. This is a voluntary contribution and continued service is not tied to a client's ability to contribute.

2. Re-assessments follow a procedure similar to the assessment process to determine the participants continuing need for service. They are to be conducted by the HDMP social workers at least once every twelve months. The reassessment form is the same form included as ATTACHMENT I.

## **B. Participant Records**

Goodwill has demonstrated proficiency in maintaining records, which comply with MCDA policies and standards.

HDMP participant records are explained in detail in the previous section of this document.

Goodwill is experienced with SAMST<sup>™</sup> data collection software and is committed to assisting MCDA in the collection of accurate client data.

Goodwill agrees to provide nutrition education material to HDMP consumers. Material will be sent out on a quarterly basis. Distribution of material will also be recorded in SAMST<sup>™</sup>.

Goodwill will use forms provided by MCDA and will comply with all reporting requirements as determined by MCDA.

## **C. Special Equipment**

All special equipment needed for the HDMP is provided by the Milwaukee County Department on Aging and consists of hot boxes and coolers. Some small items, such as delivery baskets are provided by Goodwill. Goodwill will also provide all cleaning supplies necessary to assure the food containers are maintained in a sanitary fashion. Program staff has access to computers, printers, fax machines and scanners. Computers are installed with Microsoft Word and Excel. All computers have high speed Internet and email capabilities.

## **D. Participant Contributions**

Participant contributions for the HDMP are requested monthly via a participant contribution statement and envelope labeled with the participant's Route Number. The statement contains name, and address of the participant, how many meals were ordered in the previous month, and what the recommended contribution is. Envelopes are given to the participants on the first week of the month, and collected Monday - Thursdays. Each dispatch site has a secured box for receiving participant contribution envelopes and can only be opened by authorized HDMP staff. Drivers and site workers do not have access to these boxes. The envelopes are opened bi-weekly in the presence of two HDMP staff, and each envelope received is accounted for with a computer entry showing the amount of the contribution, if one was included. An entry is made if the envelope was returned empty. A spreadsheet is generated for all contributions and shared with MCDA staff bi-weekly.

Contributions are deposited in a bank account designated by the Department on Aging. Goodwill has in place an information system that assures that Family Care, IRIS and ICare consumers do not receive a contribution envelope. Drivers are not allowed to solicit or accept gratuities.

A sample welcome letter which includes the suggested contribution for the HDMP is attached (Appendix 10).

Goodwill will comply with all contribution policies as stated in the Milwaukee Senior Meal Program Manual of Policies and Procedures.

**A participant's level of service will have no correlation to their ability to contribute to the program.**

## **E. Targeting of Services**

Historically, Goodwill has, through this program, focused on targeting services to the frail, older adults of this community. In addition, the very basis for this program is to provide meals to the frailest of our older adults who cannot prepare meals for themselves. Each of these individuals, quite possibly, would not be able to stay in their home were it not for this service.

All referrals are received from the Milwaukee County Aging Resource Center or Managed Care programs such as Family Care, Community Care, IRIS or ICare. Referrals are e-mailed to the HDMP staff for immediate attention. During the assessment/reassessment process HDMP staff determine whether Title 111-C of the Older Americans Act is the most appropriate reimbursement source or if the individual receives managed care funding. Staff will make this determination based on information collected during the participant interview or authorization provided by the managed care organization. Goodwill has in place an effective system to accurately provide information to MCDA on participants under other funding sources (Family Care, IRIS or ICare). Title 111-C of the Older Americans Act will be the payment of last resort.

Eligibility requirements established by MCDA and adhered to by Goodwill are as follows:

1. A person must be 60 years of age or older or be the spouse of a person at least 60 years of age who receives home delivered meals.
2. A person with disabilities, regardless of age, who resides in the same house with an eligible person 60 years or older that is receiving meals, may also receive meals.
3. The individual must be homebound, i.e. does not leave his or her home under normal circumstances.
4. The person must be unable to participate in the congregate program because of physical or mental impairment.

