



Contract Number

SAP Number

Human Services

Department Contract Representative N. Michelle Petersen
Telephone Number 909-386-8369

Contractor _____
Contractor Representative N/A
Telephone Number On file
Contract Term Effective date (as defined), through November 30, 2028
Original Contract Amount Initial Hourly Rate \$
Amendment Amount N/A
Total Contract Amount N/A
Cost Center 4980002240
Grant Number (it applicable) N/A

THIS CONTRACT is entered into in the State of California by and between San Bernardino County, hereinafter called the County, In-Home Supportive Services Public Authority, hereinafter called IHSS PA, and _____, hereinafter called Contractor.

IT IS HEREBY AGREED AS FOLLOWS:

WHEREAS, County and IHSS PA desire to obtain the services of Contractor under the terms and conditions set forth in this Contract; and

WHEREAS, Contractor has the skills and knowledge necessary to provide _____ services for the IHSS PA; and

WHEREAS, County and IHSS PA desires that such services be provided by Contractor and Contractor agrees to perform these services as set forth below.

NOW, THEREFORE, in consideration of mutual covenants and conditions, the parties agree as follows:

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Attachment 1 – In-Home Supportive Services Public Authority Position Description

I. DUTIES AND RESPONSIBILITIES OF CONTRACTOR

Contractor shall be employed as a(n) _____ as described in the table, below, and shall work cooperatively with the staff of In-Home Supportive Services Public Authority (IHSS PA) under the direction of the Executive Director of IHSS PA, performing a broad range of duties, including, but not limited to those specific duties as outlined in the appropriate position description for the job classification and incorporated herein as Attachment 1 of this contract. The Executive Director of IHSS PA is the appointing authority. The term "Equivalent Unit" for each job classification is defined in the chart below.

Job Classification	Equivalent Unit Reference	Salary Grade Reference	Benefit Type
Contract Accounting Technician	Technical & Inspection	40	TI
Contract Lead Office Assistant	Clerical	33A	CLK
Contract Office Assistant II	Clerical	6M	CLK
Contract Office Specialist	Clerical	35	CLK
Contract Senior Office Assistant	Clerical	31A	CLK
Contract Social Worker II	Administrative	47	ADM
Contract Staff Analyst II	Administrative	56	ADM

II. CONFLICT OF INTEREST

As a condition of employment, Contractor does hereby agree to follow and uphold the Conflict-of-Interest policy of the County's Personnel Rules as follows:

No official or employee shall engage in any business, transaction, or have a financial or other personal interest or association, direct or indirect, which is in conflict with the proper discharge of official duties or would tend to impair independence of judgment or action in the performance of official duties. Personal, as distinguished from financial interest, includes an interest arising from blood or marriage relationships, or close business, personal or political associations. This section shall not serve to prohibit independent acts or other forms of enterprise during those hours not covered by active County employment, providing such acts do not constitute a conflict of interest as defined herein. Contractor is also subject to the provision of California Government Code Sections 1090, 1126, 87100, and any other conflict of interest code applicable to County employment.

III. CODE OF CONDUCT

As a condition of employment, Contractor does hereby agree to adhere to work rules and performance standards established for their position by the appointing authority, and as established in the San Bernardino County Policies, Personnel Rules, and Human Services Standards of Employee Conduct.

IV. TERM

This Contract shall be effective (hereafter referred to as the "Effective Date") the first day of a pay period following the completion of all of the following: 1) this Contract is signed and approved by all parties; 2) the successful completion by the parties of Contractor's background and on-boarding process; and 3) satisfaction of Section VI., Paragraph E, "Evidence of Eligibility to Work." This Contract shall remain in effect through November 30, 2028, subject to the termination provisions of this Paragraph. The Executive Director for IHSS PA and the Assistant Executive Officer for the County are authorized to act on behalf of IHSS PA, and the County, respectively, to execute amendments to the Contract to extend the term of this Contract for a maximum of three (3) successive one (1) year periods.

Notwithstanding the foregoing, either party may terminate this Contract at any time, without cause, with a fourteen (14) day prior written notice to the other party. This Contract may be terminated for just cause immediately by the County and IHSS PA. The Contractor shall serve at the pleasure of the appointing authority and the Assistant Executive Officer of the County, who shall have full authority and discretion to exercise County rights under this Paragraph.

V. COMPENSATION OF CONTRACTOR

Upon the Effective Date of this Contract, Contractor shall be considered a Contract employee in the County's Unclassified Service. Contractor shall receive only the benefits and compensation specifically set forth in this Contract. This Contract provides for the full compensation to Contractor for the services required hereunder. This Contract supersedes any prior employment contract of Contractor.

