

COUNTY SOCIAL SERVICES 28E GOVERNING BOARD AGENDA

To: County Social Services Board Members
From: Mary McKinnell
Date: May 26, 2021
Re: County Social Services Board Meeting
Date: Wednesday, May 26, 2021
Time: 10:00 A.M.

Place: **County Social Services-Cerro Gordo County office, 525 9th Street SE, Mason City, IA.**
Board members wishing not to attend in person, CSS staff and guests are invited to join us via the GoTo Meeting link below. This will be our final meeting at this location due to regional changes.

CSS May 2021 Board Meeting
Fri, May 21, 2021 10:00 AM - 12:00 PM (CDT)

Please join my meeting from your computer, tablet or smartphone.

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Agenda:

1. Call County Social Services Board Meeting to order.
2. Approve today's agenda and the minutes of February 24, March 24 and April 28, 2021. Discussion/Action.
3. The CSS Board-appointed committee to research companies for website development, branding and marketing is recommending approval of the proposal (in board packet) by Neopolitan Labs out of Des Moines. The proposal is for one-time investment costs of \$15,500 with annual website hosting and support cost of \$1,500 beginning 7/1/2022. Presentation by Brian McMillan, Neopolitan Labs President. Discussion/Action.
4. Adult Services Provider Representative, Brittney Montross. Feedback.
5. Consumer Representative, Eric Donat. Feedback.

Human Resources

6. Interim ISTART Director, Tiffany Liska- Discussion/Action
7. Review updated CSS Employee Handbook to be in effect on 7/1/2021 (see highlighted areas for revisions within the handbook)- Discussion/Action

Programs

8. ISTART update. Discussion/Action.
9. Intensive Residential Service Home (IRSH) progress update. Discussion/Action.

Organization

10. Passage of SF 619. Discussion.
- 11.28E rewrite. The rewrite is included in the Board packet. Discussion/Action.
- 12.CSS contracts with our Community Mental Health Centers (CMHC) have an expiration date of 6/1/2021. As of 7/1/2021, the three CMHCs CSS will be the host region for Black Hawk-Grundy MHC, Northeast Iowa Behavioral Health (NEIBH) and Pathways Behavioral Services. Due to both NEIBH and Pathways hiring new Executive Directors this summer, and to align these contract start and end dates with our other provider contracts, we would ask that the CSS Board extend the current contracts with these three CMHCs through 6/30/2022. Discussion/Action.
13. The current HUD Fair Market Rent for a one-bedroom apartment in the Waterloo-Cedar Falls metro area is \$670. The average HUD Fair Market Rent for a one-bedroom apartment in our 12 remaining counties is \$578 (see in Board Packet). CSS' current monthly rent cap is \$604. Should we increase the rent cap or maintain the present rate? In FY2021 we have funded rent that exceeded \$550/month for four individuals. Discussion/Action.
14. Office rental in Nora Springs update. Discussion.
15. Requesting permission to close CSS offices on the day of 6/22/2021 for a staff appreciation and staff farewell picnic. Discussion/Action.
16. Mental Health Proclamation (in Board Packet), Discussion/Action.
17. Financial report and claims approval. Discussion/Action.
18. Review and action on Exceptions to Policy.
19. Review and action to authorize the Chair to sign provider agreements and/or rate requests with:
 - BAA with Eyerly Ball Mental Health Center
 - BAA with Elevate
 - BAA with Group Benefit Partners
 - ISTART contract with Elevate
 - Foundation 2 – FY22 Mobile Crisis Response Dispatch contract
 - Infinite Angels Home Healthcare-respite and supported community living Services
 - Black Hawk Judicial Referee agreement. They are requesting a 1.1% increase for FY22.
 - Northland Regional Transit Commission – FY22 contract
 - Integrated Telehealth Partners (ITP) – FY22 contract
20. Adjourn; next meeting will be Wed., June 23, 10:00 am at the Pinecrest Building in Waterloo.



Employee Handbook

Revised July 2021

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WELCOME

The County Social Services (“CSS”) Governing Board would like to welcome you! We hope that you find CSS a rewarding place in which to work and we look forward to a productive and successful association. Please visit our website at www.countysocialservices.org to learn more about our organization.

Our mission is to increase inclusion and community capacity through nurturing partnerships.

SECTION 1: GENERAL EMPLOYMENT

1.1 AT-WILL EMPLOYMENT

This handbook is presented as a matter of information only; it is not intended to form a contract between CSS and the employee. County Social Services reserves the right to change or eliminate any or all of the policies, procedures, work rules or benefits herein at any time, with or without prior notice.

The policies and procedures outlined in this handbook are applicable to all County Social Services employees.

Just as the employee can retain the right to terminate employment at any time for any reason, CSS retains a similar right. No policy or practice of CSS should be construed to change this relationship. Only the Governing Board has the right to modify or change this practice, and such action must be in writing.

This handbook replaces all employee handbooks and amendments issued prior to the date of this handbook. Documents issued prior to this date should be discarded.

1.2 JOB OPENINGS

Whenever a vacancy occurs in a full-time or part time position within the organization, the opening will be posted on SharePoint and on the CSS website. Current employees may indicate their interest in being considered for the vacancy by submitting an application for the position in writing to their supervisor or Human Resources (HR) within the stated posting period. County Social Services reserves the right to use other recruiting sources to fill open positions at their discretion. All jobs will be posted for no less than ten (10) days.

Job openings will be posted internally on SharePoint. If posted externally this will be for 10 days on the CSS website, CSS Facebook Page and on Indeed.

1.3 VETERANS PREFERENCE

Any honorably discharged veteran, as defined by Iowa law, shall be entitled to preference in appointment and employment over other applicants of no greater qualifications.

1.4 PHYSICAL EXAMINATION AND PRE-EMPLOYMENT DRUG TEST

After an offer of employment has been made to an individual, the individual may be required to submit to a physical examination conducted by a qualified physician designated by CSS, at CSS's expense. Employment will be contingent upon a satisfactory physical examination.

1.5 PRE-EMPLOYMENT REVIEW/BACKGROUND CHECKS

To ensure that individuals who join CSS are well qualified and to ensure that CSS maintains a safe and productive work environment, it is CSS's policy to conduct pre-employment background checks on all applicants who accept an offer of employment. Background checks may include verification of any information on the applicant's resume or application form, a criminal history background check, a check of any relevant abuse registries, a check of the applicant's driving record, and any other check deemed to be relevant to the employee's position by CSS.

All offers of employment are conditioned on receipt of a background check report that is acceptable to CSS. All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and antidiscrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

If information obtained in a background check would lead CSS to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to dispute the report's accuracy. If CSS's background check includes a criminal record check and the check indicates that the applicant has a criminal history, the applicant will be given an opportunity to provide information regarding his/her criminal history. A criminal conviction does not automatically bar an applicant from employment.

At any time during employment, additional checks, such as a driving record, etc may be made if appropriate and job related.

CSS also reserves the right to conduct a background check for current employees to determine eligibility for promotion or reassignment in the same manner as described above.

1.6 RESIGNATION

Employees shall present a written resignation at least two (2) weeks prior to the effective date of the resignation. Any employee who fails to give the required notice is not entitled to pay out of any accumulated PTO.

1.7 PERSONNEL FILES

County Social Services maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals, salary increases, disciplinary records and other employment records.

Personnel files are the property of CSS, and access to the information they contain is restricted. Generally, only management personnel of CSS who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact HR. With reasonable advance written notice, employees may review their own personnel file and in the presence of an individual appointed by CSS to maintain the files.

1.8 EMPLOYEE CLASSIFICATION

Depending on the number of hours per week an employee is regularly scheduled to work, they are classified as either a part-time or a full-time employee. It is necessary employees understand which classification the position falls under to determine the benefits and paid leave time available to the employee.

Full-time employees: Employees who are regularly scheduled to work a minimum of forty (40) hours per week on a regular and consistent basis, without a defined termination date are full-time employees. Full-time employees may be exempt or non-exempt under the Fair Labor Standards Act (FLSA) as defined below. Full-time employees are eligible to participate in any of CSS's benefit programs, and can earn or accrue any leave, such as PTO or medical leave.

Part-time employees: Employees who are regularly scheduled to work less than thirty (30) hours per week are part-time employees. Part-time employees may be exempt or non-exempt under the Fair Labor Standards Act (FLSA) as defined below. **Part-time employees are eligible for PTO on prorated basis but will not be eligible for paid medical leave.** These employees will however receive all benefits mandated by law. Please check with HR to verify eligibility for CSS benefit programs.

Temporary, Seasonal or Work Study employees: Employees that are hired to perform a job or to work on a project that has a limited duration. Typically, this happens in the event of a special project, special time of year, abnormal workload or emergency. These employees are hired and scheduled to work up to forty (40) hours a week for a maximum of one hundred twenty (120) days with a schedule established by CSS. These employees are not eligible to participate in any of CSS's benefit programs. These employees will, however, receive all benefits mandated by law. Please check with HR to verify eligibility for CSS benefit programs.

Intern: Individuals working towards a higher degree who are on assignment with CSS to fulfill course requirements. Interns are not eligible to participate in any of CSS's benefit programs and do not accrue any leave time benefits. Interns shall have a background check completed by CSS if they have not had one completed within the past year.

CSS has an internship program and process to follow for all possible intern candidates who wish to complete an internship with County Social Services. See Section 6.2 within this Employee Handbook.

Independent Contractor: Any individual not on CSS's payroll and for whom no taxes are withheld, who are contracted to perform professional, production or administrative services. Contractors are not eligible to participate in any of CSS's benefit programs and do not accrue any leave time benefits.

Volunteer: Any individual that volunteers their services to a department within CSS who is not on the payroll and for whom no taxes are withheld. Volunteers are not eligible to participate in any of CSS's benefit programs and do not accrue any leave time benefits.

Employees are also classified as either exempt or nonexempt as defined by the Fair Labor Standards Act.

Exempt employees: Employees who **are not eligible** to receive overtime/compensation pay and receive a minimum salary as established by FLSA. These employees are defined by the FLSA to qualify under the executive, administrative, professional, computer or outside sales exemption.

Non-exempt employees: Employees who **are eligible** to receive overtime pay at the rate of one and one-half (1½) times their hourly wage for any hours worked in excess of forty (40) within a work week. The forty (40) hours of work within a work week **do not** include any time away from work with pay such as holidays, vacation, personal leave, sick leave, jury duty or funeral leave unless dictated otherwise through a collective bargaining agreement.

Non-exempt employees receive pay based on the number of hours worked within a work week plus pay for time away from work as approved by their immediate supervisor. These employees must accurately record all working time, and all recorded working time must be paid. If, however, an employee records time that has **not** been worked, this is an act of theft and the employee may be subject to disciplinary action, up to and including termination of employment.

If an employee changes employment status from Full-Time to Part-Time, the employee understands that the new position is a part-time position and if in the future additional hours are necessary for the part-time position and the employee is not interested in increasing hours the position will be open. Part-time employees are eligible for prorated PTO and Holiday pay. Part time employees are not eligible for Medical Leave and one's previous Medical Leave does not carry over when changing to part-time status. PT employees may choose to enroll in short-term disability and life insurance benefits from our outside vendor if they wish.

1.9 ORIENTATION PERIOD

CSS New Employee Orientation Program is designed to welcome new employees into the spirit and culture of CSS. The first 180 days (six months) of employment is considered to be an employee's orientation period. The employee's immediate supervisor will be working closely with the employee to become familiar with the new position, clearly establish performance expectations and set the stage for the employee's success at CSS.

Upon the first day of employment, new employees will participate in an orientation program. During orientation, employees will receive important information regarding compensation, benefit programs, basic CSS policies, the performance requirements of the position, plus other information necessary to acquaint employees with their job and CSS. Employees will also be asked to complete all necessary paperwork at this time, such as, medical benefits plan enrollment forms, beneficiary designation forms, and appropriate federal, state, and local tax forms. At this time, if an employee has not previously done so, they will be required to present information establishing their identity and their eligibility to work in the United States in accordance with applicable federal law. Employees will not be allowed to continue working unless this information has been provided within three (3) business days after their first day of work. Prior to the end of the one hundred eighty (180) day orientation period, the immediate supervisor will have a one-on-one meeting with the employee to discuss performance progress and annually thereafter. This performance review will be documented and sent to HR to be included in the employee's personnel file.

An employee must complete the CSS Orientation Period, 180 days prior to receiving COLA increase. **After 180 days of employment the employee if in good standing, will receive the COLA for that given fiscal year.**

If an internal employee moves to a different position within CSS, they will go through 90-day orientation within their new position and the supervisor will complete a 90-day evaluation with the employee at that time.

1.10 WORK SCHEDULES

County Social Services' standard office hours are 8:00 am – 4:30 pm Monday through Friday, with a 30-minute unpaid lunch. In general, the work schedule of employees will not change from week to week. However, varying conditions in workload and demand of the public or a particular program may necessitate a change in the work schedule. If it is necessary for the supervisor to change the normal work schedule, every effort will be made to give the employee as much notice as possible. Nothing in this section shall be constructed as a guarantee of the number of hours an employee will be scheduled to work.