5. There is no other adult living in the same house, building or area able or willing to prepare meals. When there is another adult living in the same house, meals may be provided as respite, when appropriate
6. The program is able to provide a general diet or special diets: Doctor's prescriptions and authorizations are needed for both general and special diet orders.
7. The individual is able to feed him/herself or have someone available to help feed the individual.
8. Individual agrees to be home when meals are delivered, or to notify the program when absence is unavoidable.
9. The individual must have physical or mental impairment and is unable to obtain and prepare adequate meals.

Priority will be given to older persons who have the greatest economic and social need as defined by the Wisconsin Bureau on Aging which defines these terms as follows: "the term 'greatest economic need' means the need resulting from an income level at or below the poverty threshold established by the Bureau of the Census."

The term 'greatest social need' means "the need caused by non-economic factors which include physical and mental disabilities, language barriers, cultural or social isolation including that caused by social or ethnic status which restricts an individual's ability to perform normal daily tasks or which threaten his or her capacity to live independently." All participants receiving home delivered meals as of December 31, 2019 shall continue to receive service unless discontinued in accordance with MCDA program guidelines.

A complete listing of the names and addresses of active participants will be provided to the Department on Aging upon request.

Home Delivered Meal Services are initiated when:

1. A referral is received for Home Delivered Meals from MCDA Resource Center or Managed Care programs such as Family Care, IRIS or ICare.
2. An in-home assessment conducted by HDMP staff indicates that home delivered meal service is necessary and appropriate; a diet has been approved by the physician; and funds are available to provide the service. If a primary physician is not available, a request to provide home delivered meals will be emailed to the MCDA Nutrition Coordinator.

In the event that meal service is started as a result of a hospital discharge etc., an in-home assessment of each new participant is conducted within five working days after meal service has begun.

Home Delivered Meal Services are terminated when:

- The participant withdraws the request
- A referral has been made to and accepted by another resource
- It has been determined by assessment or medical reference that the service is no longer appropriate or necessary.
- A managed care organization determines the service is no longer needed, thus funding stops.
- Participants cannot adhere to Participant expectation Policy guidelines.

This service will be available as follows:

Each participant will receive one hot meal delivered daily, Monday through Friday, except for holidays such as Fourth of July, Memorial Day, Labor Day, etc. Cold or frozen meals may be provided for days the program does not deliver, such as holidays, etc.

If appropriate and it is determined by staff that providing meals seven days per week is in the best interest of the participant to maintain the health and general nutritional status of that participant and funds are available, weekend meals may be provided. These meals will be delivered to the participant along with their hot meal each Friday.

A second daily meal will be available for Family Care, IRIS or ICare program members if authorization is obtained.

HDMP staff in conjunction with MCDA staff shall determine the duration and level of service for each participant.

Goodwill is committed to serving the low income, frail and minority seniors of Milwaukee County.

## **F. Program Objectives**

1. Goodwill proposes to provide efficient and participant responsive meal delivery for eligible residents of Milwaukee.
  - + Maintain and refine, where needed, the current delivery method.
  - + Eliminate unnecessary office procedures, thus increasing efficiency.
  - + Recognize the needs and limitations of the individuals served.
  - + Sustain efficiencies through vigilant monitoring.

Measured by: Participant satisfaction ratings equaling or exceeding the responses from the most recent Provider Assessment.

Goodwill will be prepared to assume these responsibilities January 1, 2020 and will continue through December 31, 2020.

2. Goodwill proposes to provide outreach services to isolated older adults to increase awareness of the program.

- + Program staff will encourage, through telephone calls and personal contacts, participant referrals.
- + Program professional staff will attend public events to display program information.
- + HDM program information will be included in Goodwill brochures and other appropriate marketing tools.
- + Goodwill will maintain professional affiliations within the community

**Measured by:** Intakes received to be at or above 2019 level.

Goodwill will be prepared to assume these responsibilities January 1, 2020 and will continue through December 31, 2020.

## **Program Outcomes**

### **HDMP-Nutritional Effectiveness**

Goodwill will assess the nutritional effectiveness of the HDMP on an annual basis. This will be accomplished with the use of a client survey. The survey will be sent to all new HDMP participants who start the program between January 1 and March 31. After a six-month period, the clients who remain on the program will receive a second survey. The data collected from the first and second surveys will be analyzed with the results provided to MCDA. Goodwill will work with MCDA to assure that the survey tool is designed to collect the most pertinent nutritional information. Survey results will be provided to MCDA by December 31, 2020.