A. SALARY RATE AND RATE ADJUSTMENTS

Contractor shall be compensated for services at a rate of \$ _____ per hour, which is equivalent to Step _____ of Range _____ of the current salary schedule for employees in the equivalent unit. The salary is established for the job classification, commensurate with duties and provided in table below for reference.

Contractor shall not exceed forty (40) hours per workweek unless expressly authorized, pursuant to the Overtime provision of this Contract. (Paragraph B of this Section V).

Contractor shall be evaluated and will be eligible to receive step increases of approximately 2.5% at the beginning of the pay period following each completion of 1,040 service hours and upon approval of the appointing authority, up to the top step of the range, based on a meets standards work performance evaluation. Step advancements may be adjusted according to any future changes made to the MOU covering employees in the equivalent unit if approved by the Executive Director of IHSS PA or his/her designee.

Contractor shall be eligible to receive salary adjustments, including across-the-board adjustments, in the same amount and at the same time as employees in the equivalent unit if approved by the Executive Director of IHSS PA or his/her designee.

If Contractor is an existing County employee or existing Contract employee with the County and IHSS PA immediately prior to the Effective Date of this Contract with the same classification as identified in this Contract, then for purposes of calculating the 1,040 service hours merit step, upon the Effective Date of this Contract, the service hours will not reset and the existing hours will be carried over and counted. Contractor does not gain probationary or regular status during the term of this Contract.

Job Classification	Equivalent Unit Reference	Salary Grade	Compensation Plan Reference	Benefit Type
Contract Accounting Technician	Technical and Inspection	40	GU ¹	TI
Contract Lead Office Assistant	Clerical	33A	GU ¹	CLK
Contract Office Assistant II	Clerical	6M	GU ¹	CLK
Contract Office Specialist	Clerical	35	GU ¹	CLK
Contract Senior Office Assistant	Clerical	31A	GU ¹	CLK
Contract Social Worker II	Administrative	47	GU ¹	ADM
Contract Staff Analyst II	Administrative	56	GU ¹	ADM

B. OVERTIME

Overtime shall be defined as all hours actually worked in excess of forty (40) hours a work week. For purposes of defining overtime, paid leave time, excluding sick leave, shall be considered as time actually worked. If Contractor is authorized by the Executive Director, or designee, to work overtime, Contractor shall be eligible to receive overtime compensation at one and one half (1-1/2) times the Contractor's regular rate of pay.

In lieu of cash payment, upon request of the Contractor and approval of the appointing authority, Contractor may accrue compensating time off at premium hours. Cash payment at the Contractor's regular rate of pay shall automatically be paid for any compensating time, which exceeds eighty (80) hours, or for any hours on record immediately prior to termination of Contract.

¹ Refer to the General Consolidated MOU Salary Schedule

C. PAYMENT

Contractor shall be paid biweekly for hours actually worked according to the procedures established by the County's Auditor/Controller.

D. LEAVE PROVISIONS

Contractor shall receive, or be subject to, the following Leave Provisions in the same manner and amount as employees in the equivalent unit: Bereavement, Blood Donation, Holiday, Jury Duty, Sick, Vacation, and Voluntary Time Off.

Refer to Paragraph S in this Section for processing of leave balances upon termination of this Contract.

E. MEDICAL EMERGENCY LEAVE

IHSS PA Contract Employees who have one (1) year of continuous service with the County are eligible to receive and/or donate leave time in the same manner and amounts for employees in the equivalent unit and subject to the procedures established by the Human Resources Employee Benefits Division.

F. MEDICAL AND DENTAL COVERAGE

Contractor must enroll in a medical and dental plan offered by the County, unless already enrolled in other comparable employer sponsored coverage.

If eligible, Contractor shall receive all eligible benefits, including a Medical Premium Subsidy (MPS) in the same manner as provided to other equivalent unit County employees to offset the cost of medical insurance premiums charged to the Contractor. The applicable MPS shall be paid directly to the provider of the County sponsored medical plan in which the eligible Contractor has enrolled. In no case shall the MPS exceed the total cost of the medical insurance premium for the coverage selected (e.g., when the MPS amounts exceed the lowest HMO cost).

To be eligible for the MPS and DPS, Contractor must be scheduled for a minimum of forty (40) hours per pay period and must be in paid status in order to actually receive the benefits of this Article.

Contractor shall not receive flex dollars if Contractor chooses to "opt out" or "waive" from the County sponsored health plans.