1.11 MEAL AND REST BREAKS

Meal and rest breaks will be established by the immediate supervisor or their designee.

Lactation Breaks

CSS provides reasonable break times for an employee to express breast milk for her nursing child for up to one (1) year after the child's birth each time such employee has the need to express milk. A private space, other than a bathroom, which is shielded from view and free from intrusion will be provided upon request. Employees in need of lactation breaks should notify their immediate supervisor for room arrangements at an employee's work site.

1.12 ATTENDANCE

To maintain a safe and productive work environment, CSS expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place an undue burden on the other employees and CSS. In the rare instances when an employee cannot avoid being late to work or is unable to work as scheduled, the employee should notify his/her supervisor as soon as possible in advance **by phone and at least 30 minutes prior to your work shift** of the anticipated tardiness or absence. In these cases, the employee must personally contact the immediate supervisor prior to the start of the employee's next regularly scheduled shift. If the employee is unable to speak directly with the supervisor, the employee will be expected to leave a phone number where the supervisor may return the call. Multiple instances of absenteeism and/or tardiness without notice prior to start time will be considered excessive and result in disciplinary action, up to and including termination of employment.

It is up to the supervisor's discretion to approve or deny requests for time away from work based upon business need. Any unpaid time will need to be approved by the employee's immediate supervisor. If an employee is absent and this absence results in unapproved, unpaid time, the employee may be subject to disciplinary action, up to and including termination of employment.

Non-exempt employees are considered late if the employee is not ready to perform his/her job at the designated start time or after meal periods. An employee will be considered absent if the employee is missing from work during normally scheduled work hours for any reason other than those authorized by the employee's leader. If an employee does not report to work and/or does not communicate the employee's work status to his/her leader for three (3) consecutive days, the employee's employment will be terminated and it will be considered a voluntary termination of employment.

Employees may be asked to provide documents or other information to support last minute requests for time out of the office by HR. It is the employee's responsibility to provide the necessary documentation. If an employee is absent, his or her supervisor may request the employee provide written documentation from the employee's physician as to the reason for the absence. If the employee is absent for more than five (5) days, the employee may be required to provide documentation showing that the employee can resume normal work duties.

1.13 **GROOMING** AND DRESS CODE

Employees contribute to the reputation of CSS by the way they present themselves. Good grooming and appropriate dress reflect employee pride and inspire citizen confidence in the abilities of CSS employees. Employees should speak with his/her immediate supervisor if dress code and/or grooming expectations are unclear.

In a case where an employee arrives at work and is inappropriately **groomed** or dressed for the day, the employee may be sent home by their immediate supervisor to change. Reasonable standards of dress rule out athletic wear or shorts, tank tops, halter-tops or any extreme in dress. Following is a list of reasons, not all inclusive, why an employee may be required to change clothing **or improve their personal hygiene:**

- Clothes are worn and dirty
- Shirt has a vulgar/obscene picture or message
- Clothing does not cover the midriff, chest or buttocks
- **Personal hygiene**

As stated earlier, employees may approach immediate supervisors with questions about the dress code and grooming expectations.

1.14 PERSONAL INFORMATION CHANGES

Because CSS uses the information in the personnel files to take actions on behalf of their employees, it is important that the information in that file be accurate. It is the responsibility of each employee to notify CSS of any changes to their personal information and update their personal profile status in our electronic payroll system such as:

- name
- mailing address, for employee, spouse and other insurance beneficiaries
- phone numbers
- number and names of dependents
- marital status
- emergency contacts

Employees may be required to disclose arrests, traffic violations, or any change that impacts the employee's ability to possess a valid drivers' license.

Please contact the HR office as soon as it is reasonably possible with any personal information changes or questions regarding the information currently on file.

1.15 EMPLOYEE LICENSES AND CERTIFICATIONS

It is the employee's responsibility to keep their licenses and/or certifications current. All required licenses and certificates shall be sent to HR to be copied for the employee's personnel file. Failure to keep required licenses and certifications current may result in termination.

1.16 REHIRE STATUS

It will be left to the discretion of CSS to determine the rehire status of any past employee. In a case where a past employee is deemed to be at an active rehire status, CSS may require that individual to present specific documentation regarding past employment, training courses or other pertinent information prior to interviewing that individual. Past employees are considered new hires and have no accumulated rights or benefits from previous employment with CSS. All employment decisions are based on individual merit, qualifications and competence as they relate to a specific position.

SECTION 2: LAWS AND REGULATIONS

2.1 PRIVACY AND CONFIDENTIALITY

During the course of employment, many of us come in contact with private information about citizens or other employees. All employees are responsible for compliance with CSS policies and with the laws and regulations relating to the collection, use and release of such information. Employees must balance the privacy interests of employees and citizens with CSS's legitimate business needs for this confidential information. Employees who work with or gather confidential and private information shall:

- Only request information that is relevant to CSS business
- Explain to citizens what information will be collected, the source of the information and how it will be used
- Use the information in an accurate, complete and timely manner
- Limit access to confidential information to only those employees who have a business need

Employees will be required to attend annual HIPAA training.

If an employee is unsure what is considered confidential information, the employee must check with the employee's immediate supervisor or CSS HIPAA compliance officer.

2.2 ETHICS – CONFIDENTIALITY

County Social Services strives to maintain a high standard of business ethics. To assure that these standards of conduct are not violated, the organization requires all employees to conduct their business in an ethical and legal fashion. This includes avoiding any activity outside of employment with CSS that would adversely affect the employee's performance on the job or involve a possible conflict of interest.

2.3 CONFLICT OF INTEREST POLICY STATEMENT

CSS employees must never allow themselves to be placed in a position where their personal interests are in conflict (or could be in conflict) with the interests or business of CSS. Employees must avoid any situation or activity that compromises, or may compromise, their judgment or ability to act in the best interest of CSS.

Employees of CSS have the opportunity to advance their own person interests with or against the interests of CSS. Any employee who acts outside of CSS's business best interest may be subject to disciplinary action.

Employees of CSS are obligated to disclose any known or potential conflicts of interest as soon as they arise. Failure to do so could result in termination of employment.

Employees are asked to sign a Conflict of Interest Consent form upon hire.

2.4 EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT

It is the objective of CSS to encourage employment and advancement of all individuals in a way that will utilize their talents to the maximum and develop their skills most effectively in a work and community environment that is free from discrimination.

County Social Services has a policy to provide equal opportunity for all where employment is based upon personal capabilities and qualifications without discrimination because of race, color, religion, sex, age, national origin, sexual orientation, gender identity, disability, genetic information, or any other protected characteristic as established by law.

This policy of equal employment opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, promotion, termination and all other terms and conditions of employment.

2.5 DISABILITY NONDISCRIMINATION POLICY

CSS strives to provide a working atmosphere free of discrimination on the basis of physical or mental disability. It is CSS's policy to comply with all state and federal law concerning employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission. It is CSS's policy not to discriminate against qualified individuals or disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions and privileges of employment.

Employees who believe that they have a physical or mental disability that affects their ability to perform the essential functions of their job, they should contact HR.

When there is a concern regarding an employee's ability to perform the essential functions of his/her job due to a disability, the employee may be contacted to determine what portions of the job the employee has difficulty in performing, if any. CSS may offer reasonable accommodations if the employee has a qualifying disability and is not able to perform the essential functions of the job without such accommodations. In the course of analyzing whether an employee has a qualifying disability or requires a job accommodation, the employee may be asked to sign an Authorization of Medical Information; it is the employee's responsibility to ensure that HR receives the medical or other information needed to evaluate the issues in a timely manner.

If an employee has non-job related concerns regarding building access, transportation, etc., the employee should contact his/her immediate supervisor or HR. If an employee needs communication aids or an interpreter, the employee should talk with the employee's immediate supervisor.

2.6 GINA COMPLIANCE

The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except

as specifically allowed by this law. To comply with this law, we are asking that employees not provide any genetic information when responding to requests for medical information. 'Genetic information,' as defined by GINA, includes an individual's family medical history, the results of an individual or an individual's family member's genetic test, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

2.7 HARASSMENT

It is the policy of CSS that no employee be harassed by another employee, customer or supervisor on the basis of race, color, religion, sex, age, national origin, sexual orientation, gender identity, disability, genetic information, or any other protected characteristic as established by law.

Illegal harassment, whether verbal or physical, will not be tolerated. All members of management have the explicit responsibility and duty to take corrective action to prevent any illegal harassment of our employees.

If any employee believes that he or she has been subjected to illegal harassment, that employee should bring the matter directly to the immediate attention of their supervisor, HR, or CSS Board HR committee member. All complaints will be investigated and appropriate disciplinary action taken, up to and including termination. There will be no retaliation against anyone who submits a good faith harassment complaint or participates in an investigation relating to such a complaint.

2.8 SEXUAL HARASSMENT

It is the policy of CSS that no employee be harassed by another employee or supervisor on the basis of sex.

The policy prohibits any demand for sexual favors that is accompanied by a promise of favorable job treatment or a threat concerning the employee's employment. Also prohibited are subtle pressures for sexual favors, including implying that an applicant's or employee's cooperation of a sexual nature, or refusal thereof, will have any effect on the person's employment, job assignment, wages, promotion, or any other condition of employment.

In addition, any behavior of a sexual nature not welcomed by the employee or found to be personally offensive is expressly forbidden. This includes but is not limited to:

- a. Repeated sexual flirtations, advances, or propositions.
- b. Continued or repeated verbal abuse of a sexual nature, sexually related comments and joking, graphic or degrading comments about the employee's appearance or the display of sexually suggestive objects, gestures or pictures.

- c. Any uninvited physical contact or touching, such as patting, pinching or other contact.
- d. Conduct that has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment, whether verbal or physical or non-physical, will not be tolerated. All members of management have the explicit responsibility and duty to take corrective action to prevent any sexual harassment of our employees.

As with other forms of harassment, any employee who believes that he or she has been subjected to sexual harassment should bring the matter directly to the immediate attention of their supervisor, HR or a member of the CSS Board HR committee. All complaints or reports of sexual harassment will be investigated, and appropriate disciplinary action taken, up to and including termination. There will be no retaliation against anyone who submits a good faith sexual harassment complaint or participates in an investigation relating to such a complaint.

2.9 HEALTH INSURANCE OPERATING PROCEDURES: HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY (HIPAA)

CSS has adopted a policy in compliance with the Health Insurance Portability and Accountability Act (HIPAA) that protects the privacy and confidentiality of protected health information (PHI) whenever it is used by CSS representatives. The private and confidential use of such information will be the responsibility of all individuals with job duties requiring access to PHI in the course of their jobs.

PHI refers to individually identifiable health information received by CSS's group health plans and/or received by a health care provider, health plan or health care clearinghouse that relates to past or present health of an individual or for payment of health care claims. PHI information includes medical conditions, health status, claims experience, medical histories, physical examinations, genetic information and evidence of disability.

CSS has designated HR as the HIPAA Compliance Officer (HCO) and any questions or issues regarding PHI should be presented to the HCO for resolution. The HCO is also charged with the responsibility for a) issuing procedural guidelines for access for PHI; b) developing a matrix for personnel who will need access to PHI; and c) developing guidelines for describing how and when PHI will be maintained, used, transferred or transmitted.

Annually or as necessary, CSS performs enrollment, changes in enrollment and payroll deductions, provides assistance in claims problem resolution and explanation of benefits issues, and assists in coordination of benefits with other providers. Some or all of these activities may require the use or transmission of PHI. Thus, all information related to these processes will be maintained in confidence and employees will not disclose PHI from these processes for employment-related actions, except as provided by administrative procedures approved by the HCO. General rules follow:

- Disclosures that do not qualify as PHI-protected disclosures include: disclosure of PHI to the individual to whom the PHI belongs, requests by providers for treatment and/or payment,

disclosures requested to be made to authorized parties by the individual PHI holder, disclosures to government agencies for reporting or enforcement purposes, disclosures to workers' compensation providers and those authorized by the workers' compensation providers.

- Information regarding whether an individual is covered by a plan for claims processing purposes may be disclosed.
- Information external to the health plan is not considered PHI if the information is being furnished for claims processing purposes involving workers' compensation and/or short- or long-term disability and medical information received to verify ADA or FMLA status.

Personnel record and disclosures of PHI will be maintained as required by federal law, unless a state law requires a longer retention period. Records that have been maintained for the maximum interval will be destroyed in a manner to ensure that such data is not compromised in the future in accordance with CSS record destruction policy.