### **3. Staffing Plans**

Goodwill intends to use the same mix of management, route drivers, and professional staff which has proven to be successful for as many years as we have managed the program for MCDA. Goodwill has been fortunate in having a dedicated, professional staff that has shown the ability to handle any crisis. In addition, we have devoted drivers who do a good job and care about the people they serve. To assure smooth daily operations in the absence of a primary employee, cross training will be a priority. Backups are in place for dispatch workers and meal drivers. Office staff has been cross-trained to operate efficiently when employee absences occur.

Goodwill does not plan any major change to this successful formula. The organizational chart and the staffing plan provide the staffing detail. Job descriptions are attached for all staff who will be billed to the program.

New Goodwill employees are screened through a local and state-wide criminal background check. The resulting information will be used to determine whether the individual is appropriate to begin employment with Goodwill. As an additional safeguard, employees are subject to ongoing background checks under the Wisconsin Caregiver Background Check law.

#### **B. Job Descriptions (Appendix 1) and Organizational Chart (Appendix 2)**

Job descriptions for this proposal are found in Appendix 1.

The Organizational Chart included in Appendix 2 reflects the current staffing pattern of the organization and lines of responsibility.

#### **C. Staff Qualifications**

Staff qualifications for each position, outlined in the job description for the major employee categories, are included in Appendix 1. Goodwill continually seeks out prospective employees whose qualifications exceed the basic requirements for the position. Staff is encouraged to participate in ongoing training.

Goodwill works closely with its insurance carrier to provide safety and defensive driver training to our drivers on an annual basis. All agency workers are encouraged to obtain as much education as possible.

Goodwill is very pleased to offer all employees the opportunity for training through Goodwill University. Goodwill University consists of four training programs designed to meet the needs of managers, supervisors and other staff members. The goal of Goodwill University is to develop leadership or managerial talent to continue the growth of the organization. The following learning and development programs are offered as part of Goodwill University:

- Leadership Institute
- Donald Driver mentoring program
- Blueprint Leader Onboarding program

Employees are offered liberal educational leaves of absence or creative scheduling to enable them to attend classes while still working.

Department staff meetings occur on a bi-monthly basis. Department issues that are critical to the efficient functioning of the organization are discussed at these meetings.

Social Workers will have, as a minimum, a bachelor's degree in social work or a related field. Although not a program requirement, Goodwill encourages all full-time social work staff to be licensed through the State of Wisconsin.

Other educational or training requirements are outlined in the specific proposal sections.

#### **D. Supervision of Direct Service Staff**

Home delivered meal drivers, social workers, administrative assistant and clerk staff, are supervised the HDMP Supervisor. HDMP Supervisor is supervised by the Vice President of development and community services

#### **E. Employment of Persons Aged 45 Years and Older**

Goodwill has always been a community leader in the recruitment and employment of workers who are 45 years and older.

As of August 2019, **one thousand seven hundred and sixty-nine (1,769)** persons at least 45 years or older were employed by Goodwill. This represents **34%** of the total agency work force of 5,195 persons. In addition to employees who meet the forty-five (45) or older qualifications, Goodwill maintains an ongoing policy of employment for workers aged 65 years or older. As of August 2019, the home delivered meal program employed 48 individuals over the age of 45. Of those **twenty-four 24** persons are at least age 65 (**36%**), with **Eleven (11)** workers who are 75 years of age or older (**16%**).

## **F. Provision of Volunteer Opportunities**

Goodwill has a comprehensive volunteer program. The program offers a wide variety of opportunities for potential volunteers. Volunteers are provided with job descriptions and complete orientation. Opportunities can involve direct contact with program participants and assistance with many special projects. Over 250 individuals volunteer their time to various Goodwill programs.

Another significant volunteer effort at Goodwill currently is our Board of Directors. This group of dedicated individuals provides Goodwill with countless hours of expertise and guidance.

## **G. Staff Wages**

Goodwill provides all employees with fair wages. Goodwill meets or exceeds the "living wage" recommendation of \$12.24 hour and is in compliance with County Board Resolution File No. 01-386.