Job Classification	Equivalent Unit Reference	Benefit Type
Contract Accounting Technician	Technical and Inspection	TI
Contract Lead Office Assistant	Clerical	CLK
Contract Office Assistant II	Clerical	CLK
Contract Office Specialist	Clerical	CLK
Contract Senior Office Assistant	Clerical	CLK
Contract Social Worker II	Administrative	ADM
Contract Staff Analyst II	Administrative	ADM

G. VISION CARE INSURANCE

Contractor shall be eligible for Vision Care Insurance in the same manner and amounts for employees in the equivalent unit.

H. LIFE INSURANCE

The County shall pay premiums for a term life insurance policy for Contractor in the same manner and amount as employees in the equivalent unit. County-paid life insurance will become effective and continue for each pay period in which Contractor is in paid status. For pay periods in which Contractor does not meet the paid hour's requirement, Contractor shall have the option of continuing life insurance coverage at Contractor's expense.

I. EXPENSE REIMBURSEMENT

Contractor shall be eligible for expense reimbursement in the same manner and amount as employees in the equivalent unit.

J. ACCIDENTAL DEATH AND DISMEMBERMENT

Contractor shall be eligible to purchase Accidental Death and Dismemberment Insurance coverage and additional supplemental term life insurance in the same manner and amount as offered by the County to employees in the equivalent unit.

K. RETIREMENT PLANS

If Contractor is regularly scheduled for and regularly works a minimum of forty (40) hours per pay period, Contractor shall participate in the County's general employee retirement system during the term of this Contract. Contractor shall pay the required employee contribution for the term of the Contract. Contractor's participation in the general retirement system shall be in accordance with the applicable terms of the County Employee Retirement Law of 1937, the California Public Employees' Pension Reform Act of 2013 (Gov't Code section 7522 et seq.), and the By-Laws and other requirements of the San Bernardino County Employees' Retirement Association.

If Contractor has attained the age of sixty (60) prior to employment, Contractor may waive membership, at the time of hire, in the San Bernardino County Employee's Retirement Association. If Contractor regularly works less than forty (40) hours per pay period, waives membership, or otherwise does not meet the definition of a member of the retirement system, Contractor shall instead participate in the County's PST Deferred Compensation Retirement Plan.

L. COUNTY RETIREMENT MEDICAL TRUST ("Trust")

Upon termination of this Contract, Contractor shall be eligible to convert the cash value of unused Sick Leave to the County Retirement Medical Trust ("Trust") in the same manner and amount as employees in the equivalent unit, provided the Contractor meets the eligibility requirements (e.g., years of service, etc.) for participation. Contractor shall not receive County contributions to the Trust.

Refer to Paragraph S in this section for processing of unused Sick Leave balances upon termination of this Contract

M. SALARY SAVINGS PLAN

Contractor shall be eligible to participate in the County's 457(b) Salary Savings Plan, per the Plan Document. Contractor shall not receive County match contributions with respect to participation in such plan

N. DEPENDENT CARE ASSISTANCE PLAN (DCAP) AND FLEXIBLE SPENDING ACCOUNT (FSA) PLAN FOR MEDICAL EXPENSE REIMBURSEMENT

Contractor shall be eligible to participate in the County's DCAP and FSA Plans in the same manner as employees in the equivalent unit and per the plan documents. Contractor shall not receive any County match contributions with respect to participation in either plan.

O. LEGALLY REQUIRED BENEFITS

Contractor shall receive all benefits as required by law when eligible (e.g., FMLA, ACA, Military Leave, Time Off for Voting, and Medicare). Where the County provides a greater benefit than is required by law, Contractor shall only receive the minimum benefit in accordance with the law, unless the greater benefit is specifically provided for in another provision of this Contract.

P. SHORT TERM DISABILITY

Contractor shall be eligible to receive the same Short-Term Disability insurance benefits as offered to employees in the equivalent unit for their job classification.

Q. LONGEVITY PAY DIFFERENTIAL

Contractor shall be eligible to receive the same Longevity Pay Differential above the base rate of pay as offered to employees in the equivalent unit for their job classification.

Total completed service shall be based on total hours of completed continuous service with the County as a regular employee or contract employee with no break in service prior to Effective Date of this Contract.

R. SERVICE AND EFFECT ON BENEFITS

If Contractor was a County contract employee immediately prior to entering into this Contract, without separation from County employment, execution of this Contract shall not result in separation in County employment for purposes of determining eligibility for and level of benefits, including, but not limited to, health benefits, leave accrual rates, and retirement benefits. Thus, Contractor's rate of leave accruals is based on the start date of the period of continuous County employment that is extended by this Contract. Contractor shall maintain and carry forward Holiday, Vacation, other paid leave, and Sick Leave balances. Contractor's retirement contribution rate is based on the date Contractor began participation in the County's general employee retirement system.