SECTION 3: EMPLOYMENT POLICIES

3.1 NEPOTISM: EMPLOYMENT OF RELATIVES

It is CSS's policy to hire the most qualified candidate for each position based on the individual's merit, qualifications and competence. To avoid actual conflicts of interest, the appearance of conflicts of interest, favoritism, the appearance of favoritism, risk of personal issues affecting work performance, and difficulties in administering discipline, CSS will not hire, appoint, transfer, promote, or otherwise place an individual in a position that involves immediate supervision of, or by, an immediate family member. This policy applies to all CSS departments and all categories of employment in those departments, including full-time, part-time, and temporary classifications. Elected officials also shall comply with the restrictions on hiring close relatives set forth in Iowa Code Chapter 71.

For the purpose of this policy, immediate family includes spouse, domestic partner, parent, child, sibling, in-law, aunt, uncle, niece, nephew, grandparent, or grandchild. This policy also applies to close personal or dating relationships including two members of the same household.

If employees in supervisory/subordinate positions become immediate family members or develop a dating relationship, only one of the employees will be allowed to keep his or her current position. The other employee will be given the option of transferring to another position in another department, if one is available, or resigning their position with CSS. The employees involved first will be given the opportunity to make this decision. However, if the decision is not made in a timely manner, CSS reserves the right to use length of service in the department as the deciding factor. Therefore, the employee with the least seniority within the department will be transferred, if possible, or terminated.

All employees shall be subject to this policy regarding future advancement opportunities or changes in job positions through hiring, appointment, transfer, promotion, or otherwise.

3.2 CSS EQUIPMENT

CSS provides supplies, equipment, and materials necessary for employees to perform their job. These items may include but are not limited to telephones, computers- desktops/laptops, monitors, docking stations, cell phones, chargers, email and Internet. These items are intended to be used for CSS purposes. Minimal, appropriate personal use may be acceptable as determined by the employee's supervisor. Employees have no reasonable expectation of privacy with respect to any CSS provided equipment whether or not employees have private access or an entry code into any system.

It is unacceptable for any user at any time to use, submit, publish, display, or transmit on any CSS computer system information which:

- Violates or infringes on the rights of any other person, including the right to privacy;
- Contains defamatory, false, inaccurate, abusive, obscene, pornographic, profane, sexually oriented, threatening, racially offensive, or otherwise objectionable or illegal material;
- Contains any material or comments that would offend someone on the basis of his or her race, color, religion, sex, age, national origin, sexual orientation, gender identity, disability, or genetic information.
- Restricts or inhibits other authorized users from using the system or otherwise inhibits the efficiency of the computer system.
- Encourages the use of controlled substances or uses the computer system for the purpose of inciting crime, or
- Uses the system for any other illegal purpose.

It is also unacceptable for any user at any time to use the facilities and capabilities of the system to:

- Conduct any business activity or solicit the performance of any activity which is prohibited by law;
or
- On-line game playing;
- Transmit material, information or software in violation of any local, state or federal law;

- Conduct any fund raising and public relations activities, not related to CSS operations.

3.3 VEHICLE USE

CSS vehicles may be available for use by CSS employees for CSS business only.

No CSS vehicle shall be used to transport family members or be used for any personal use other than a direct travel route to and from CSS business premises. CSS does allow de minimis use as provided by IRS regulations.

Employees must have a valid driver's license as required, maintain an acceptable driving record and will be required to provide a certificate of insurance to operate a CSS vehicle, or a personal vehicle for CSS business. Employees must notify their supervisor immediately upon any serious violation, accident, or damage involving their own personal vehicle or CSS vehicle during work hours.

Employees will use the CSS vehicle if available before using their personal vehicle for CSS business. CSS vehicles must be housed at a CSS office during non-working hours.

3.4 USE OF PERSONAL VEHICLES FOR CSS BUSINESS

All CSS employees who use their personal vehicles to perform CSS business as part of their job duties must provide personal vehicle insurance coverage indicating that all personally owned vehicles driven by the employee in the course of performing job duties have insurance coverage. The personal insurance policy issued by a company licensed to do business in the State of Iowa shall show a minimum limit of liability coverage.

CSS employees must maintain these limits of liability coverage at all times while employed by CSS and must provide notice of any change in insurance coverage. CSS does not provide any coverage for the employee while operating their personal motor vehicle while performing CSS business. The employee's personal vehicle insurance coverage will be the primary insurance coverage for the employee in event of loss. CSS will provide coverage that protects only CSS in the event of loss.

In the event the employee cancels or materially changes their vehicle insurance coverage, they are required to notify CSS and immediately cease operating their personal vehicle while performing official CSS business, until the required insurance is reinstated.

3.5 COMMUNICATION SYSTEMS

The first and foremost rule for employees using technologies is don't say, do, write, view, or acquire anything that the employee wouldn't be proud to have everyone in the world learn about if the electronic records are laid bare. All communication systems provided by CSS including, but not limited to, phones, voice mail, computers, email, and fax machines are to be used for business purposes. These systems are maintained by CSS in order to facilitate CSS

business. Therefore, all messages sent, received, composed and/or stored on these systems are the sole property of CSS. Upon hire, employees will receive a copy of CSS's Acceptable Use Agreement form for the use of technology, equipment, software, data, electronic mail, and the Internet and employees will be expected to adhere to the guidelines within this agreement.

Access to materials deemed unsuitable or inappropriate for use in a public setting, or any materials already prohibited by law, is strictly forbidden. The following subject matter or activity are examples of unsuitable or inappropriate use of CSS property:

- Materials exhibiting, soliciting, or promoting any illegal activities or ideas, unless with the express permission of a supervising staff member for a justifiable reason.
- Material of explicit sexual or pornographic nature.
- Commercial use of the Internet; advertisement, buying or selling, or using materials with the purpose of personal financial gain.
- Political lobbying or campaigning.
- Transmitting inappropriate, intimidating, or threatening messages to anyone at any time.
- Using CSS technology to violate any other provision of this handbook, including the prohibition on sexual harassment.
- Additional materials expressly forbidden by a supervising staff member.

CSS computers should not be used to access on-line data bases or internet services unless such access is for work related purposes. However, CSS understands that on occasion, employees may need to conduct personal business using computing resources. Such use must be limited to off-duty periods and must not result in excessive use of the computing and network resources. Excessive use of computer and/or network resources includes, but is not limited to, listening to audio broadcasts (live or prerecorded) on the internet, viewing video broadcasts (live or prerecorded), downloading large data files for personal use. Allowing access to computing and network resources from the internet is strictly prohibited unless expressly authorized by the supervisor and/or IT. System operators may keep a log of all internet activity (i.e. User ID's, sites visited, time and location logged on, emails sent and received).

CSS understands that on occasion family members or others may need to call an employee and CSS is willing to accommodate this to a limited degree. However, personal use of the phone/cell phone which interferes with an employee's work performance will not be permitted.

Communications through any of CSS systems are subject to the same policies regarding harassment and discrimination as are any other workplace communications. CSS will not tolerate offensive, harassing or discriminatory content. Content that is considered offensive includes, but is not limited to, any message which contains sexual implications, racial slurs, or any other statement that offensively addresses someone's age, sex, sexual orientation, gender identity, pregnancy status, marital status, religious or political beliefs, ancestry, national origin, citizenship or disability. System operators have access to all mail and are authorized to report illegal or prohibited activity to the proper authorities.

Employees should have no anticipation of privacy with respect to CSS communication systems. Even when a message is erased, it may still be possible to retrieve it from a backup system. Therefore, employees should not rely on erasure of messages to guarantee that a message remains private. CSS reserves the right to listen to employee voice mail and read e-mail messages and to access employee computer files to ensure compliance with these rules. This may be done without notice to any employee and in the employee's absence.

Notwithstanding CSS's right to retrieve and review such material, such material should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not to retrieve any voice mail or e-mail messages that are not addressed to them unless authorized to do so.

Employees are prohibited from loading any software onto a CSS provided computer where such action would violate the software license. Employees are also prohibited from loading any software onto a CSS provided computer without the express approval of their supervisor and/or the IT department.

The e-mail system should not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary information, or similar matter without prior authorization from CSS.

Because of the large volume of emails CSS sends and receives, CSS discourages employees from storing large numbers of email messages. Please make a regular practice of deleting emails once they have been read and/or responded to. If the employee needs to save a particular email they may archive the email.

Any violation of the policies relating to CSS's communication systems may result in disciplinary action, up to and including termination of employment.

3.6 DRUG FREE WORKPLACE

CSS is subject to the Drug-Free Workplace Act of 1988, Public Law

CSS is committed to the policy of maintaining a drug-free workplace. Thus, the unlawful manufacture, distribution, dispensation, possession or use of alcohol or any controlled substance by any employee in the workplace is prohibited. A controlled substance within the meaning of this policy means any controlled substance as defined by state or federal law. Any violation of this prohibition will result in discipline up to and including discharge.

The use of controlled substances, either on or off the job, is inconsistent with the behavior expected of employees, subjects all employees and the public to unacceptable safety risks, and undermines CSS's ability to operate effectively and efficiently.

The Drug-Free Workplace Act of 1988 requires the employee to report any conviction under a criminal drug statute for violations occurring on CSS's premises, or off CSS's premises while conducting official business. A report of a conviction must be made to the employee's supervisor within five (5) working days after the conviction. Failure to do so will result in immediate dismissal from the employee's position.

3.7 TOBACCO POLICY

The Iowa Smoke Free Air Act of 2008 prohibits smoking in almost all public places and enclosed areas within places of employment including within the confines of any public buildings owned, operated or leased by CSS, and all CSS-provided vehicles and roads equipment. For more information about the law or to report any violations visit www.IowaSmokeFreeAir.gov or reference Iowa Code Chapter 142D. CSS prohibits the use of all tobacco products, including chewing tobacco.

3.8 INCLEMENT WEATHER

Employees will be allowed to work from home during inclement weather if there is a winter storm warning issued by the weather bureau within the area an employee resides or their office location if the employee has the ability to work from home. The employee needs to have this reviewed by the employee's supervisor on each occasion. If it is not feasible for the employee to work from home and the employee chooses to not report to work the employee must use their leave time (PTO, comp time, or leave without pay) for their absence.

3.9 CELL PHONE

Occasional minimal personal use of a CSS or personal cell phone is permissible per supervisory approval and if the supervisor sufficiently controls its use. CSS shall provide a \$35/month stipend to employees who are required to use their personal cell phone for CSS business purposes.

3.10 SOCIAL MEDIA

CSS recognizes that employees may choose to engage in social media networking, this policy is intended to provide guidelines for the use of social media as it relates to our organization. (These guidelines apply to employees regardless of when they engage in social media networking.)

- Don't share anything that is confidential.
- Refrain from posting items that could reflect negatively on CSS including comments or other posts about drug or alcohol abuse, profanity, off-color or sexual humor or other inappropriate conduct. Don't use ethnic slurs, personal insults, obscenity, or engage in conduct that would not otherwise be acceptable in CSS's workplace.
- Show proper respect for people's privacy.
- Respect the law, including those laws governing defamation, discrimination and harassment.

Respecting differences, appreciating the diversity of opinions and speaking or conducting yourself in a professional manner is expected as an employee of CSS.

If an employee is in violation of this social media policy this may result in disciplinary action up to termination.

3.11 PERFORMANCE EVALUATIONS

Frequency of Evaluations: Employees shall be evaluated by the employee's supervisor at least annually, and at such other times as deemed appropriate by the supervisor.

Evaluation Conference: A conference regarding the evaluation will be held between the employee and the evaluator following the completion of the written evaluation. A copy signed by both parties will be given to the employee.

Response: All evaluation reports will be placed in the employee's personnel file. The employee has the right to respond to the evaluation report, and such response will become part of the evaluation report.

The employee performance evaluations will occur at minimum, at the end of an employee's orientation period and annually thereafter.

3.12 COOPERATION IN INVESTIGATIONS

All employees are required to fully cooperate with a high-level supervisor or designee who is conducting a work-related investigation. Employees will be disciplined for lying to any representative of CSS, or providing information to any representative of CSS which is dishonest, misleading, inaccurate, or incomplete.

Employees will also be disciplined for impeding, obstructing, or failing to cooperate with an inquiry or investigation conducted by any representative of CSS. "Obstructing" includes, but is not limited to, threatening, intimidating, or coercing other individuals who may be contacted by a representative of CSS, and discouraging other individuals who may be contacted by a representative of CSS from responding to or cooperating with CSS. "Failing to cooperate" includes, but is not limited to, failing to provide information, documents, or materials requested by a representative of CSS, and providing information, documents, or materials to a representative of CSS which are dishonest, misleading, inaccurate, or incomplete.

3.13 DISCIPLINE

Formal disciplinary actions may include any of the following 1 verbal warning including employee and supervisor consent, up to 2 written warnings with employee and supervisor consent, and/or termination. It shall be the policy of CSS to utilize a system of progressive discipline in addressing an employee's work deficiencies; however, any of the disciplinary measures cited above may be initiated on the more serious first offense.

In most cases, disciplinary action will be issued to the employee by his/her immediate supervisor, or by a higher-level supervisor in the department to which the employee is assigned. Disciplinary action will be issued in a manner which will minimize embarrassment to the employee.