## **H. Staff Benefits**

Goodwill provides a complete benefit package to all full-time employees. Individuals included in this program who have full-time status will be offered health insurance and pension plan coverage.

Goodwill provides part time employees with paid sick leave.

#### **4. Accessibility**

##### **A. Description of Facilities**

The HDMP staff is located at the Goodwill, James O. Wright Center, 6055 N. 91<sup>st</sup> Street. This facility is fully accessible. Goodwill proposes to use the following locations as dispatch centers for the distribution of home delivered meals:

Clinton Rose Park, 3045 N. Martin Luther King Drive  
West Milwaukee Senior Center, 1345 S. 47 Street  
Washington Park Senior Center, 4420 W. Vliet Street  
Salvation Army, 4129 W. Villard Avenue  
Beulah Brinton Senior Center, 2555 S. Bay  
South Milwaukee Senior Center, 2420 15<sup>th</sup> Ave  
Franklin City Hall, 9229 W. Loomis Rd.  
McGovern Park, Senior Center, 4500 W Custer Rd

The above locations are fully accessible.

##### **B. Limitations on Geographic Areas Served**

The service area for this and other Department on Aging funded contracts is Milwaukee County. Goodwill will not, during the 2020 contract year, restrict service in any area of Milwaukee County during its regular Monday through Friday business hours.

##### **C. Limitations on Participant Types**

Goodwill will only accept new participants referred from the Milwaukee County Aging Resource Center, Community Care, Family Care, IRIS and ICare. By accepting these participants, Goodwill staff will assume that the potential participant has been screened by Resource Center staff or managed care organization to meet the program eligibility requirements.

Goodwill will work closely with the Resource Center staff and managed care organization staff to ensure timely and accurate processing of eligible persons. In emergency cases, Goodwill staff assists in processing these persons as soon as possible.

##### **D. Service Days, Hours and Participant Notification**

The general Goodwill operating day spans from 7:45 a.m. to 4:30 p.m. Monday through Friday. Goodwill does have departments that operate outside of the above hours and on weekends.

The decision to terminate the delivery of meals during weather-related emergencies creates special problems for the recipients of service. The decision to suspend service during a weather-related emergency is the prerogative of Milwaukee County determined by Emergency Closing Procedures. (Attachment L)

While Goodwill has closed due to inclement weather several times during its history,

a network of notification procedures has been established to address any similar weather emergency situations.

Weather permitting, staff will be on hand to answer participant telephone calls and explain the reason for the cancellation.

Participants and employees are advised to listen to one of two Milwaukee area radio stations (WISN and WTMJ) during adverse weather conditions. News of service cancellations will be broadcast by these stations throughout Milwaukee County.

#### **E. Serving Non-English Speaking / Visually Impaired Participants**

Goodwill has always made an effort to make our services accessible to individuals who have language barriers, are visually impaired or are hearing-impaired. Specifically, we have the capability to serve these groups of people in the following ways;

- Goodwill contracts with an interpretive service through Atlas Language Services.
- Goodwill has several employees able to interpret for the Hmong population.
- Individuals who speak other languages generally have family members who act as their interpreters. We have also worked with the International Institute to provide interpretative services.
- Hearing impaired individuals can access our services by dialing into our dedicated line and connecting with our TDD equipment. This dedicated telephone number is listed on our corporate stationary and included in the program brochure.
- Visually impaired individuals will receive extra assistance and time from program staff to assure that the meal delivery and dining experience are successful. Drivers will aid opening meal and milk containers, identifying food items and their location on the tray. Volunteers at Goodwill managed meal sites will assist visually impaired older adults with seating and serving.
- Program material is currently available in Spanish.

Goodwill is committed to finding a way to communicate with people of diverse language backgrounds and other communication challenges.

## **F. Program Accessibility**

Goodwill continues to be *devoted* to program accessibility. During 2020, Goodwill will continue to focus resources and efforts to assure program accessibility to persons who are socially isolated as a result of cultural or linguistic factors.

