
REQUEST FOR PROPOSAL

RFP NUMBER: CSP905715
INDEX NUMBER: DAS013
UNSPSC CATEGORY: 80101500

The state of Ohio, through the Department of Administrative Services, Office of Procurement Services, on behalf of the Department of Administrative Services (DAS), Human Resources Division (HRD), is requesting Proposals for:

I/O Consultant Test Development and Training

OBJECTIVE: HRD Office of Talent Management is seeking an Industrial/Organizational (I/O) consultant to assist with test development

RFP ISSUED: November 10, 2014
INQUIRY PERIOD BEGINS: November 10, 2014
INQUIRY PERIOD ENDS: November 17, 2014 at 8:00 a.m.
PROPOSAL DUE DATE: November 24, 2014 by 1:00 p.m.

Proposals received after the due date and time will not be evaluated.

Submit Sealed Proposals to:

Department of Administrative Services
Office of Procurement Services
Attn: Bid Desk
4200 Surface Road
Columbus, OH 43228-1395

Note: Please review the [Proposal Instructions](#) on our Web site.

The Offeror must submit this cover page (signed) with its Technical Proposal.

Offeror Name and Address: _____ _____ _____ _____ E-Mail Address: _____ Phone Number: () _____-_____, Ext. _____	Name/Title: _____ _____ Signature: _____ By submitting a response to this RFP, and signing above, Offeror acknowledges, understands and agrees to comply with the RFP requirements and confirms all the instructions and links have been read and understood.
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SUPPLEMENTS

Exhibit A	Administrative Professional 1 Classification Specification
Exhibit B	Therapeutic Program Worker Classification Specification

RFP GLOSSARY OF TERMS

AA:	Affirmative Action
Contractor:	Vendor after Award
CSP:	Competitive Sealed Proposal
DAS:	Department of Administrative Services
EOD:	Equal Opportunity Division
FEI:	Federal Employer Identification
HB 123:	House Bill 123
HRD:	Human Resource Department
I/O	Industrial/Organizational
Mandatory:	Must, Will, Shall
OAC:	Ohio Administrative Code
OAKS:	Ohio Administrative Knowledge System (Ohio's Accounting System)
OBG:	Ohio Business Gateway
Offeror:	Vendor Submitting Proposal
OPS:	Office of Procurement Services
ORC:	Ohio Revised Code
RFP:	Request for Proposal
SOS:	Secretary of State
UNSPSC:	The United Nations Standard Products and Services Code

1.0 EXECUTIVE SUMMARY

- 1.1 INTRODUCTION This is a Request for Competitive Sealed Proposals (RFP) under Section 125.071 of the Ohio Revised Code (ORC) and Section 123:5-1-08 of the Ohio Administrative Code (OAC). The Department of Administrative Services (DAS), Office of Procurement Services, on behalf of the Department of Administrative Services (DAS), is soliciting competitive sealed proposals (Proposals) for Test Development and Administrative Training. If a suitable offer is made in response to this RFP, the state of Ohio (State), through DAS, may enter into a contract (the Contract) to have the selected Offeror (the Contractor) perform all or part of the Project (the Work). This RFP provides details on what is required to submit a Proposal for the Work, how the State will evaluate the Proposals, and what will be required of the Contractor in performing the Work.

This RFP gives the dates on page 1 for the various events in the submission process. While these dates are subject to change, prospective Offerors must be prepared to meet them as they currently stand.

- 1.2 CONTRACT PERIOD Once awarded, the term of the Contract will be from the award date through June 30, 2015. The State may solely renew all or part of this Contract at the discretion of DAS for a period of one month and subject to the satisfactory performance of the Contractor and the needs of the Agency. Any other renewals will be by mutual agreement between the Contractor and DAS for any number of times and for any period of time. The cumulative time of all mutual renewals may not exceed two (2) years and are subject to and contingent upon the discretionary decision of the Ohio General Assembly to appropriate funds for this Contract in each new biennium.
- 1.3 BACKGROUND Language to reform civil service testing was included in HB 153 which passed on July 1, 2011. An overview of the reform includes moving the civil service testing process from the centralized state level to be a link to an actual job vacancy within the agencies. Agencies will have an opportunity to create and maintain their own tests in addition to the certification lists, based on the results of the examination rather than having one list per classification for the entire state. Agencies will also be able to create and validate civil service examinations at the position level with the content of the material linking directly to the position rather than the broader scope of the classification, if they so choose. There is flexibility in this portion of the process.

Additionally, this reform will benefit the agencies in finding qualified candidates specifically interested in the vacant position at that time, rather than that classification in general at the State level. However, the agency could fill a position based on the classification usage at the agency level where the classification is a point of entry and continuously posted. It will also identify which candidates are interested in employment with that particular agency and its work location.

Another positive outcome of the reform will be a reduction in lag time between when a civil service exam is administered and when a position is filled. This will benefit and decrease confusion in the process for both the agencies and the candidates.

While the state no longer employs an entire unit dedicated specifically to test development, agency feedback has provided there is a continued need to assist agencies through transition and into the future of decentralized civil service test development and administration.