S. BENEFITS UPON TERMINATION

1. Contractor Separated from County Service

Upon separation from County employment, Contractor shall be compensated for any unused Vacation and Holiday Leave at the then base rate of pay. Contractor will be eligible to convert the cash value of unused Sick Leave to the Retirement Medical Trust Fund in the same manner and amount as employees in the equivalent unit, if eligibility requirements are met. If eligibility requirements are not met at the time of separation, unused Sick Leave shall be forfeited.

2. Contractor to Regular County Employment

In the event this Contract is terminated because Contractor is appointed to a regular County position without a break in service, Contractor shall be provided a new date of hire (i.e., Regular Hire Date). Eligibility for benefits, including, but not limited to, retirement system contributions, health benefits, and leave accrual rates shall be based upon the provisions of the applicable Memorandum of Understanding (MOU) or ordinance in effect at the time Contractor is appointed to a regular County position. Seniority, for purposes of layoff, shall be determined by the most recent Regular Hire Date or as otherwise provided in the applicable MOU.

At the sole discretion of the appointing authority of the County department or office in which appointment is to a regular position is made, unused leave balances may be maintained and carried over. Any leave balances carried over shall be in accordance with the applicable MOU for the bargaining unit associated with the position into which Contractor was hired. Any leave balances not authorized to be carried over shall be distributed as outlined in "Contractor Separated from County Service" above.

3. Contractor to New Contract Position

In the event Contractor accepts another Contract position with the County without a break in service, at the sole discretion of the appointing authority of the County department or office in which appointment to the Contract position is made, leave accrual rates and unused leave balances may be maintained and carried over. Any leave balances carried over shall be in accordance with the applicable MOU for the bargaining unit associated with the position into which Contractor was hired. Any leave balances not authorized to be carried over will be distributed as outlined in "Contractor Separated from County Service" above.

T. BILINGUAL COMPENSATION

If Contractor is in a position, designated by the appointing authority, which requires bilingual translation involving the use of English and a second language as part of their regular duties, Contractor shall be entitled to bilingual compensation. Such compensation shall apply regardless of the total time required

per day for such a translation. Contractors in such positions must be certified as competent in translation skills by Human Resources to be eligible for compensation. Competency Certification is solely determined and administered by Human Resources. Level 1 - verbal skill level is compensable at fifty dollars (\$50.00) per pay period. Level 2 – written skill level is compensable at fifty-five dollars (\$55.00) per pay period.

U. PROJECT COMPENSATION

Increases in pay, in the form of Project Compensation, may be granted to recognize the temporary assignment of additional responsibilities that are significant in nature and beyond the normal scope of the position. Project Compensation shall be in the form of a specified percentage of Contractor's base pay. The appointing authority or designee will determine the amount in increments of one-half (1/2) percent from a minimum of two and one-half percent (2-1/2%), up to a maximum of seven and one-half percent (7-1/2%). The Project Compensation will be computed at the specified percentage of the current base pay of Contractor for each pay period. Project Compensation shall be considered earnable compensation and shall be considered part of Contractor's regular rate of pay for purposes of calculating overtime, if applicable. Such increases in pay shall not affect Contractor's step advancement in the base salary range.

Requests for Project Compensation may be initiated by the appointing authority, who has responsibility for initiating the compensation request in a timely manner and adhering to the compensation provisions defined in this Contract. It is important to obtain Director of Human Resources review of the request in advance of the date Contractor begins the assignment, because there is no guarantee the request will be approved. Project Compensation is to be effective only with the Director of Human Resources Department written approval, assignment of additional or greater level of duties, and signed acceptance by Contractor.

V. PAYROLL ADJUSTMENTS

In situations involving overpayment to a Contractor by the County/Department, said Contractor shall be obliged to repay by payroll recovery the amount of overpayment within the timeframe the overpayment received by Contractor. The Auditor-Controller/Treasurer/Tax Collector's Office or Human Resources, when applicable, shall provide documentation showing the calculations of the overpayment to Contractor. Extensions to the period for repayment of the overage may be requested by the Contractor, subject to the approval of the County's Auditor-Controller/Treasurer/Tax Collector's Office. Extensions will be approved only in the case of extreme hardship, and the extended period for repayment will not be longer than one and one-half (1-1/2) times as long as the overpayment period. If Contractor leaves employment prior to repayment of overage, the employee shall authorize the Auditor-Controller/Treasurer/Tax Collector's Office to recover the amount owed from the Contractor's final pay. If the amount owed is greater than the Contractor's final pay, the Auditor-Controller/Treasurer/Tax Collector shall initiate the collections process against the Contractor.