Through community outreach, Goodwill will continue to reach socially isolated older adults. The Goodwill meal drivers are often able to identify participants who need services but have not been able to access the delivery system. This program provides services to a population who tends to be isolated for many different reasons. Often the Goodwill meal driver provides the only human contact that the participant has each day. The daily contact is a vital and valuable resource for the frail older adults served by this program. Program staff is sensitive and alert to older adults who may be in need of additional services. Referrals are frequently made to the Aging Resource Center.

Goodwill will continue to seek ways to make our services more accessible to socially isolated individuals.

## 5. Experience

### A. Service to Older Adults

Goodwill has over thirty years of experience in providing services to the older adult population of Milwaukee County. Goodwill programs provided service to 69,549 unduplicated individuals last year.

Goodwill has been responsible for case management, food distribution at eight satellite dispatch sites, delivery of a daily average of 1400 meals. Goodwill staff has been providing meal delivery and case management for the past 30 years

The Department on Aging conducted an audit of the program during the 2018 contract year. Overall survey results indicate that Goodwill is doing extremely well, and that the HDMP clients are satisfied with the food and services. Comments from recipients were encouraged.

Goodwill provides services to a diverse population. Our participants are from the following ethnic and race groups.

**AS OF August 2019, Goodwill served 48,976 persons of ethnic and  
minority groups,  
PERCENTAGE OF MINORITY PARTICIPANTS BY ETHNIC GROUP**

AFRICAN AMERICAN	41.6%
HISPANIC	13.3%
ASIAN/PACIFIC ISLANDER	1%
NATIVE AMERICAN	.4%
Other	7.2%

## **B. Prior Governmental Contracts**

Goodwill has held many County governmental contracts over the past years. In some instances, the length of these contracts exceeds 20 years.

The following governmental agencies and the appropriate contact persons are listed:

### **Milwaukee County Department on Aging**

Mr. Gary Portenier,  
Ms. Beth Monrial - Zatarski  
Ms. Jill Knight

### **Milwaukee Transit Services, Inc.-Transit Plus**

Ms. Carmela Peot

### **Milwaukee County Department of Human Services-Adult**

Ms. Sandra Butts

### **Milwaukee County Behavioral Health Division AODA Services Bureau**

Ms. Janet Fleege

### **Milwaukee County Department of Family Care (My Choice)**

Ms. Maria Ledger

Each contract has defined eligibility and funding requirements that have consistently been met through the years.

## **C. Makeup of Agency Board**

Goodwill has a twenty (21) member Board of Directors. These individuals represent the leaders of the Milwaukee Community. These Board members are diverse in background. This governing body is currently comprised of eleven (11) male and eight (8) female members. The Goodwill Board draws upon a wide base of experience in its governing of the agency. Drawing upon their vast expertise, the Board offers solutions to problems based upon practical experience. The Board offers areas of expertise ranging from non-profit administration, marketing, law, medicine, finance, accounting, business management and many other fields.

Meetings are held quarterly and are well attended by the Board Members.

The Goodwill Board of Directors roster is found in Appendix 3 and the Demographic Summary is found in Appendix 4.

## **6. Administrative Ability**

### **A. Special Certifications and Licensing**

The requirement for case management personnel under this contract is a bachelor's degree in social work, dietetics, nursing or related field. In addition to this minimum standard, Goodwill further encourages our full-time social workers to obtain their licenses to practice as professionals through the State of Wisconsin. To acquire this license a professional must meet a standard of education, experience and knowledge in the discipline of Social Work to qualify as a practitioner.

Meal drivers are required to have a valid Wisconsin Driver's license. Driving records for each prospective employee are checked through our insurance carrier prior to being hired for a position as a meal driver. If they have more than three accidents in a three-year period or have been convicted of a DWI they will not be hired. In addition, meal drivers are required to carry a minimum amount of insurance and must provide proof of that insurance prior to being hired. Drivers are asked annually to provide verification of continued vehicle insurance coverage.

Goodwill will comply with all licensing/training requirements as required by MCDA.

### **A. Agency's Current Insurance Coverage**

Goodwill's current vehicle liability policy limit is one million dollars. The agency's policy has an annual renewal date of July 1 and all company-owned passenger and cargo carrying vehicles are insured. A copy of the current Certificate of Insurance is in the Appendix section. Goodwill carries a comprehensive crime coverage policy that protects the Department on Aging from any losses due to potential employee misconduct such as theft.