All disciplinary actions will be thoroughly documented in writing appropriate to the infraction committed. A copy should then be given to the employee and a copy maintained in the employee's personnel file with HR.

It shall be the duty of all employees to maintain high standards of conduct, cooperation, efficiency and effectiveness in their work. Supervisors shall organize and direct the work of their staff in a manner calculated to achieve these objectives. Whenever the work habits, attitude, production or personal conduct of an employee falls below an acceptable standard, the employee is subject to corrective and/or disciplinary action. All such actions shall be promptly and consistently administered and shall not be on account of political considerations, personal bias, or prejudice.

Letters of clarification shall precede formal discipline whenever, in the judgment of the supervisor, an infraction is readily correctable and is of lesser consequence **for example an employee performance improvement plan, etc.**

In accordance with Iowa Code, information placed in the employee's personnel file as a result of disciplinary action, may become a public record.

3.14 GROUNDS FOR DISCIPLINARY ACTION

The seriousness of an offense will often vary with the circumstances prevailing at the time it occurred and the motives which prompted it. Related and mitigating factors would be considered when determining the appropriate action to take. Each of the following work-related infractions may be just cause for disciplinary action, up to and including dismissal. The list presented herein is not intended to be all-inclusive.

1. Unreasonable and/or abusive treatment of a client, citizen, other CSS employee or individual in the community, including verbal or nonverbal sexual or racial harassment.
2. Violation of any lawful and reasonable CSS or departmental policy.
3. Destruction or loss of CSS property, including abuse of tools or equipment
4. Absence from duty without permission, proper notice or satisfactory reason.
5. Falsifying records, knowingly giving inaccurate information or unnecessarily withholding information.
6. Obtaining materials or leave time based on fraudulent information; dishonesty; stealing; and other criminal acts.

7. Being under the influence of narcotics, alcohol, or other physically impairing or illegal substances on the job.
8. Possession of any type of firearms, explosives or concealed weapons (without specific authority).
9. Conviction of a crime involving moral turpitude, casting doubt on the individual's ability to perform their CSS job effectively. (NOTE: Dismissal or non-prosecution for criminal charges shall not, in itself, preclude CSS from taking disciplinary action.)
10. Incompetence, ineffectiveness, inefficiency or wastefulness in the performance of assigned duties.
11. Disregard for policies, procedures, reporting requirements, and/or proper use of safety equipment.
12. An attendance record which demonstrates a consistent or continual lack of availability for work to the extent that ineffectiveness or inefficiency of services results.

The supervisor in conjunction with HR may elect to place an employee on paid investigative leave before making any determination of corrective or disciplinary action.

3.15 DISCIPLINARY APPEAL

An employee, who disagrees with any disciplinary action taken against them, may request to convene a hearing with the CSS Board HR Committee within 30 days. This formal request for a disciplinary appeal needs to be submitted to HR who will communicate with the HR Committee to schedule a hearing. Following the hearing date a formal decision will be made by the CSS Board HR Committee within 14 days.

3.16 NOTIFICATION OF ARRESTS AND OTHER GOVERNMENTAL ACTION

Employees are expected to perform their assigned jobs, respect and follow policies, and obey the law. In the event that employees are arrested or receive a citation for any crime, have any criminal charges filed against them, receive notice of the disposition of any criminal charges pending against them (including, but not limited to, a conviction, a guilty plea, a plea of nolo contendere (no contest), or deferred judgment) or receive notice of any charges relating to operating a motor vehicle while intoxicated, they must notify HR.

Employees whose duties require possession of a Commercial Driver's License must report traffic citations to HR. Employees who receive a traffic citation while operating a CSS vehicle must report said charges to HR. Other employees need not report such traffic tickets.

Employees who have any contact with minor children must notify the HR of any child abuse complaints filed against them. Employees must also notify HR regarding the findings in any complaint against them alleging child abuse. HR must be notified within five (5) business days of any complaints or findings to the employee.

Information relating to arrests, criminal charges and child abuse complaints will be treated as confidential and maintained as part of the employee's personnel file. Employees who do not notify CSS as required by this policy may be subject to disciplinary action up to and including termination.

SECTION 4: COMPENSATION AND BENEFITS

4.1 PAY PERIODS

Employees shall be paid bi-weekly on the Friday following the pay period. Direct Deposit is used for payroll; electronic pay stubs may be accessed online and printed, if the employee desires.

An employee may access their W-2 form on our electronic payroll system. Time sheets must be submitted by 12pm on the last Friday of each pay period.

4.2 OVERTIME

Periodically, overtime work is necessary to maintain CSS operations. In most cases, there is a sufficient number of employees available to make overtime work optional. Occasionally, however, the supervisor may require the employee to work overtime.

With supervisory approval, employees may request compensatory time in lieu of overtime pay. Employees may accumulate up to one hundred twenty (120) hours of compensatory time. Every effort should be made to flex time within the work week to avoid overtime/compensatory time when possible.

Exempt employees, as defined by the Fair Labor Standard Act, shall not receive overtime or compensatory time.

Non-exempt employees will be compensated at one and a half times their normal hourly rate for all hours in excess of forty (40) per week. PTO, holiday pay, and compensatory time shall not be counted as work time for the purpose of determining overtime. All overtime and compensatory time accrued or used must have the prior approval of the supervisor or their designee.

4.3 WAGE PAYMENT COMPLAINT POLICY

It is the policy of CSS to comply with all applicable laws with respect to payment of wages and benefits to employees including laws such as the federal Fair Labor Standards Act and the Iowa Wage Payment Collection Act. CSS will not make pay deductions that violate either the federal or state laws.

Any employee who believes that CSS has made an inappropriate deduction or has failed to make proper payment regarding wages or benefits is encouraged to immediately consult with the appropriate supervisor. Alternatively, any employee may file a formal written complaint with CSS's Chief Operating Officer. Within fifteen (15) business days of receiving the complaint, CSS Chief Operating Officer will make a determination as to whether the pay deductions were appropriate and provide the employee with a written response that may include reimbursement for any pay deductions that were not appropriately made.

This complaint procedure is available in addition to any other complaint process which also may be available to employees.

4.4 MEAL – MILEAGE REIMBURSEMENT

County Social Services will reimburse employees for business related meals and travel expense, with detailed receipts, based on the State of Iowa meal reimbursement guidelines and rates, except where defined below. The most current meal reimbursement guidelines and rates may be found at the Iowa Department of Administrative Services website:

<https://das.iowa.gov/state-accounting/travel-relocation/state-travel>

Lunch shall only be reimbursed for travel outside the employee's **service area** between 8:00am and 2:00pm. Dinner shall only be reimbursed when in travel status overnight. In no circumstance will CSS reimburse for alcohol.

When CSS employees use their personal vehicle for official business, County Social Services shall reimburse employees for mileage at a rate of five (5) cents above the most current State of Iowa mileage reimbursement rate. The most current State of Iowa mileage reimbursement rate can also be found at the link provided above.

4.5 INSURANCE

County Social Services has established a variety of employee benefit programs designed to assist the employee and their eligible dependents in meeting the financial burdens that can result from illness and disability, and to help the employee plan for retirement. This portion of the employee handbook contains a very general description of the benefits to which the employee may be entitled as an employee. Please understand that this general explanation is not intended to, and does not, provide the employee with all the details of these benefits. Therefore, this handbook does not change or otherwise interpret the terms of the official plan documents. Employee rights can be determined only by referring to the full text of the official plan documents, which are available for their examination.

County Social Services reserves the right, in its sole and absolute discretion, to amend, modify or terminate, in whole or in part, any or all of the provisions of the benefit plans described herein, including any health benefits that may be extended to retirees and their dependents. Further, CSS reserves the exclusive right, power and authority, in its sole

and absolute discretion, to administer, apply and interpret the benefit plans described herein, and to decide all matters arising in connection with the operation or administration of such plans.

4.6 HEALTH INSURANCE

County Social Services currently offers full-time employees health coverage for themselves, their spouse and dependents.

Coverage takes effect the first day of the month following thirty (30) full days of employment. Once made, election is generally fixed for the remainder of the plan year. However, if the employee undergoes a coverage enrollment event they may make a change in coverage provided they do so as soon after that event as possible. Please contact Payroll/Benefits Specialist to determine if the change qualifies as an event under the plan document.

At the end of each plan year during open enrollment the employee is free to change their medical elections for the following plan year, whether or not the employee has a change event.

4.7 DENTAL INSURANCE

County Social Services currently offers full-time employees dental coverage for themselves, their spouse and dependents. Coverage takes effect the first day of the month following thirty (30) days of employment.

4.8 FLEXIBLE SPENDING ACCOUNT

County Social Services offers an employee-funded flexible spending account to full-time employees. Just before the beginning of the plan year, plan participants may elect an annual amount of flexible dollars to pay for eligible dependent care and health care expenses.

4.9 GROUP LIFE INSURANCE

County Social Services offers full-time employees an employer paid basic group term life policy along with an accidental death and dismemberment policy. Each policy pays a death benefit equal to Ten Thousand Dollars (\$10,000).

4.10 SUPPLEMENTAL INSURANCE

County Social Services offers supplemental voluntary insurance coverage for employees to purchase.

4.11 IPERS – DEFERRED COMPENSATION

CSS employees are covered by the Iowa Public Employee Retirement System. Employees and CSS shall contribute a state mandated amount of funding to this system to compensate employees upon retirement.

CSS also offers an optional program for supplementing an employee's retirement income known as public sector deferred compensation. This program allows the employee to set aside a portion of their current income into a tax-deferred supplemental retirement account.

If an employee is employed with CSS for less than 6 months, CSS will request from IPERS the employer and employee portion paid into IPERS and CSS will reimburse the employee the payroll deduct amount the employee paid into IPERS.

4.12 CONTINUATION OF HEALTH BENEFITS

Under the Consolidated Omnibus Budget Reconciliation Act of 1985, better known as COBRA, if an employee terminates employment with CSS or loses coverage due to a reduction in hours, the employee is entitled to continue participating in CSS's group health plan for a prescribed period of time, usually eighteen (18) months. (In certain circumstances, such as an employee's divorce or death, the length of coverage period may be longer for qualified dependents). COBRA coverage is not extended to employees terminated for gross misconduct.

Under the Uniformed Services Employment and Reemployment Rights Act of 1994, better known as USERRA, an employee who is out on a military leave of absence will retain their health insurance coverage for the first thirty-one (31) days of uniformed service. Employees out on military leaves of absence which extend beyond the thirty-one (31) days will be eligible for COBRA benefits for up to twenty-four (24) months.

If a former employee or an employee with reduced hours chooses to continue group benefits under COBRA, he/she must pay the total applicable premium. Coverage will cease if the former employee fails to make premium payments as scheduled, becomes covered by another group plan that does not exclude pre-existing conditions or becomes eligible for Medicare.

Employees receive an initial notice of their right to continued health insurance coverage when they first become eligible for health insurance under CSS's group plan. Employees will then receive an additional notice when hours are reduced or employment is terminated with CSS. This second notice will tell the employee how to choose continuation coverage, what obligations there are and how much the insurance will cost. The employee must notify Payroll/Benefit Specialist if any family members become eligible for continued coverage due to divorce, separation or dependents reach the age of majority.

For detailed information or questions on COBRA, employees are requested to check with the Payroll/Benefits Specialist.

4.13 CONTINUATION COVERAGE UNDER IOWA CODE CHAPTER 509A

Employees who retire from CSS employment before age sixty-five (65) are eligible to continue in CSS's group health insurance plan up to Medicare eligibility. A retired employee is one who has applied for and is receiving a retirement

allowance from the Iowa Public Employment Retirement System. Coverage must be continuous, in that the employee must elect the same coverage at retirement, and the retired employee must pay the full cost of the premium. For purposes of this section, a retired employee is one who has applied for and is receiving a retirement allowance.

4.14 EDUCATIONAL REIMBURSEMENT

To qualify for reimbursement, the course must be related to continuing education, work related courses, or supervisor requested courses. The intent is not for the purpose of obtaining a degree.

The employee must obtain CSS Training Committee approval in advance of enrollment. Reimbursement will be made only after the employee submits certification that the course has been completed with a grade of C or better.

SECTION 5: TIME AWAY FROM WORK

5.1 PAID TIME OFF (PTO)

Annual PTO shall be accrued as follows for regular full-time employees based on their anniversary date of employment with CSS (or member county):

Years of Service	PTO
Upon employment	80 hours (3.08 hours bi-weekly)
1 years but less than 5 years	160 hours (6.16 hours bi-weekly)
5 years but less than 10 years	180 hours (6.92 hours bi-weekly)
10 years but less than 20 years	200 hours (7.7 hours bi-weekly)
20 years+	240 hours (9.25 hours bi-weekly)

PTO is an all-inclusive “paid time off” benefit that will provide income protection for “no fault” time away from work, including illness-related absences. “No fault” time away from work means that an employee does not have to designate the reasons for the scheduled absences being requested. PTO is a right to be enjoyed by every employee. However, the scheduling of time off is dependent upon the judgement and discretion of the employee’s direct supervisor. Other than for illness or emergency, PTO should be requested by the employee and approved by the supervisor at least forty-eight (48) hours in advance. Not less than 2 hours of PTO shall be requested unless the employee’s direct supervisor approves an exception.