In situations involving underpayment to a Contractor by the County/Department, the Contractor shall receive the balance due within the next pay period for which the adjustment can be made, following timely submission of appropriate documentation to the Auditor-Controller/Treasurer/Tax Collector's Office, including necessary approval of the Appointing Authority and the Director of Human Resources.

In those situations where the Contractor has been underpaid by seven and one-half percent (7 1/2%) or more of the Contractor's base pay in the immediately preceding pay period, through no fault of their own, the Contractor may request an on-demand warrant to correct the error. The departmental payroll section shall complete the request for payroll adjustment and forward it and any necessary approval of the Appointing Authority to the Auditor-Controller/Treasurer/Tax Collector within one (1) working day of receipt of the Contractor's request. The Auditor-Controller/Treasurer/Tax Collector's Office shall pay the Contractor the amount due within two (2) working days of receipt of the request for payroll adjustment from the department. For this Section, base pay shall be determined by multiplying the Contractor's base rate of pay by the number of hours in their usual work schedule.

The Director of Human Resources or designee must authorize payroll adjustments to correct any payroll error or omission for instances arising more than thirteen (13) pay periods prior to the request for payroll adjustment.

VI. GENERAL PROVISIONS RELATING TO CONTRACTOR

A. TOUR OF DUTY

Contractor's standard tour of duty (regularly scheduled workweek) shall be established by the Executive Director, or his/her designee. The Executive Director, or his/her designee, may modify or change the number of hours in a standard day, tour-of-duty or shift to meet the needs of the service. Contractor shall not work more than forty (40) hours per workweek without prior approval from the Executive Director, or his/her designee. The Executive Director shall have the right to direct Contractor to take such time off as is necessary to ensure that Contractor's actual time worked does not exceed forty (40) hours within any given work period.

B. CLASSIFICATION

Contractor will not attain regular status in this position, and as an unclassified Contract employee, will not be provided those rights under the San Bernardino County Personnel Rules afforded only to employees who have attained regular status. This Contract does not expand or alter any jurisdiction established by the Personnel Rules or any MOU. Contractor shall adhere to the County's and IHSS PA's standards of employee conduct, including all applicable rules, policies, and regulations. Violation of applicable standards may result in Contract termination or lesser penalties.

C. WORKERS' COMPENSATION AND LIABILITY COVERAGES

Contractor shall be covered by the County's Workers' Compensation insurance coverage during the hours actually worked under this Contract. Contractor shall be covered by the County's General Liability Insurance only while performing services under this Contract. Contractor shall only receive those benefits as required by law.

D. USE OF PRIVATE VEHICLE

If the services to be performed under this Contract require Contractor to drive a vehicle, Contractor must possess a valid California driver's, license at all times during the performance of duties under this Contract.

Contractor agrees to allow the County to obtain a Department of Motor Vehicles report of Contractor's driving record.

In order for Contractor to be able to use a private vehicle during the performance of duties under this Contract, Contractor shall maintain at Contractor's sole expense, vehicle liability insurance at least equal to the minimum requirements of the California Vehicle Code.

Failure to comply with the requirements of this Paragraph shall be deemed cause for termination of this Contract, pursuant to Section IV above.

E. EVIDENCE OF ELIGIBILITY TO WORK

Contractor shall submit evidence of eligibility to work in the United States and verification of identity within three (3) working days of the effective date of this Contract. Contractor shall submit to and successfully complete a pre-employment background check, including a medical examination through the County's Center for Employee Health and Wellness before employment commences. This provision is satisfied if Contractor is a current employee or Contractor who previously met the requirements of this provision.

F. DIRECT DEPOSIT

Contractor must make arrangements for the direct deposit of paychecks into the financial institution of their choice via electronic fund transfer. Inability or failure by Contractor to make such arrangements will result in the County paying Contractor via pay card.

G. CONFIDENTIALITY AND COMPLIANCE

Contractor agrees to keep confidential all County data, including, but not limited to, patient data, design concepts, algorithms, programs, formats, documentation, vendor proprietary information and all other original materials produced, created by or provided for the County Department. In addition, upon termination of this contract, Contractor agrees to return all confidential materials to the Director or his/her designee. As provided in Section III of this Contract, Contractor agrees to follow all County and appointing authority policies, procedures, and standard practices, as well as the Code of Conduct. Contractor shall comply with all applicable laws, rules, regulations, court orders and governmental agency orders.

H. MISCELLANEOUS


Government Code section 53243.2 requires the following provision be included in this Contract: If this Contract is terminated, any cash settlement related to the termination that Contractor may receive from the County shall be fully reimbursed to the County if Contractor is convicted of a crime involving an abuse of his or her office or position, as defined in Section 53243.4.