Goodwill, in addition to having the minimum requirements of auto and crime, also carries a fifteen (15) million-dollar umbrella policy. This policy provides Goodwill, and ultimately Milwaukee County, with additional coverage in the event of a major disaster.

### **B. Governmental Experience**

During the 100 years of its existence, Goodwill has had vast experience addressing governmental requirements on all levels from local to federal. Goodwill has experienced a lengthy relationship with the Wisconsin Department of Transportation for the submission of its annual FTA Section 5310 proposal.

Within Goodwill's Milwaukee County service base, the agency has regularly met or exceeded all governmental requirements for its many public and private purchase of

service contracts.

Please refer to Section 5(B) of the Program Summary for additional information regarding prior experience with local, state and federal government contracts.

### **C. Resolving Problem Areas**

As a requirement of Department on Aging funding, Goodwill has, on an annual basis, obtained an independent audit for the entire agency. The CPA firm of Grant Thornton conducted the annual audit. During the detailed auditing process, all areas of compliance are thoroughly tested and investigated as standard procedure.

Goodwill participated in a MCDA Service Provider Assessment in 2016. We found the assessment to be both gratifying and instructive in providing improved services to our constituents. The assessment summary contained only one recommendation. That the Goodwill Board of Board of Directors review the assessment. This recommendation was completed prior to the due date of 12/31/2016.

### **D. Agency Wide Budget**

Goodwill has not begun the budget process for 2020. The 2020 budget will be provided to the Milwaukee County Department on Aging upon completion. A copy of the 2019 agency budget has been included as part of Appendix 5.

### **E. Annual Agency Audit**

Goodwill, in compliance with all established program and contractual requirements, annually submits an independent agency audit to the Milwaukee County Department on Aging.

The most recent of these audits (for the 2018 program year) will be distributed to agency Board members and public funding sources in December 2019.

### **F. Section 5.0. and 6.0**

Signed copies of Section 5.0 Terms, Conditions and Assurances, and Section 6.0 Equal Employment Opportunities for Milwaukee County Contracts are included as part of Exhibit I.

## **7. Program Outcomes and Quality Assurance**

### **A. Nutritional Effectiveness**

Goodwill will assess the nutritional effectiveness of the HDMP on an annual basis. This will be accomplished with the use of a client survey. The survey will be sent to all new HDMP participants who enrolled in the program between January 1 and March 31. After a six-month period, the same clients will receive a second survey. The data collected from the first and second surveys will be analyzed with the results provided to MCDA. Goodwill will work with MCDA to assure that the survey tool is designed to collect the most pertinent nutritional information. Survey results will be provided to MCDA by December 31, 2019.

### **C. Quality Assurance**

HDMP participant input and feedback are always encouraged by staff. One of the most important methods of obtaining consumer input is via the drivers who are in daily contact with the participants. If there is a problem with service, or something unrelated to the service, the driver is usually the first to hear.

Many participants also regularly call the HDMP staff with compliments or complaints about the meals, drivers, delivery time and other problems or questions. All participants are given the HDMP phone number at the time of the initial assessment, or when meals are first started. A staff person is available Monday-Friday 8:00 am to 4:00 PM to take such calls, voicemail is available for all other times, and answered on the next business day. Feedback is also received from our social workers doing regular reassessments for all HDMP participants. As part of that process, participants are asked about the service, the drivers, quality of the meals and any other comments the participant may have about the program in general.

The Department on Aging does an annual assessment of the HDMP, which includes a mailing to all participants asking questions about the timeliness of deliveries, driver courtesy, etc. This is a very important source of feedback for the HDMP staff and management. The most recent assessment done in 2018 issued no operational recommendations.

#### **D. Customer Satisfaction**

Recognizing that participant satisfaction is critical for program growth, participant feedback is welcomed and encouraged. Each day, participants can provide feedback to their driver in person and office staff via telephone. If there are issues that need more in-depth review, the social work staff will meet with the participant to discuss.

Management works very hard to remain focused on the most important quality standard we have, the delivery of excellent services to the older adults of Milwaukee County. These results indicate that we have been successful in the accomplishment of this goal.