Employees will begin accruing PTO on the first day of employment but PTO cannot be used during the first ninety (90) days of employment. Employees may accumulate a maximum of one and one-half (1½) times their annual accrual. Accrued unused PTO of employees with 1 or more year(s) of service is paid out upon termination or retirement

for employees in good standing. Employees who are discharged for cause or who quit without a minimum of two (2) weeks' notice shall forfeit their accrued PTO leave.

Part-time employees who are normally scheduled to work twenty (20) hours or more per week, shall be eligible for PTO on a pro-rated basis.

5.2 CSS LEAVE DONATION

Employees may donate up to forty (40) hours of accrued PTO time in one (1) hour increments to an eligible employee who has been approved for an employee's serious illness or the serious illness of the employee's spouse or child or for an excruciating circumstance and has exhausted all applicable paid leave. Each request will be assessed and reviewed by HR and the CSS Board HR Committee.

Names of recipients and donating employees will not be disclosed. Employees wishing to donate PTO must notify Human Resources and sign a leave donation authorization form.

The recipient shall receive no more compensation than would have been earned while actively working and will not accrue vacation leave on donated hours. Donated leave will be paid at the appropriate wage rate of the recipient regardless of the pay rate of the donating employee.

Donated time must be used within thirty (30) working days of the effective day of the donation. If the employer determines that the recipient has enough leave donated for the thirty (30) days additional donations shall not be accepted.

Human Resources will notify the recipient and recipient's direct supervisor of approved donated hours and appropriate PTO adjustments will be made by Human Resources and the Payroll/Benefits Specialist.

Once PTO has been transferred to an employee it cannot be returned to the donating employee. An employee may donate available earned PTO hours to more than one employee per year provided the established criteria are met; however, an employee cannot donate more than forty (40) hours during his/her employment year (anniversary to anniversary). The decision to transfer PTO hours is irrevocable; donation is voluntary and will not be required by the Employer. The Employee will not be compensated for any unused donated paid leave.

5.3 MEDICAL LEAVE & UNPAID MEDICAL LEAVE

Medical leave is meant to be used for the employee's or their immediate family member's extended illness, injury, disability, or hospitalization.

Full-time employees shall accrue eighty (80) hours of medical leave annually (3.08 hours bi-weekly). Medical leave may only be used during approved absences within the parameters allowed by this policy.

Employees must use 3 days (24 hours) of PTO prior to accessing Medical Leave for any maternity leave, employee serious health condition, or serious illness of an immediate family member.

Thirty (30) days' notice is required unless an unforeseen need arises. Employees may accumulate up to 720 hours of medical leave. Employees start accruing medical leave on the first day of employment; however, it cannot be used during the first 6 months of employment. Medical leave is not paid out upon separation.

Employees are allowed to take medical leave for the following reasons:

- **Birth or adoption of a child, or when a child is placed in the employee's foster care** - This leave must be taken within one year of birth or placement of a child and is equally available to men and women. Employees are required to give thirty (30) days' notice unless an unforeseen need arises. Employees will be required to take this leave as continuous leave. Intermittent medical leave is not an option.
- **Employee's serious health condition or serious illness of an immediate family member** - A serious health condition is any illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, residential medical care facility, or involves an outpatient procedure by a health care provider that results in a continuing period of incapacity that results in an employee's absence of more than 3 consecutive days if medical treatment were omitted (e.g. chemotherapy, kidney dialysis, pregnancy, etc).

An employee may use a maximum of 6 weeks per year for approved Medical Leave of their immediate family member. Intermittent medical leave is not an option.

Employees must submit to HR the CSS Medical Leave form completed by the employee and the health care provider within 15 calendar days of the request in order for Medical Leave to be approved.

Definitions

Work Week: One regularly scheduled work week or the equivalent in hours.

Family Member:

- Spouse
- Parent
- Child (must be under age 18, unless the adult child is incapable of self-care due to mental or physical disabilities) including biological or adopted child, stepchild, legal ward, foster child, or for a child that the employee cares for in place of the parents

CSS Employed Spouses: Spouses who are both employed by CSS may be limited to a combined total of twelve (12) work weeks of medical leave during any 12-month period if the leave is taken for the birth, adoption of a child, or when a child is placed in foster care or to care for a parent with a serious health condition.

Paid/Unpaid Medical Leave: If the medical leave is for an employee's own serious health condition, the employee must use earned paid medical leave time or paid PTO time up to Short-Term Disability eligibility. If an employee has used all of their earned Medical Leave and/or PTO hours the employee may be eligible to take unpaid leave. If the medical leave is for the employee to care for a family member or to bond with a newborn, the employee must use paid medical leave or PTO. If an employee exhausts all medical leave, the employee may continue to be paid through the use of their PTO or the remainder of the medical leave will be unpaid. For more information on this benefit, please contact HR.

Medical Benefits While on a Medical Leave: Employee medical benefits are maintained during a leave if the employee continues to make their share of premium contributions. If CSS is unable to take contributions for benefits from the employee's paycheck during the leave, the employee must pay the premium contribution directly to CSS. If or when an employee's paid leaves are exhausted, the employee will become responsible for paying the full premium (100%) to maintain insurance coverage.

Holiday during Medical Leave: If a holiday falls during a period of medical leave when the employee is using paid leave, the holiday will not be deducted from the employee's leave banks. If the employee is on unpaid medical leave, the employee is not paid for that holiday.

Reinstatement after Medical Leave: Upon return from approved medical leave, the employee is entitled to be reinstated to the same job or to an equivalent position with the same pay, benefits and working conditions, as provided by the law.

Before returning to work, the employee may be required to submit to a job-related medical examination to determine the employee's ability to perform the essential functions of the position or to submit to any fitness for duty examinations required by federal, state or local law or CSS policy.

Requesting Medical Leave: Requests for medical or family leave should be made directly to HR in writing thirty (30) days in advance for any foreseeable event. For unforeseeable events, the employee must contact HR and request leave as soon as possible. Any request for leave must be accompanied by a medical certificate completed by the attending physician and should verify the illness, its beginning, expected ending dates and the estimated time that the employee will be away from work. Medical forms must be completed and returned to HR within fifteen (15) days following the employee's first absence from work or leave may be denied. After receiving the completed medical form from the physician, an employee will receive a written response from HR either approving or denying the medical leave. Please contact HR with any questions regarding Medical Leave.

5.4 HOLIDAYS

Full-time employees receive their regular compensation for the following holidays:

New Year's Day

President's Day

Memorial Day

Independence Day

Labor Day
Veteran's Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day

All employees must work or use paid leave the day before and after a holiday in order to receive holiday pay.

Part-time employees who are normally scheduled to work twenty (20) hours or more per week, shall be eligible for holiday pay on a pro-rated basis.

When a holiday falls on a Saturday it is to be observed on a Friday and when the holiday is on a Sunday it is to be observed on Monday. If there is ever question in the future when a holiday will be observed the HR Committee will discuss this and make a decision and HR will notify the CSS Employees.

5.5 UNPAID LEAVE OF ABSENCE

It is the policy of CSS to grant unpaid leaves of absence to its employees when the requests are compatible with a department's operational needs and scheduling requirements. Employees may request an unpaid leave of absence for reasons such as but not limited to, public service leave, extenuating medical circumstances, pre-planned conflicts for newly hired employees, or unpaid bereavement leave.

An employee desiring an unpaid leave of absence shall make a written request to their supervisor, setting forth the reason(s) for the request and the duration of the requested leave.

A request for an unpaid leave of thirty (30) days or less will be approved or disapproved promptly by the supervisor.

A request for an unpaid leave of more than thirty (30) days will be forwarded with recommendation by the supervisor to HR. In no event shall unpaid leave be approved for more than six months by the CSS Board HR Committee.

Upon return from an unpaid leave of absence, CSS will attempt to place the employee in their former position at the salary occupied at the time such leave began; provided however, that the employee is able to perform the essential functions of their position. In the event the former position is not available or, the employee is not able to perform the essential functions of their position, CSS will attempt to place the employee in another position consistent with qualifications, ability, and staffing requirements. At no time will employees utilizing this policy be guaranteed a position upon return from an unpaid leave of absence.

An employee who fails to return from an unpaid leave of absence on the date specified in the request shall be considered to have resigned his/her position, unless a written request for extension has been submitted by the employee, recommended by their supervisor, and approved by the CSS Board HR Committee.

While on an unpaid leave of absence, an employee shall not accrue PTO benefits or receive compensation for Holidays. The employee must pay their own group health and life insurance premiums for that portion of an unpaid leave of absence in excess of thirty (30) days.

In considering an employee's request for an unpaid leave of absence, the supervisor shall require the employee to use available PTO and/or compensatory time accruals prior to being placed on leave without pay.

5.7 WORK RELATED INCAPACITY

Employees temporarily incapacitated as a result of work-related circumstances will be required to perform assigned work as soon as a designated physician has determined that they are capable of performing those specific duties assigned and such work would not be inconsistent with ongoing medical treatment.

The supervisor shall determine specifically which work assignments are appropriate and shall then obtain the appropriate medical clearance. Such employees will be required to perform duties as assigned and those assignments may include work in any area.

CSS will not accommodate non-work-related injuries or illnesses, unless required by Federal or State law.

5.8 JURY DUTY

Employees may be granted time off with pay for the purpose of jury duty. The employee will be granted time off only for that portion of the workday necessary to serve duty. The employee must reimburse CSS for the daily service or attendance compensation received for jury duty less any compensation for meals and travel paid for by the court. Employees are expected to report to work during regular work hours when not in court.

5.9 MILITARY LEAVE

Employees with military obligations will be granted leaves of absence and re-employment rights in accordance with applicable federal and state laws. The first thirty (30) days of military leave shall be without loss of pay.

5.10 BEREAVEMENT LEAVE

Employees may be granted time off with pay for up to five (5) consecutive days in the event of the death of spouse, child or parent. Employees may be granted time off with pay for up to two (2) consecutive days in the event of the death of a sibling, mother-in-law, father-in-law, daughter-in-law, son-in-law, grandmother, grandfather, grandchildren, sister-in-law, brother-in-law, step-mother, and step-father (including corresponding step relations).

Using these guidelines above, the direct supervisor will assess and approve the designated leave request.

SECTION 6: INTERNSHIPS

6.1 CSS EMPLOYEES COMPLETING OUTSIDE INTERNSHIPS

CSS values employees who choose to further their education in the mental health and disability services field.

Employees who are required to complete internship opportunities will need to notify their supervisor at least 60 days in advance. The employee, their supervisor, and HR will need to meet to review the internship expectations such as the required number of days and hours per week, capacity and feasibility to complete CSS job responsibilities, etc and this will be reviewed and approved or denied by the CSS Board HR Committee.

Non-exempt employees will not be compensated for any hours not worked. CSS regular business hours are 8:00am-4:30pm. The employee must be in communication with their supervisor regarding hours worked for CSS on a daily basis. Working outside of CSS regular business hours will need prior approval from your direct supervisor and HR and the number of hours worked will need to be feasible within the scope of the employee's position.

Exempt employees will need to communicate with their supervisor on a weekly basis their schedule and availability.

6.2 COUNTY SOCIAL SERVICES (CSS) INTERNSHIP PROGRAM

CSS welcomes the opportunity for internships within our organization. The CSS internship program allows for a carefully monitored and meaningful learning experience in which the intern establishes professional goals and reflects actively on what he or she is accomplishing throughout their internship experience.

All interested intern candidates must submit a resume and CSS job application to Human Resources. HR will determine the internship expectations from the School/University and obtain a copy of the intern's transcripts. HR will communicate with references identified within the CSS application. The CSS Administration team will meet to discuss whether CSS has the capacity for an intern at that time and determine which CSS qualified employee will be the assigned staff to the intern. An intern candidate can request a CSS qualified employee to work with and we will take this into consideration but determination is based on several factors. A conversation will occur between the CSS qualified employee and the Regional Coordinator regarding expectations of the candidate's internship. An interview with the intern candidate, CSS Regional Coordinator, CSS qualified employee assigned and their supervisor will be scheduled. When an internship offer is made and accepted the intern will complete the CSS Confidentiality and Volunteer/Intern Policy forms. Monthly check ins will be scheduled with the Intern, CSS employee assigned, and the CSS Regional Coordinator.

CSS interns will have the opportunity to gain experience in all aspects of the organization by completing rotations with staff in different positions within CSS. Interns may have the opportunity to attend CSS or other trainings offered and establish a professional network.