- 1.4 OBJECTIVES. DAS has the following objectives that it wants this Work to fulfill, and it will be the Contractor's obligation to ensure that the personnel the Contractor provides are qualified to perform their portions of the Work.

HRD Office of Talent Management is seeking an Industrial/Organizational (I/O) consultant to assist with test development. We are seeking two (2) valid products to be developed for: 1) Therapeutic Program Workers and 2) Administrative Professional 1 (see classification specifications Exhibits A and B). Because the intent is for State HR professionals to administer the tests on an enterprise-level, across agency lines, it is preferable the assessments be such that the state has valid and reliable alternate versions of the tests to include guidance on how to administer/select the items. Additionally, included in the scope is the job analysis and validation report.

This engagement will help DAS-HRD after the transition from a centralized civil service testing approach to a classification and/or position specific civil service examination approach at the agency level. The intention is to obtain a consultant who has experience in test development, administration, and defending tests successfully. Additionally, the objective is to train agencies' HR staff on test administration and/or scoring interpretation. Finally, the I/O consultant Contractor will provide all training material to DAS-HRD for future orientation of new staff or refresher training.

- 1.5 QUALIFICATIONS In order for the selected Offeror and its proposed candidates to be successful, it is important that they have relevant, experience in defending tests successfully, employment test development and administration, and conducting training on test administration and scoring. Specify Offeror background information/history, list any prior or current experience with the state of Ohio, list experience with the public sector, and provide overview of the areas the Offeror specializes in (primarily related to the scope of this effort) and how the Offeror plans to support this engagement. Staff must include a person(s) with I/O Psychology education and should have PhD credentials.

1. The awarded Contractor shall assemble a delivery team consisting of the Contractor's personnel or authorized agents. At a minimum, the proposed team must consist of a Project Manager/Team Lead who will manage the day to day operations of the project and all other PM duties and responsibilities as it pertains to successful completion of the project.
 2. The person(s) must be identified and expertise provided that will be involved in the project and possesses knowledge of Ohio Law(s), with respect to HB 153 and Ohio Revised Code O.R.C. 124.09 (B), 124.23(B, E, G), 124.231, 124.25, 124.26, 124.27(A, B, C), 124.31(A, B); Ohio Administrative Code O.A.C. 123:1-9-01, 123:1-9-02, 123:1-11-04, 123:1-11-05, 123:1-11-08, 123:1-15-01, 123:1-17-01, 123:1-17-02, 123:1-17-03, 123:1-17-04, 123:1-17-05, 123:1-17-09, 123:1-17-11, 123:1-23-01, 123:1-23-02, 123:1-23-03, 123:1-23-04, 123:1-23-064, 123:1-23-11 (with regard to testing).
- 1.6 **SCOPE OF WORK** HRD is seeking a comprehensive approach to bring a consultant on board to assist with the civil service testing reform. This includes developing a valid assessment for two (2) state job classifications and test administration training including scoring for agency human resource (HR) staff.

This effort will have a 4-prong approach. The first order of business will focus on engagement while the next prong will center on the creation of tailored development and training plan that will satisfy and reach the intended audience. Scheduling, delivery, and deployment aspects of this assignment will follow. The final piece will focus on sustaining the product at the conclusion of the contract, in other words providing validation reports as well as tools necessary to complete administration and scoring.

The work plan must also include a description of the Offeror's methodology for completing the type and scale of project. Include the method and approach used to manage the overall project and client correspondence. Be specific enough to demonstrate that the contractor and its project team have a clear understanding of and method to achieve the project objectives.

A. Project Tasks

Describe how the engagement proceeds from beginning to end. Provide a draft timeline that clearly identifies milestones. The Offeror should supply a high-level, time-phased schedule of work. This schedule will be refined with the State upon project initiation.

The Offeror must include a narrative description of how they will accomplish the activities described in this section.

1. **Engagement Initiation:** The contractor's engagement team leads State project sponsors and stakeholders in an engagement kickoff meeting to confirm expectations about the purpose of the engagement, the delivery approach and timelines, the amount of time and effort required from the participants, and the expected milestones and deliverables. The objectives of the meeting are focused on:
 - a. Introduction of the delivery team, roles, and responsibilities
 - b. Project goals and purpose of engagement
 - c. Explanation of the expected engagement deliverables and work products
2. **Project Management Documentation:** The deliverables for this phase will be the Project Management Documentation. Due to the abbreviated duration of this engagement, minimal documentation will include a Project Plan, Project Schedule, and weekly Project Status reports along with any additional documentation needed to support the project management function as needed (e.g., risk matrix, etc.).
3. **Delivery and deployment:** A valid assessment to be developed for two state classifications: 1) Therapeutic Program Workers (TPW) and 2) Administrative Professional 1 (AP1) including conducting job analyses for the classifications. Because the intent is for State HR professionals to administer on an enterprise-level, across agency lines, it is necessary the assessments be such that the state has valid and reliable alternate versions of the tests to include guidance on how to administer/select and score the items.
4. **Develop Final Report and tools for sustaining the work product(s):** The last task will create the project artifact documentation along with the validation report.