#### **E. Client Grievance Procedure**

When a participant contacts the staff with a grievance, the staff member takes whatever time is necessary to obtain all the facts about the incident.

After gathering all pertinent information from the participant, the staff member works toward resolution of the matter. This includes discussing issues with a Manager of Community Services. If the client is not in agreement with the resolution of grievance, they may appeal to the Vice President of Community Services. The Vice President of Community Services will review all material in consultation with a Senior Vice President and a Human Resources representative. The participant will be contacted by the Vice President of Community Services and notified of the agency decision. If still not satisfied, the client may file a grievance with our compliance officer. See (Attachment L)

Goodwill's Human Resource Department is always consulted on matters of a more serious nature which are likely to result in disciplinary action up to and including termination of an employee.

In all cases, the participant will be advised as to the outcome of the investigation and options for resolution.

Regardless of the outcome of the consumer contact, all participants are thanked for their concern and interest. No complaint is automatically dismissed because it may seem frivolous or without merit.

When a positive compliment is received, the information is recorded by a supervisor and placed in the employee's personnel file. That employee is given a copy of the document.

#### **F. Consumer Involvement**

Management seeks consumer involvement in policy decisions regarding our services by several means.

We are active in several advocacy groups that promote seniors and the services that are provided to them. Our memberships and active participation include but are not limited to;

Milwaukee Aging Consortium  
National Coalition of Aging Groups  
Meals on Wheels Association of America

Through these associations and the information received from them, we can set policies that are appropriate for the older adults of Milwaukee County.

In addition, program staff maintains contact with agencies that serve older adults, such as the day care centers and senior centers. Through these meetings we can address specific needs of individuals participating in these programs. Agency staff appears before groups of frail elders for informational sessions. These presentations usually occur at senior centers or before assembled groups of residents at congregate housing facilities.

Due to physical limitations many of the older adults served through this program would be unable to attend advisory committee meetings. Consumer input regarding a significant program policy change would be solicited through telephone contact or mailings.

## **8. Coordination Activities**

### **A. Proposed Linkage with Other Agencies**

Goodwill is active in several advocacy groups that promote seniors and the services that are provided to them. Our memberships and active participation include but are not limited to:

- Milwaukee Aging Consortium
- National Coalition of Aging Groups
- Meals on Wheels National Organization
- ARC-Wisconsin
- RFW-Rehabilitation for Wisconsin
- Milwaukee County Department on Aging Advisory Council

Through these and other long-established relationships with most of the area's organizations that serve older adults, we have been an influential and respected voice in the community.

Goodwill's Emergency Plan challenged us to find ways to back up the resources we have so that critical services are continued to the frail elderly. This required that we enter several cooperative relationships. We have worked out an arrangement with our current computer vendor to lease essential computer equipment in the event something would happen to our current system. The vendor will immediately replace essential software.

Goodwill's dedication to coordination extends far beyond agreements however and has become an agency philosophy. The agency, through its strong network of other social service agencies and ability to maximize its resources, constantly strives to provide superior service at a reasonable cost. This would not be possible without coordination.

### **B. Participant Assistance**

Goodwill social work staff collectively has many years of experience with County government and other social service agencies. This wealth of knowledge enables agency personnel to direct a participant to the most appropriate person or program in just a fraction of the time they would spend on their own. Thus, participant frustration and anxiety are greatly reduced or eliminated.

This problem solving is unique to each person. Services could include acting as a liaison between the participant and a medical official, advising the participant of additional services available to help them remain independent and in their home, or assisting them in the enrollment process for other services offered by MCDA.

### **C. Emergency Notification**

Goodwill staff is extremely observant and aware of any circumstances involving a participant that may be suspicious or cause concern. Recognition of potential problems

and how they relate to agency participants is incorporated into the in-house training procedures. This recognition could include several days' accumulation of mail or newspapers at the door of a participant (after no response at the door or by telephone), unsanitary conditions inside the residence or obvious health problems of the participant that may be untreated.

Home Delivered Meal drivers are instructed to call the office to report participants who don't answer their door. A staff person will begin emergency procedures to determine if the participant needs assistance. Each participant has an emergency contact listed. The staff person will call this contact and determine if further assistance is needed. In many cases the meal driver has been the first person to find a participant in a medical crisis. Through this procedure, the program can provide the participant with needed medical help.