**ACKNOWLEDGMENT OF RECEIPT
AND UNDERSTANDING OF THE COUNTY SOCIAL SERVICES
EMPLOYEE HANDBOOK**

I have received my copy of the CSS handbook. I know that I must read the handbook so that I understand my rights and responsibilities as an employee of CSS.

I understand that the handbook is not an employment contract, but it is an explanation or guide of CSS policies, procedures and benefits. CSS has not solicited my assent or agreement to the policies and procedures set forth in this handbook, and my employment is not in consideration of or in return for my being bound by this handbook. I realize that CSS may interpret, clarify, revise, and/or deviate from the procedures set forth in this handbook.

I also realize the employment relationship between me and CSS is terminable at will by either party and that nothing in this handbook creates additional rights or provide a basis for me to believe my employment is not terminable at will.

I understand that if I have any questions, I am to talk with my immediate supervisor.

(Employee Name)

(Employee Signature)

(Date)

FIRST AMENDED AND RESTATED 28E AGREEMENT

FOR

County Social Services REGION

This Agreement is made and entered into by, between and among the undersigned counties, each having adopted this Agreement by resolution of its board of supervisors, and hereby join together to voluntarily form a public body corporate and politic and separate legal entity under Iowa Code Chapter 28E, and amendments thereto.

SECTION 1: IDENTITY OF THE PARTIES

The undersigned counties are political subdivisions and constitute “public agencies” as defined in Iowa Code section 28E.2. The member counties are: Allamakee, Black Hawk, Butler, Chickasaw, Clayton, Fayette, Floyd, Grundy, Howard, Mitchell, Tama, and Winneshiek . County membership may, however, change from time to time as provided in this Agreement and the current member counties at any time shall be referred to as the “member counties” in this Agreement.

SECTION 2: PURPOSE AND GOALS

The member counties entered into this 28E Agreement to create a mental health and disability service regional administrative entity as described in the Iowa Code to provide local access to mental health and disability services for adults and to engage in any other related activity in which an Iowa 28E organization may lawfully be engaged (the “Region”).

SECTION 3: TERM AND TERMINATION

- 3.1 Term. This Agreement shall be effective when the undersigned initial member counties, as listed in Section 1 execute this Agreement and this Agreement is filed with the Iowa Secretary of State as required by Iowa Code Section 28E.8 (the “Effective Date”).
- 3.2 Termination. The term of this Agreement shall be perpetual, unless terminated by:
 - a) a repeal or amendment of the Iowa Code sections that result in the elimination of a statutory requirement for mental health services to be provided through a regional format; **and**
 - b) a majority of the member counties approve termination of the region.
- 3.3 Wind Up of Region. In the event the Agreement is terminated as provided in Section 3.2, the Governing Board shall begin winding down the Region. If all the requirements in

Section 3.2 are met by or on December 1 of any year, then this Agreement will terminate effective for the succeeding June 30th. If all the requirements in Section 3.2 are met after December 1 of any year, then this Agreement will terminate effective one calendar year from the succeeding June 30th.

- 3.4 Distribution of Assets. In the event this Agreement is terminated, and the Region is dissolved, all property of the Region shall be delivered, assigned and conveyed to the member counties, in an equal apportionment to each member county.

SECTION 4: GOVERNANCE

4.1 Governing Board Directors: The Governing Board of Directors shall contain the following Directors:

- a) Each member county shall appoint one of its supervisors to serve as a Director on the Governing Board. The Board of Supervisors of each member county shall select its Director and he or she shall serve indefinitely at the pleasure of the county appointing the Director, until a successor is appointed, or until the earlier death, resignation, or the end of such person's service as a county supervisor. Any Director appointed under this Section may be removed for any reason by the county appointing the Director, upon written notice to the Region's Board of Directors, which notice shall designate a successor Director to fill the vacancy.
- b) One individual who utilizes mental health and disability services or is an actively involved relative of such an individual. This Director shall be appointed by the advisory committee described below, with such appointment to become effective upon approval by the Governing Board of the Region. This Director shall serve an initial term of one year, which shall begin upon the Effective Date, with appointments thereafter to be for two-year terms.
- c) One individual representing service providers in the Region. This Director shall be appointed by the advisory committee described below, with such appointment to become effective upon approval by the Governing Board of the Region. This Director shall serve as ex-officio, non-voting Director. This Director shall be appointed to two-year terms, with the initial term beginning upon the Effective Date.
- d) One individual representing children's behavioral health service providers in the Region. This Director shall be designated by the Region's children's advisory committee described below, with such appointment effective upon approval by the Governing Board of the Region. This Director shall serve as ex-officio, non-voting Director. This Director shall be appointed to two-year terms, with the initial term beginning upon January 1.

- e) One individual representing the education system in the Region. This Director shall be designated by the Region's children's advisory committee described below, with such appointment effective upon approval by the Governing Board of the Region. This Director shall be appointed to two-year terms, with the initial term beginning upon January 1. One individual who is a parent of a child who utilizes children's behavioral health services or actively involved relatives of such children. This Director shall be designated by the Region's children's advisory committee described below, with such appointment effective upon approval by the Governing Board of the Region. This Director shall be appointed to two-year terms, with the initial term beginning upon January 1.

4.2 Director Vacancies.

- a) County-Appointed Directors: If a vacancy occurs during the term of a county-appointed Director, due to death, resignation, or end of service as a county supervisor of such Director, the vacancy shall be filled within thirty (30) days of its occurrence by the county having the right of appointment.
- b) Committee-Appointed Directors. If a vacancy occurs during the term of a committee-appointed Director, due to death or resignation of such Director, the vacancy shall be filled within thirty (30) days of its occurrence by the committee having the right of appointment. Such appointment to fill a vacancy shall become effective upon the approval of the Governing Board of the Region.

4.3 Voting Procedures for Governing Board Members. Each voting Director shall have one vote. A quorum must be present in order for the Governing Board to take action. A quorum shall be 9 voting Directors. The Governing Board shall take action by approval from the majority of the voting Directors present.

4.5 Board Officers. The Governing Board shall organize itself and at its initial meeting elect a Chair, Vice-Chair and Secretary-Treasurer. Thereafter, at the first meeting each calendar year, the Governing Board shall elect a Chair, Vice-Chair and Secretary for the next ensuing one (1) calendar year.

- a) The Chair shall preside at the Board's meetings, preserve order and enforce this Agreement.
- b) The Vice-Chair shall assist the Chair. During the temporary absence or disability of the Chair, the Vice-Chair shall discharge the duties of the Chair. Should the Chair be permanently absent or disabled, the Vice-Chair shall succeed to the office of the Chair.

- c) The Secretary-Treasurer shall review and sign off on expenditures. Board meeting minutes shall be taken by a CSS staff member appointed by the CSS CEO.

4.6 Powers of the Governing Board. Except as otherwise provided in this Agreement, the Region shall be under the direction and control of the Board of Directors and the Chief Executive Officer. The Governing Board shall serve as the Regional Administrative Entity, as defined in Iowa Code Section 331.388(4). The Governing Board of Directors shall have each and all of the following powers:

- a) To contract with any public or private entity to provide all necessary services;
- b) To rent, lease or purchase any tangible personal property, real estate or services reasonably necessary to fulfill the purposes of this Agreement;
- c) To establish a system of accounting and budgeting, and a system for receiving payments;
- d) To retain legal counsel, accountants and other professional individuals needed in order to fulfill the purposes of this Agreement;
- e) To sue and be sued;
- f) To make and enforce bylaws or rules and regulations for the management and operation of the Region's business and affairs;
- g) To do and perform any acts authorized by the Code of Iowa, under, through or by means of its officers, agents and employees, or by contracts with any person or entity;
- h) To consult with representatives of Federal, State and local agencies and departments, and their officers and employees, and to contract with such agencies and departments;
- i) To receive funds from each member county as set forth in this Agreement;
- j) To accept grants, contributions or loans from Federal, State or local agencies;
- k) To establish the times and places for business meetings and educational conferences, and set agendas for those meetings and conferences; and
- l) To exercise any other power or do any other legal act necessary to discharge its obligations and fulfill the purposes of this Agreement.

The Board may delegate any of these powers to staff of the Region or staff of member counties serving the Region as the Board deems necessary. The Board may adopt such policies, rules, regulations and actions not inconsistent with law or this Agreement.

4.7 Appointment of Committees

Members of any committee of the Region shall be appointed by the Governing Board. Committee members shall serve indefinitely at the pleasure of the Governing Board, until a successor is appointed, or until the earlier death or resignation of such committee member.

4.8 Duties of Committees

The adult advisory committee, as appointed by the Governing Board, shall have at least 4 members. The committee members shall be: adults who utilize services or actively involved relatives of such individuals; service providers; CSS staff member and the Governing Board Directors. The adult advisory committee shall advise the Governing Board as requested by the Governing Board and shall also make designations to the Governing Board as described above.

The child advisory committee, as appointed by the Governing Board, shall have at least 11 members. The committee members shall be: parents of children who utilize services or actively involved relatives of such children, a member of the education system, an early childhood advocate, a child welfare advocate, a children's behavioral health service provider, a member of the juvenile court, a pediatrician, a child care provider, a local law enforcement representative, a CSS staff member and regional Governing Board Members. The child advisory committee shall advise the Governing Board as requested by the Governing Board and shall also make designations to the Governing Board as described above.

The Governing Board may take action to create additional committees for various other purposes as it deems appropriate.

4.9 Methods for Dispute Resolution

An internal dispute which cannot be resolved shall mean any action which the Region must take and for which no agreement on the particular action to be taken has been determined through the process set forth under this Agreement and such determination of action has remained unresolved for 10 business days.

In the event an internal dispute arises amongst or between the Governing Board, the Chief Executive Officer or any of the member counties, which cannot be resolved, the following dispute resolution shall be used:

- a) Mediation conducted pursuant to Chapter 679C of the Iowa Code;
- b) If after which the dispute remains unresolved, arbitration will be conducted pursuant to Chapter 679A of the Iowa Code.

- c) No mediation or arbitration shall be required if any member fails to pay the amount due to the County Social Services (CSS) Region and continues refusal after two consecutive written notices, one each month, by the CSS Region, and the CSS Region Board shall be allowed, to commence litigation against the offending member who shall be liable for the full amount of the unpaid assessment, interest thereon, and all attorneys' fees of the CSS Region arising from the commenced litigation.

5. MEMBERS

5.1 Specification, Requirements, Obligations, Expectations of Member Counties

The member counties agree to the following:

- To respond to reasonable requests to make local records available to the Region for the purposes of this Agreement;
- To provide sufficient office space for the performance of contracted services;
- To support the effective collaboration of other county functions related to the provision of contracted services;
- To contribute funds as required by this Agreement; and
- To contribute funds as required by this Agreement at the time of entry into the Region (or the Effective Date for initial member counties).

5.2 Decision that Require a Member Vote

The Governing Board shall not have authority to, and they covenant and agree that they shall not, do, or cause the Region to do, any of the following acts without the prior consent of the Boards of Supervisors of a majority of the member counties:

- a) Permit any new member counties;
- b) Remove any member county (other than a voluntary withdrawal of a county as provided below);
- c) Terminate or amend this Agreement; or
- d) Dissolve the Region.

5.3 Member Voting Procedure

Any question related to the issues listed in Section 5.2 above may be presented to the member counties by resolution of the Governing Board of the Region by first adopting a recommendation on the issue and then submitting it to the individual member counties. A separate explanation of the reasons for the recommendation shall be included. Each member county desiring to vote upon the proposal shall do so by resolution of its Board of Supervisors and return of the same to Region's Governing Board Chair a certified copy of the resolution stating the County's vote within

thirty (30) days of the date that the County received a copy of the proposal. Any member county not voting upon the proposal within this time shall be considered to have approved the proposal. If the proposal receives approval by majority of the votes, it shall become effective ten (10) days following the date the vote is tabulated.

5.4 Additional Member Counties

If a county wishes to become a member county of the Region after the Effective Date, the county must make a written request to the Region's Governing Board. Such request will then be addressed through the Member Voting Procedure set forth in Section 5.3. If a new county's request is approved through such procedure, such new membership will not become effective until:

- a) the county provides a signature page to this Agreement and a resolution from its Board of Supervisors that it agrees to abide by the terms of this Agreement as set out herein and possess legal power and authority to do so; and
- b) if the new county's request has been properly approved and it has submitted the documentation in Section 5.4(a) prior to November 15th, then such membership shall become effective on the first day of the next fiscal year. If all of these requirements are not met until after November 15th, then such membership shall become effective one year from the first day of the next fiscal year. The timing requirements in this subsection may be waived by the Governing Board for cause, including in the event the Region is required by law or by the Iowa Department of Human Services to accept a new member county.