VII. CONCLUSION


- A. This contract, consisting of eleven (11) pages and Attachment 1, is the full and complete document describing services regarding the Contractor's rights and obligations of the parties, including all covenants, conditions and benefits.
- B. This Contract may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same Contract. The parties shall be entitled to sign and transmit an electronic signature of this Contract (whether by facsimile, PDF or other email transmission), which signature shall be binding on the party whose name is contained therein. Each party providing an electronic signature agrees to promptly execute and deliver to the other party an original signed Contract upon request

[Signatures Continued on Next Page]

SAN BERNARDINO COUNTY

By  _____
_____, Assistant Executive Officer

Dated: _____

By  _____
(Authorized signature - sign in blue ink)


Name _____
(Print or type name of person signing contract)

Title _____
(Print or Type)

Dated: _____

Address Address on file

IN HOME SUPPORTIVE SERVICES

By  _____
_____, Executive Director

Date: _____

FOR COUNTY USE ONLY

Approved as to Legal Form		
 Scott Runyan, Principal Assistant County Counsel		
Date _____	_____	_____

Position Description

Contract Accounting Technician

Contractor shall be employed as a **Contract Accounting Technician** with IHSS PA. The Contractor shall work cooperatively with the staff of IHSS PA under the direction of the Administrative Supervisor I, performing a broad range of duties, including, but not limited to, the following:

- A. Maintain, or supervise the maintenance of, a manual or automated system requiring the application of double entry and accrual accounting principles.
- B. Establish, revise, and maintain statistical, bookkeeping and accounting control records; classify transactions that could be entered into several different kinds of accounts; establish and post to general and subsidiary ledgers.
- C. Prepare trial balances, close and balance accounts, reconcile bank statements, reconcile funds and appropriations analysis ledger to cost center ledger; make adjusting and reversing entries for an entire department or several specialized and complicated accounts within a department.
- D. Prepare calculations and reports for budgets and claims from a variety of data, accounting records, and computer products; prepare regular reports of revenues and expenditures for management.
- E. Prepare or supervise preparation of claims for services to other departments or jurisdictions; distribute costs to own or other departments' programs; distribute revenues to correct cost centers.
- F. Audit claims, invoices, and other financial transactions for accuracy, legality, and compliance.
- G. Authorize expenditures, transfers, and refunds.
- H. Provide the Auditor Controller/Recorder's Office with information necessary for the setting of rates, preparation of claims and closing statements, and encumbrance of funds.
- I. Maintain and adjust inventory records.
- J. Provide vacation coverage and temporary relief as required.
- K. Other duties as assigned.

Position Description

Contract Lead Office Assistant

Contractor shall be employed as a **Contract Lead Office Assistant (LOA)** with IHSS PA. Contractor shall work cooperatively with the staff of IHSS PA under the direction of the Executive Director, performing a broad range of duties, including, but not limited to, the following:

- A. Responsible for the security, confidentiality, and maintenance of Individual Provider (IP) records in the computerized database as well as hard copy files.
- B. Prepare, compose, type, or assemble information into proper form from outlined instructions or established procedures.
- C. Provide statistical reports on program productivity and service.
- D. Must be able to travel throughout the County.
- E. Ability to learn new computer systems.
- F. Conduct training classes for up to 50 people.
- G. Conduct orientations as needed.
- H. Evaluate training effectiveness.
- I. Maintain safe and healthy training environment following organization's standards.
- J. Ensure operation of training equipment.
- K. Maintain training materials and equipment inventory.
- L. Perform clerical duties and/or support clerical staff with duties.
- M. Provide vacation coverage, temporary relief as required, and other duties as assigned.
- N. Travel throughout the County as required.

Position Description Contract Office Assistant II

Contractor shall be employed as a **Contract Office Assistant II (OA II)** with IHSS PA. The Contractor shall work cooperatively with the staff of IHSS PA under the direction of the Executive Director, performing a broad range of duties, including, but not limited to, the following:

- A. Collect, enter, process, sort and tabulate information according to departmental processes and procedures.
- B. Answer telephones, take and relay messages, and/or receive visitors, answer provider phone calls and emails regarding paycheck and timesheet questions.
- C. Accurately process provider enrollment packets and employment verifications.
- D. Maintain the security and confidentiality of provider records in the database as well as hard copy files.
- E. Assist with training activities for consumers and providers which include maintaining and updating training materials, creating training documents, assisting in recruitment of attendees, and updating training information line; assist with orientation including check-in and check-out, as well as putting orientation material together.
- F. Prepare, compose, and type or assemble a variety of information into proper form from outline instructions or established procedures.
- G. Prepare statistical reports on program productivity and service.
- H. Assist the Registry Specialist with information sessions and recruitment.
- I. Provide general information, instructions, and assistance regarding programs and services to the public and other employees.
- J. Request and accept records and other information from a variety of sources; input and maintain data in various database programs; post information from various reports and documents to appropriate records; and audit and verify documents and other records for a variety of purposes to ensure accuracy, legality, and consistency.
- K. Operate a variety of office equipment such as computer terminals, calculators, fax and copy machines, information and management systems, sorters, viewers and other office machines to enter and retrieve data, produce and/or process materials to include correspondence, memoranda, reports, numeric data, requisitions, tabulations, and statements.
- L. Maintain manual and computerized alphabetical, numerical or subject matter files; sort and file correspondence, bills, and a wide variety of other documents, records and similar media; and pull material from files and purge files as needed or scheduled.
- M. Perform mathematical calculations; assemble, tabulate, and compare financial and other data; and compile a variety of data to include statements, claims, reports, and payroll data.
- N. Schedule appointments and meetings for individuals and groups; notify attendees and prepare meeting material(s); and record meeting results.
- O. Assist in the training of other staff members as needed.
- P. Store and distribute office supplies; and keep a record of supplies needed, received, and issued.
- Q. Receive, sort, and distribute mail.
- R. Perform special projects and other duties as assigned.
- S. Provide backup, vacation coverage, temporary relief as required, and other duties as assigned.

Position Description Contract Office Specialist

Contractor shall be employed as a **Contract Office Specialist (OS)** with IHSS PA. Contractor shall work cooperatively with the staff of IHSS PA under the direction of the Executive Director, performing a broad range of duties, including, but not limited to, the following:

- A. Plan, assign, train, and coordinate the work of Office Assistants in a section/unit to ensure work products are timely and accurate; train or assist in the training of new employees; assist in the development and implementation of clerical procedures.
- B. Review, audit, and process a variety of transactions in accordance with applicable rules and regulations; correct or request resubmittal of transactions in accordance with County policies.
- C. Perform a variety of audit and fiscal functions such as collecting payments, posting transactions, and calculating/recommending claims.
- D. Counsel, advise, assist, and explain complex policies, procedures, practices, and local, state, and federal regulations to Office Assistants and clients.
- E. Research and respond to problems and complaints.
- F. Monitor and ensure compliance with all applicable laws and regulations.
- G. Interview providers, Office Assistants, and others to determine conditions and eligibility.
- H. Contact, collect, and respond to outside sources to obtain and/or verify information.
- I. Prepare and maintain a wide variety of detailed documents, reports, case histories, and financial records.
- J. Maintain, examine, and review complex files, applications, or supporting documents for completeness, accuracy, and compliance with a variety of rules, policies, and regulations; provide written and oral justification for action selected.
- K. Interpret and apply technical and procedural information.
- L. Act as advocate in resolving problems; ascertain the nature of the problem and review the determination to ensure compliance with contracts or documents; explain outcome of the problem resolution process.
- M. Train and present to Office Assistants details on policies and procedures, laws, and regulations.
- N. Determine and obtain any additional information required; recommend approval/denial of the qualifying event based on supporting documents.
- O. Perform special projects and other duties as assigned.
- P. Provide backup, vacation coverage and temporary relief as required.
- Q. Travel throughout the County as required.

Position Description

Contract Senior Office Assistant

Contractor shall be employed as a **Contract Senior Office Assistant** with IHSS PA. Contractor shall work cooperatively with the staff of IHSS PA under the direction of the Executive Director, performing a broad range of duties, including, but not limited to, the following:

- A. Process fingerprint Live Scan Form paperwork.
- B. Process providers terminated due to no payroll activity over one (1) year, including mail outs, data entry, and notating tracking systems.
- C. Assist with training activities for consumers and Providers, which include maintaining and updating training materials, creating training documents, recruiting training attendees, and updating training information line; and assist in the demonstration and instruction of Timesheet Training Clinics in each office.
- D. Prepare and conduct criminal background checks and verify qualifications of potential Providers for the purpose of referring qualified Providers from the registry to IHSS consumers.
- E. Conduct home visits for IHSS Provider eligibility/waiver.
- F. Resolve Provider conflicts regarding Provider application, training, benefits, and employment verification.
- G. Receive, process, and direct incoming telephone and mail communications.
- H. Process No Longer Interested (NU) forms to be sent to the Department of Justice (DOJ).
- I. Verify DOJ clearance reports.
- J. Process registry clerk list, which includes thorough research, notating databases, and providing fingerprint information to the registry clerks.
- K. Provide general information regarding the fingerprint process, DOJ, and the processing timeframe; and serve as liaison with the Department of Justice for purposes of Provider clearances.
- L. Maintain the security and confidentiality of Individual Provider (IP) and IHSS PA consumer records in the computerized database as well as hard copy files.
- M. Keep track of all orientation materials for their prospective office to assure enough materials are available for each orientation and following the ordering of forms and procedures.
- N. Prepare, compose, and type or assemble a variety of information into proper form from outline instructions or established procedures.
- O. Process all registry closed files on a monthly basis or as needed according to date.
- P. Prepare statistical reports on program productivity, service and criminal background.
- Q. Assist with the Provider Benefits Program including health, worker's compensation, unemployment and disability benefits and claims.
- R. Support Registry Specialist with information sessions and recruitment.
- S. Perform special projects and other duties as assigned.
- T. Provide backup to reception and other IHSS PA OA II and Senior Office Assistant clerical assignments.
- U. Provide vacation coverage, temporary relief as required, and other duties as assigned.
- V. Travel throughout the County as required.

Position Description Contract Social Worker II

Contractor shall be employed as a **Contract Social Worker II (SW II)** with IHSS PA. Contractor shall work cooperatively with the staff of IHSS PA under the direction of the Executive Director, performing a broad range of duties, including, but not limited to, the following:

- A. Evaluate social, physical, and mental functioning of clients through interviews, home visits, investigations of departmental records, and consultations with relevant agencies and individuals.
- B. Determine eligibility and specific social service needs and authorize services according to program guidelines.
- C. Assist clients in identifying and defining dysfunctional behaviors relating to program services areas and suggest alternative courses of action to resolve or alleviate identified problems.
- D. Monitor supportive guidance to strengthen functioning and increase self-sufficiency.
- E. Screen applicants and refer those with problems beyond the functional area of the position's assignment to other staff or agencies.
- F. Interpret departmental policies, procedures, and regulations for services to applicants, other agencies and the public.
- G. Maintain case records, prepare written reports, and handle routine correspondence.
- H. Responsible for processing intake consumer applications for the Public Authority Registry in a timely manner.
- I. Make Adult Protection Services (APS)/Fraud referrals when pertinent situations arise.
- J. Conduct consumer/provider follow-up visits and interview assistance when needed.
- K. Develop and maintain effective working relationships with IHSS and other County agencies.
- L. Provide case management service and training for consumers/providers.
- M. Facilitate information and training sessions.
- N. Perform provider and consumer client recruitment and outreach.
- O. Perform special projects and other duties as assigned.
- P. Perform other duties as assigned.
- Q. Provide vacation coverage and temporary relief as required.
- R. Travel throughout the County as required.

Position Description Contract Staff Analyst II

Contractor shall be employed as a **Contract Staff Analyst II (SA II)** with IHSS PA. Contractor shall work cooperatively with the staff of IHSS PA under the direction of the Executive Director, performing a broad range of duties, including, but not limited to, the following:

- A. Plan and coordinate studies of administrative and operational activities including fiscal operations, budget preparation and control, equipment usage, staff patterns, workflow, space utilization, affirmative action and training plans; develop reports and recommendations for appropriate action based on an analysis of gathered data.
- B. Analyze and make recommendations in the development of various budgets and fiscal procedures; justify and present less-complex budgets; control departmental purchases and expenditures; review financial data on an ongoing basis to ensure conformance with established guidelines; recommend and establish general fiscal procedures to improve department operations based on cost/benefit studies.
- C. Recommend and establish contract forms and procedures; develop and process bid proposals and agreements, interpret contract terms and monitor adherence to same; recommend solutions to contractual problems.
- D. Research methods necessary for specific grant proposals; prepare grant applications and subsequent follow-up; recommend and monitor procedures for grant implementation.
- E. Develop and recommend various policies and procedures upon request; develop written procedures to implement adopted policy or to clarify and describe standard practices; design or improve forms to expedite procedures and coordinate the publication and dissemination of same.
- F. Develop departmental training plans; coordinate organization staff development needs and County requirements; administer training budget.
- G. Participate in various meetings and present requested and independently gathered data to assist management in making administrative and operational decisions.
- H. May supervise a small staff; assign and evaluate their work.
- I. Review present and pending legislation to determine effect on departmental organizations and present recommendations in verbal or written form.
- J. Prepare a variety of reports, records, correspondence and other documents.
- K. Provide vacation and temporary relief as required.
- L. Perform special projects and other duties as assigned.
- M. Travel throughout the County as required.