The social services staff is informed of County and City programs that are available to older adults. Program staff frequently makes referrals on behalf of frail, isolated elders.

For a situation of a more immediate and critical nature, we work in conjunction with the Milwaukee Police Department, and other Law enforcement agencies within Milwaukee County. Alert thinking by agency employees has prevented greater injury and even death to many participants when they were discovered after a medical incident.

#### **D. American Citizenship**

Goodwill will collaborate with any agency that is helping individuals to obtain their Citizenship. Goodwill staff could provide counseling through the process.

#### **E. Emergency Preparedness**

Goodwill intends to comply with MCDA regarding submission of potential at-risk older adults to the vendor selected to manage emergency preparedness.

## **Affirmative Action**

### **Supplemental Information**

Goodwill's Affirmative Action Plan for 2018 has been submitted and accepted.

# APPENDIX I

Job descriptions for the following Goodwill positions included in this proposal are:

Vice President of Development and Community Services

Administrative Assistant

Clerk II

Social Worker

HDMP Supervisor

Meal Site Dispatch Worker

Meal Site Dispatch Helper

HDMP Meal Driver

Each of these job descriptions has been reviewed and revised as necessary. They reflect the requirements of the position, the requirements as specified under the contract and any changes that may have occurred in the position this past year.

## **APPENDIX 5**

Goodwill has not begun the budget process for 2019. The 2019 budget will be provided to the Milwaukee County Department on Aging upon completion.

The 2018 agency budget has been included.

## **APPENDIX 6**

The accounting firm of Grant Thornton completed Goodwill's independent fiscal audit. The most recent audit (for the 2018 program year) was distributed to agency Board members and public funding sources in June 2019.

Goodwill Industries Board of Directors Audit Committee viewed and accepted the 2018 audit at the June 2019 Board meeting.

## APPENDIX 8

The following individual (s) is/are:

(1) SOLELY RESPONSIBLE FOR THE PROGRAM

Thomas Gossett, Home Delivered Meal Program Supervisor  
Cathy Girard, Vice President, Goodwill Industries of Southeastern Wisconsin, Inc.

(2) AUTHORIZED TO SIGN FOR THE AGENCY AND THE PROGRAM

Jackie Halberg, President, Goodwill Industries of Southeastern Wisconsin, Inc.  
Jeff Docalavich, Chief Financial Officer, Goodwill Industries of Southeastern Wisconsin, Inc.

(3) AUTHORIZED TO RECEIVE CHECKS FOR THE PROGRAM

Jackie Halberg, President, Goodwill Industries of Southeastern Wisconsin, Inc.  
Jeff Docalavich, Chief Financial Officer, Goodwill Industries of Southeastern Wisconsin, Inc.

(4) RESPONSIBLE FOR FISCAL AND BUDGETARY MATTERS

Jeff Docalavich, Chief Financial Officer, Goodwill Industries of Southeastern Wisconsin

(5) RESPONSIBLE FOR DATA/MONTHLY REPORTING

Thomas Gossett, Manager of Community Services  
Cathy Girard, Vice President of Development and Community Services, Goodwill Industries of Southeastern Wisconsin, Inc.

(6) RESPONSIBLE FOR INTERNAL MONITORING OF THE PROGRAM

Thomas Gossett, Manager of Community Services

(7) RESPONSIBLE FOR HANDLING CONSUMER AND CLIENT COMPLAINTS WITH RESPECT TO PROGRAM ACTIVITIES

Thomas Gossett, Manager of Community Services  
Community Services Staff

(8) RESPONSIBLE FOR THE COLLECTION, TABULATION, RECORDING AND DEPOSITING OF CLIENT CONTRIBUTIONS.

Thomas Gossett, Manager of Community Services

Administrative Support

## Appendix 9

### References

Lorie Monroe Commissary Diredtor  
D&S Catering  
262-781-5855

Brad Meyer | Aramark | Multi-Unit General Manager | Milwaukee County House of  
Correction  
8885 S 68<sup>th</sup> Street  
Franklin, WI 53132  
414.427.6037