5.5 Member County Withdrawal / Removal

a) Member County Withdrawal

Any member county, by resolution of its Board of Supervisors, may withdraw from the Region by giving written notice to the Governing Board of the Region no later than November 15 prior to the end of the fiscal year the withdrawal will be effective. Withdrawal shall not relieve the withdrawing member county of the obligation to pay its share of the expenses of the Region incurred during the fiscal year in which the withdrawal occurs and any other past due amounts. Services of the Region shall continue to be provided to the withdrawing member county until the date of withdrawal, so long as such member county remains in good standing as provided in Section 5.6 below. Upon withdrawal, member counties shall not be entitled to any repayment for funds, services or property provided to the Region.

b) Member County Removal

If the Governing Board feels it is in the best interest of the Region for a member county to be removed from the Region, the Governing Board will pass a resolution to that effect and proceed under the Member Voting Procedure set forth in Section 5.3. Upon removal, member counties shall not be entitled to any repayment for funds, services or property provided to the Region.

5.6. Suspension of Voting Rights and Services

In the event any member county fails to make a payment to the Region as required under this Agreement for 30 days after such payment is requested in writing, then the member county will be deemed delinquent. During any period of delinquency, such member county shall not be entitled to the administrative services of the Region, nor shall the member county be entitled to vote on matters coming before the Governing Board or the member counties unless such delinquency shall be waived by a unanimous vote of the remaining members of the Governing Board. During any period of delinquency, the clients of such member county will not suffer as a result.

6. STAFF

6.1 Selection Process for Chief Executive Officer

The Governing Board shall recruit, interview, vote upon, and retain an individual to serve as the Chief Executive Officer. The Chief Executive Officer shall be an employee of the Region. The Chief Executive Officer shall be the single point of accountability for the Region.

6.2 Performance Evaluation of Chief Executive Officer

The Governing Board shall conduct annual evaluations of the Chief Executive Officer. The Governing Board may conduct additional evaluations of the Chief Executive Officer at any time, as it deems necessary in a given situation. The Chief Executive Officer shall be an at will employees of the Region.

6.3 General functions and responsibilities of staff

The Chief Executive Officer may employ or contract with persons or entities (including contracting with member counties for member county employees to provide services to the

Region) to staff the needs of the Region; however, the terms of all employment or contracts for staff shall be approved by the Governing Board. Staff shall include one or more coordinators of mental health and disability services and one or more coordinators of children's behavioral health, hired directly by the Region. Coordinators must have a bachelor's or higher degree in human services related or administrative related field. In lieu of a degree in administration, a coordinator may provide documentation of relevant management experience.

The Region intends to employ or contract for staff for the following functions and responsibilities:

- a) Communications;
- b) Strategic Plan Development;
- c) Budget Planning and Financial Reports;
- d) Operations – personnel, benefits, space, training, etc.;
- e) Risk Management;
- f) Compliance and Reporting;
- g) Service Processing, Authorization and Access;
- h) Provider Network- development, contracting, quality and performance;
- i) Payment of Claims;
- j) Quality Assurance;
- k) Appeals and Grievances; and
- l) Information Technology.

The Governing Board reserves the right to amend this list on its own motion without member approval as a non-substantive amendment as provided for in Section 8.1.

7. REGION FINANCES

7.1 Management & Expenditure of Funding

- a) General:

All funds received by the member counties for purposes related to the Region from any source shall be deposited into Fund 10 within 14 calendar days of receipt of such funds by the member counties. This Region fund shall be used to pay all costs of the Region managed and administered by the Chief Executive Officer, or staff designated by the Chief Executive Officer, and in compliance with the law, direction from the Governing Board and other written policies of the Region.

b) Administrative Funding and Resources:

Administrative costs shall be a component of the Region's budget. Such costs shall be paid through the process described in Section 7.1(a) and any funds or resources for administrative costs of the Region shall be collected through this same process.

c) Use of Savings for Reinvestment

The Region shall comply with Chapters 12B and 12C of the Iowa Code for deposit and investment of Region funds. Through the Region's budgeting process, it shall strive to use surplus funds for the development of additional services.

7.2 Process for Initial Funding to Begin Operations

On the Effective Date, new member county shall transfer its MHDS funds to the Region, with such funds to be collected and expended through the process described in Section 7.1(a).

7.3 Process for Annual Independent Audit

Accounts of the Region shall be audited annually by a certified public accountant certified in the state of Iowa, as selected by the Governing Board.

8. SCOPE & AMENDMENTS

8.1 Amendments

The Governing Board is authorized to make non-substantive amendments to this Agreement with a two-thirds vote of board members present. All other amendments to this Agreement shall be conducted through the member approval process described in Section 5.3 and in compliance with Iowa Code Chapter 28E, which includes filing all amendments with the Iowa Secretary of State.

8.2 Entire Agreement

This Agreement represents the entire 28E Agreement of the Region.

8.3 Invalidity

If any one or more provisions of this Agreement are declared unconstitutional or contrary to law, the validity of the remainder hereof shall not be affected.

8.4 No Waiver

The waiver by any party of a breach or violation of any provisions of this Agreement shall not operate as or be construed to be a waiver of any subsequent breach.

SIGNATURE PAGE

IN WITNESS WHEREOF, _____ COUNTY EXECUTES THIS 28E AGREEMENT, CREATING
_____ REGION

EFFECTIVE _____ :

BY: _____
(print name)
_____ Board of Supervisors, Chairperson

ATTEST: _____
(print name)
_____ County Auditor

ACKNOWLEDGMENT BY NOTARY

STATE OF IOWA)
)
_____ COUNTY)

On this _____ day of _____, 201_, before me the undersigned, a Notary Public in and for said County and State, personally appeared _____ and _____, to me personally known, who, being duly sworn, did say that they are the Chairperson of the Board of Supervisors and County Auditor of _____ County, Iowa respectively; that the seal affixed hereto is the seal of said County; that said instrument was signed and sealed on behalf of the said _____ County, Iowa, by authority of its Board of Supervisors and that said _____ and _____ as such officers, acknowledge the execution of said instrument to be the voluntary act and deed of said County, it and by them voluntarily executed.

Notary Public In and For Said County
And State of Iowa

County Social Services

Website Design & Development
Logo, Branding & Style Guide

May 4, 2021

PREPARED BY

Brian McMillin
President

Caley Lewis
Chief Business Officer

Neapolitan Labs LLC

PREPARED FOR

Mary McKinnell
CEO

Charity Anfison
Operations

County Social Services

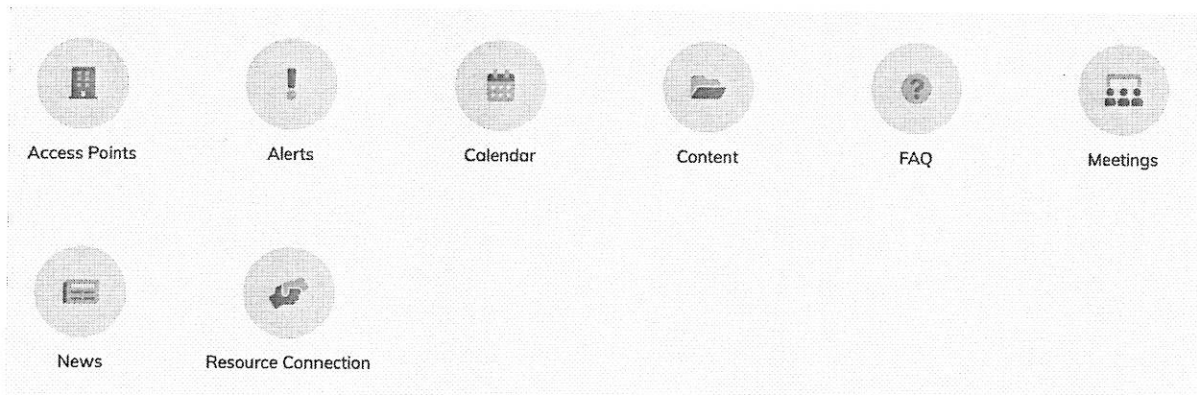
Overview

Neapolitan Labs will develop and implement a new, mobile-optimized, user-friendly website built for County Social Services. The website will be powered by the proprietary and easy-to-use *Mint Chip Lab* platform.

Key Features

Technology

The website will be powered by Mint Chip Lab, the proprietary content management system developed and maintained by Neapolitan Labs. Our platform will allow for easy updates to all key sections of the website including managing meeting agendas and minutes, programs and services information, staff and board members, an interactive resource list, and general website content.



Mint Chip Lab modular interface (source: Southwest Iowa MHDS Region)

Design

A new, streamlined design will be created and introduced for the County Social Services website. The navigation will be revamped to better organize content and ensure programs, services, and resources are easy to find. A robust Resources directory will be a focal point of the new website, highlighted as part of the website navigation.

Domain

The URL countysocialservices.org will be retained for the County Social Services website. Neapolitan Labs may need assistance from the current website provider and/or domain name owner to point the URL to the new site when ready to launch.

Fully Responsive

The website design will be built for every device break-point, from high-resolution 4K monitors to the most dated smartphones. No technology, plugins or features will be utilized which limit compatibility with modern browsers or devices.

Homepage

The homepage will be revamped to highlight more information at-a-glance, including the ability to directly begin a Resource search by keyword, county, and/or category. The About section will be expanded to include more detailed information about County Social Services. New sections will be introduced to highlight recent news and announcements and upcoming events.


Alerts


A programmable alerts bar will be placed at the top of all site pages to alert users of key announcements and information. These alerts can be programmed with dates so they will appear and disappear based on start and end dates. Alert text can be set up to take users to a webpage, press release, or other links with more details, if applicable.

Meetings & Agendas


A streamlined landing page will be implemented to show agendas and minutes for the CSS board plus any relevant advisory committees. Minutes and agendas will be placed side-by-side in an easy-to-use module, with staff able to efficiently update via Mint Chip Lab. We could also include names, titles, and/or photos of each board member, as desired.


February 1, 2021 · Region Governing Board
1:00pm · SWIA MHDS Region Governing Board Meeting

[Agenda](#) 

[Minutes](#) 

January 4, 2021 · Region Governing Board
1:00pm · SWIA MHDS Region Governing Board Agenda

[Agenda](#) 

[Minutes](#) 

meeting agendas, and minutes example (source: Southwest Iowa MHDS Region)

News & Announcements

The homepage will include real estate for news and announcements to be posted. Posts can be scheduled for future dates and/or set to expire if information will become no longer relevant at a certain date and time. A News landing page will list all recent news, including job openings, similar in scope to the current News & Events page (but in a more user-friendly format.)

Resource Connection

The *Resource Connection* will be a cornerstone of the new website, with the ability to perform a quick search directly from the homepage in addition to a streamlined landing page. The landing page will show a selection of services available and easy filtering options by county and/or category. Once a category filter is applied, further filtering by county or keyword will not require form resubmission.

Resource Connection

Connect with community resources by searching by keyword, county, or category.

Enter keyword or organization name

County Category

SUBMIT

2-1-1 HELPLINE
If you're in need of food pantries, counseling, utility assistance, or other human services, talk to an information specialist who has the community's most extensive human service database at their fingertips.
402-444-6666
Website
More Information
Categories: Basic Needs, Food Assistance, Hotlines/Peer Support, Housing/Shelters
Counties: Cass, Fremont, Harrison, Mills, Monona, Montgomery, Page, Pottawattamie, Shelby

2019 Flood Assistance - State of Iowa
For individual households, the Iowa Individual Disaster Assistance Grant Program Application is available for those individuals that were affected by the flood.
More Information
Categories: Basic Needs, Disaster Services
Counties: Cass, Fremont, Harrison, Mills, Monona, Montgomery, Page, Pottawattamie, Shelby

A Work in Progress
I am a Licensed Independent Clinical Social Worker that provides mental health therapy to adults struggling with mood disorders, anxiety, adjustment issues, domestic violence, psychotic disorders, and numerous other issues that affect daily living.
500 Willow Ave
Suite 215
Council Bluffs, IA 51503
402-541-5674
More Information
Categories: Domestic Violence, Mental Health/Substance Abuse
Counties: Pottawattamie

filterable, searchable listings (source: Southwest Iowa MHDS Region)

Website visitors will continue to have the ability to submit their services/resources, where select Client staff would receive an email to review, modify, and/or approve the additions or updates.

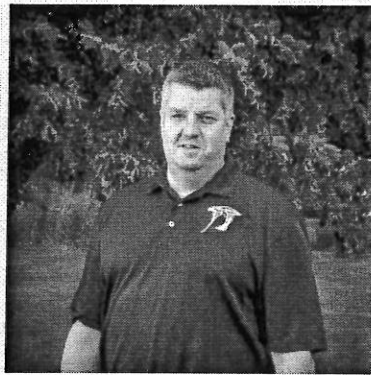
Stronger Content

Neapolitan Labs will work with County Social Services to better present its mission and services to website visitors. If any existing documentation or brochures are available in print but not a part of the website, we'll work to integrate this information into the best spot on the website.

Additionally, content from the current site will be reviewed, and where it makes sense, it will be better presented and organized on the new website with important documents and contacts highlighted on the page. This makes the content more accessible, easier to maintain, better for search engines, and most importantly, easier to view on mobile devices. As another example, the list of *Community Mental Health Centers* will be shown on a map and easy to filter by county and/or city.

Staff Directory

Neapolitan Labs will build a staff directory for County Social Services, including names, titles, counties represented, and/or photos.



Mark Shoemaker

Executive Director
 mark.shoemaker@pottcountyy-ia.gov
 (712) 328-5638

Executive Director oversees all park operations including staff members and their training, develops short and long term operation and acquisition plans and budgets.

[Read Bio →](#)



Michelle Biodrowski

Naturalist
 michelle.biodrowski@pottcountyy-ia.gov
 (712) 328-5834

Naturalists are responsible for the development, presentation, coordination, promotion, and scheduling of environmental education programming including in-school presentations, field trips, summer camps, and public programs.

[Read Bio →](#)



Amy Campagna

Environmental Education Coordinator
 amy.campagna@pottcountyy-ia.gov
 712-242-1189

The Environmental Education Coordinator oversees all daily operations of the Environmental Education Department.

[Read Bio →](#)

staff members from Pottawattamie Conservation

Community Events Calendar

An Events section will be created so CSS staff can post events relevant for residents of the 12-county region where users can quickly find events in a calendar view or list format. The robust Events management tool in *Mint Chip Lab* allows easy duplication of past events and the ability to mark events as canceled or postponed.

Events for November 2020

December >>

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
November 1	November 2	November 3	November 4	November 5	November 6	November 7
	Absentee Ballot In-Person Deadline 8:00am to 5:00pm Auditor's Office	General Election Day 7:00am to 9:00pm Board of Supervisors Meeting 9:00am Crawford County Courthouse				

traditional website calendar view from Crawford County

Interactive Forms

The Contact Us form from the current website will be retained, with enhanced capabilities to generate an automatic response email and better prevent spam submissions. Up to three additional forms can be created as part of this proposal, to convert PDF forms to be interactively submitted. Additional forms can be added, starting at \$150 per form.

For forms with extremely sensitive information, such as SSN, paper forms will be retained, or a pre-screen form could be created for CSS to capture basic information.

Social Sharing


Sharing icons will be added to each website page, in case users want to share information (e.g. specific resources) with friends via their preferred social network(s).

Print Friendly

A printer stylesheet will be created and implemented site-wide to allow clean printing of content, including the Resource Connection directory, searches, and listings.




Resource Connection

Use the delete icon  to remove resources before printing.

2-1-1 HELPLINE

If you're in need of food pantries, counseling, utility assistance, or other human services, talk to an information specialist who has the community's most extensive human service database at their fingertips.

 402-444-6666

 [Website](#) 

>> [More Information](#)

print-friendly formatting from Southwest Iowa MHDS Region

Training

Neapolitan Labs will provide webinar training approximately 1 week prior to the full website launch. These training sessions will provide a walkthrough of all modules and features in Mint Chip Lab available to the website administrator.

Content Transfer

Neapolitan Labs will transfer all relevant content from the current website plus bring in additional information provided by CSS in advance of website launch. This could include additional brochures or documents, or resources to include in the new *Resource Connection* directory. Resources can be provided in their existing formats, whether brochures or part of an existing County website. Neapolitan Labs will do the work to import them into a searchable, interactive database.

Analytics and Search Engine Optimization

Website Transition

Neapolitan Labs will index current website URLs to ensure a smooth transition; for example, if the current Contact form is at countysocialservices.org/contact-us and the new one is at the similar but shorter countysocialservices.org/contact URL, a redirect will be put into place. This ensures any links into the County Social Services website will not break and also helps with Google search results.

Analytics

Google Analytics will be integrated so the Client can monitor website users, visits, and page views. Custom code will be added to track PDF downloads, for the most complete look at website usage. Regular email reports will be established for delivery to specified stakeholders.

Search Engine Optimization

The site will be built to be fast-loading and search engine optimized with proper title, description, and page tags and content. As soon as the site is launched, Neapolitan Labs will submit the website and all pages to Google Search Console.

Accessibility

The website will be developed to be compliant with core 508 accessibility standards, using the WAVE compliance test. While all core code and images will be fully compliant, the Client will be responsible for defining ALT text for images added to content pages and verifying PDFs uploaded to the website meet accessibility standards. An accessibility statement and contact information for accessibility questions will be incorporated into the website footer.

Hosting and Support

Neapolitan Labs will provide secure hosting and support for the Client beginning at the time of website launch. As part of this agreement:

- Website support directed to Neapolitan Labs will receive a response within 1 business day. At a minimum, the response from Neapolitan Labs will acknowledge the email and provide a timeline for addressing the issue(s) and/or question(s) contained within the email. Neapolitan Labs will provide phone and email contact information for urgent after-hours support.
- In cases where a technical website issue has been identified, and the website does not function as expected or previously promised, a firm timeline will be presented and the work will be completed at no cost.
- In scenarios where new features or functionality are requested which require significant development work, Neapolitan Labs will provide a statement of work including cost and a firm deadline for completion. Development work will proceed if approved by the client.
- As part of the annual hosting and support agreement, Neapolitan Labs will host webinar training with new hires or website support staff upon request.

A webinar website review will be scheduled annually, where Neapolitan Labs will present key website metrics and discuss any development needed in the forthcoming year.

The annual cost for website hosting and support, as outlined above beginning on July 1, 2022, is **\$1,500.**

Execution Timeline

Neapolitan Labs envisions a collaborative design and development process to ensure the finished website product meets client expectations and goals.

Neapolitan Labs typically expects an 8-10 week timeline from start-to-finish, however, with quick approval, the new website can be up and running on July 1. An in-person (or webinar) kickoff Blueprint meeting will be set as soon as possible to confirm the site map and define a Client checklist for needed assets. A full site review will be made available approximately 10 days prior to website launch, with training scheduled one week prior. During this time, the Client will have full capabilities to review the site and make changes before it is made available to the public.

Costs

Neapolitan Labs prices the entire website development package, as outlined above, at **\$13,500**. This cost includes secure website hosting and support for the first year. Beginning on July 1, 2022, the annual website hosting and support cost is **\$1,500**.

Terms and Conditions

A down-payment of 50% of the core costs (\$6,750) is invoiced at project commencement. The balance (\$6,750) is invoiced and due following project completion.

Proposal Acceptance

With signature, Client agrees to the cost and payment terms, and the developer will adhere to stated project solutions and turnaround times.

Mary McKinnell, CEO
County Social Services

Date

Brian McMillin, President
Neapolitan Labs

Date

Logo, Branding, and Style Guide

Neapolitan Labs will create updated branding for County Social Services, including a new logo, text style, and color scheme.

Collaborative Approach

The branding project will begin with a collaborative conversation with the Client to understand goals of the rebranding and the target audience demographics. This includes a kickoff conversation about what the external community (e.g. residents of the 12-county region) and internal community (CSS staff) believe about the current branding and would value for the future.

Iterations

Based upon findings from the collaborative meeting, Neapolitan Labs will produce an initial selection of designs for CSS review. Up to two rounds of iterations are included in this proposal, and quick feedback must be provided by the client to ensure the design is ready in time to be integrated into the website prior to launch.

Deliverables

High resolution images will be generated and shared, in multiple formats (for usage in print, digital, and/or on promotional products) both color and black/white, plus optimized profile images for social media. Variations will include:

- Logo Only
- Text Only
- Logo + Text Together

A succinct style guide will be produced to outline logo usage. This guide will be digitalized and will be made available on the website in a self-service format, allowing staff and/or affiliated counties to download and use their printed and digital materials.

Additionally, business cards and digital letterhead designs will be generated and delivered.

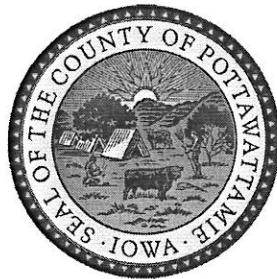
Cost: The logo, branding, and style guide package as outlined above is priced at **\$1,000**. This cost is invoiced at the time of project kickoff.

Timeline: To ensure the website is ready for launch by July 1, branding must be finalized no later than Friday, June 11, 2021.

Email Notifications

Neapolitan Labs will integrate SendGrid technology to deliver e-mail notifications to board members and stakeholders via *Mint Chip Lab*.

Specifically, each time a new meeting agenda is added to the website via the Mint Chip Lab platform, an email can be automatically sent that includes a link to the agenda along with meeting information.



The agenda has been posted for the next Pottawattamie County Board of Supervisors Meeting.

Tuesday, May 4, 2021 at 10:00 am

Past agendas and meeting minutes can be found on the [Meetings and Minutes](#) page on the Pottawattamie County website.

Have a great day!

Sample notification from Pottawattamie County

Neapolitan Labs will import the initial set of subscribers (e.g. board members, staff, county representatives) and the list will be manageable at any time by CSS staff via the Mint Chip Lab platform. Optionally, members of the public can sign up to be alerted when new agendas are posted.

Cost: The one-time integration of SendGrid to the website and *Mint Chip Lab* is priced at **\$1,000**. This cost is invoiced at the time of project kickoff.

Timeline: Implementation will occur as part of the overall project schedule, ensuring agendas can be sent via email from the time of website launch.

County Social Services Exceptions to Policy and Reconsiderations - May 2021

Clients	Service	Decision	Impact
1	Transportation	Transportation to day hab is not covered under member's funding source. CSS Board approved day hab services/transportation to day hab for individuals that are not funded under their waiver.	\$50.00
2	Transportation	Transportation to day hab is not covered under member's funding source. CSS Board approved day hab services/transportation to day hab for individuals that are not funded under their waiver.	\$50.00
3	Transportation	Transportation to day hab is not covered under member's funding source. CSS Board approved day hab services/transportation to day hab for individuals that are not funded under their waiver.	\$75.00
4	Transportation	Transportation to day hab is not covered under member's funding source. CSS Board approved day hab services/transportation to day hab for individuals that are not funded under their waiver.	\$337.50
5	Transportation	Transportation to day hab is not covered under member's funding source. CSS Board approved day hab services/transportation to day hab for individuals that are not funded under their waiver.	\$780.00
6	Transportation	Transportation to day hab is not covered under member's funding source. CSS Board approved day hab services/transportation to day hab for individuals that are not funded under their waiver.	\$594.00
7	Transportation	Transportation to day hab is not covered under member's funding source. CSS Board approved day hab services/transportation to day hab for individuals that are not funded under their waiver.	\$810.00
8	Transportation	Transportation to day hab is not covered under member's funding source. CSS Board approved day hab services/transportation to day hab for individuals that are not funded under their waiver.	\$95.00
9	Medication Pass	Integrated Health Home case manager was directed to work with the MCO to get this service funded. Last month that CSS funds due to member's county leaving CSS.	\$544.44
10	Medication Pass	Integrated Health Home case manager was directed to work with the MCO to get this service funded. Last month that CSS funds due to member's county leaving CSS.	\$376.92
11	Supported Community Living	Request to waive client participation fee. Member is in need of services but is \$84 over income guidelines. Member's mortgage is 2/3rds of his income, will soon have a supplemental insurance monthly premium, and has other bills to pay and cannot afford the services member needs at this time.	\$84.00
12	Homemaker Services	Member is on waiver wait list. Homemaker services staff assist member with grocery shopping which is not a Medicaid-funded service. Member uses homemaker as SCL service, which is less expensive than SCL. Last month that CSS funds due to member's county leaving CSS.	\$200.00
13	Supported Employment Services	Request to waive client participation fee. Member returned to work after being furloughed due to the COVID-19 Pandemic. Member's wages with Social Security benefit and spouse's income put the member's income over income guidelines. Member needs services to get retrained for the work tasks.	\$361.58
14	Basic Needs - Rent	Currently member does not have any income. Appealing Social Security Administration's disability decision with an attorney.	\$245.00
15	Supported Community Living	Waive member copay to allow member time to adjust budget and reduce expenses so member can pay the copay.	\$123.00
16	Consumer-directed attendant care (CDAC)	Waive portion of member's copay for May. Member recently started receiving Social Security benefits which caused the household to become over income guidelines. CSS is allowing the family time to adjust their expenses. Member will pay \$250 towards the copay.	\$2,112.00
17	Day Hab & Supported Community Living	Current waiver does not fully fund, member is on a different waiver waiting list that member is eligible for that will fund these services, CSS funds remainder after waiver pays.	\$8,188.41
18	Day Habilitation	Current waiver does not fund, has applied for another waiver that will fund this service.	\$2,347.66
19	Basic Needs - Rent	Member lives in a hab home and needs rental assistance until member has income. Member was denied Social Security but starts employment in June, so possibly May is the last month of assistance.	\$245.00
20	Guardianship	Member's current guardian is not adequately completing duties as guardian, which is an unsafe situation for member. Member is on the waiting list with Iowa's Department on Aging (IDA) Office of Public Guardian, #78 on the list.	\$150.00

Approximate monthly impact: \$ 17,769.51
Total for members that will no longer be CSS responsibility after 6-30-2021: \$ 1,244.36