B. Additional Requirements

1. It will be the responsibility of the Contractor to maintain the confidentiality of the tests and limit access to the tests that are developed as they are developed through coordination with State representatives.

2. All tests, documents, reports, and training materials created by the Contractor in performance of the Contract will become the sole property of the state of Ohio, DAS. All documents created for the state of Ohio must be labeled "For Official Use Only". All documents created must be provided to DAS/HRD in an editable electronic format during and/or at the end of the Contract. Contractor shall return all written materials provided to the Contractor by DAS during the performance of this Contract not later than ten (10) business days after conclusion of the Contract. Contractor shall not duplicate or otherwise retain any copies of such documentation.

C. Deliverables

Project Artifacts			
Key Deliverable	Responsibility	Acceptance Criteria	Approval Required
Project Plan	Contractor	<p>Describes the problem or value proposition addressed by the project.</p> <p>Describes the work that will be performed.</p> <p>Identifies team members.</p> <p>Identifies the deliverables and timeline for completion.</p> <p>Contains Project Schedule and timeline for completion of all deliverables prior to contract end timeline and milestones.</p> <p>Contains acceptance criteria for deliverables.</p> <p>Contains plan for identifying and managing risk and issues.</p> <p>Must have been developed and coordinated and agreed upon by all listed resources.</p> <p>Must be delivered within two (2) days of Project kickoff meeting with the State.</p> <p>Must be completed in MS Project/Word/Visio, in other words software already owned by the State.</p>	HRD PM
Solutions Report	Contractor	Acceptance Criteria will be determined and finalized with the acceptance of the Project Plan. The Solutions Report will identify the final recommendation of the Contractor for the type and format of selection devices for the two (2) classifications' tests.	Contractor PM and HRD PM
Valid Assessments	Contractor	Acceptance Criteria will be finalized with the acceptance of the Project Plan.	HRD PM
Weekly Status Reports	Contractor	<p>Contains progress, planned activities, issues and risks.</p> <p>Will be delivered to HRD PM weekly by 12:00pm, noon, the following Monday after completing work.</p>	HRD PM
Final Validation Report	Contractor	Acceptance Criteria will be finalized with the acceptance of the Project Plan. Validation report will also include recommendations for sustaining the tests and administration and scoring for the enterprise.	Contractor PM and HRD PM

1.7 WORK PLAN Offeror's Work Plan shall describe in detail how it meets all requirements in the Scope of Work.

1.8 CONFIDENTIAL, PROPRIETARY OR TRADE SECRET INFORMATION DAS procures goods and services through a RFP in a transparent manner and in accordance with the laws of the state of Ohio. All proposals provided to DAS in response to this RFP become records of DAS and as such, will be open to inspection by the public after award unless exempt from disclosure under the Ohio Revised Code or another provision of law. Refer to section 5.1.6 in the Instructions.

1.9 REGISTRY OF OFFERORS DAS will prepare a registry of Proposals containing the name and address of each Offeror. The registry will be on the Office of Procurement Services Web site and available for public inspection after the Proposals are received.

1.10 PROPOSAL SUBMITTAL Offeror must submit both a "Technical Proposal" and a "Cost Proposal" as a part of its Proposal package. These are two separate components which shall be submitted in separate sealed envelopes/packages, clearly identified on the exterior as either "Technical Proposal" or "Cost Proposal" with CSP905715 and due date on each. Offeror must submit this signed cover page with its technical Proposal. Offeror shall mark the correct CSP number on all envelopes/packages. Refer to section 5.1.6 in the Instructions for further detail.

1.11 NUMBER OF PROPOSALS TO SUBMIT Offeror must submit one (1) original, completed and signed in blue ink, and three (3) copies for a total of four (4) Proposal packages.

2.0 EVALUATION OF PROPOSALS

2.1 MANDATORY REQUIREMENTS The following table contains items that are Mandatory Requirements for this RFP.

Determining the Offeror's ability to meet the Mandatory Requirements is the first step of the DAS evaluation process. The Offeror's response must be clearly labeled "Mandatory Requirements" and collectively contained in Tab 2 of the Offeror's Proposal in the "Offeror Required Information and Certification" section.

DAS will evaluate Tab 2 alone to determine whether the Proposal meets all Mandatory Requirements (accept/reject). If the information contained in Tab 2 does not clearly meet every Mandatory Requirement, the Proposal may be disqualified by DAS from further consideration.

TABLE 1 - MANDATORY PROPOSAL REQUIREMENTS:

Mandatory Requirements
1. Staff must include a person(s) with Industrial/Organizational Psychology education.

If the State receives no Proposals meeting all of the mandatory requirements, the State may elect to cancel this RFP.

2.2 PROPOSAL EVALUATION CRITERIA If the Offeror provides sufficient information to DAS in its Proposal, demonstrating it meets the Mandatory Requirements; the Offeror's Proposal will be included in the next step of the evaluation process which involves the scoring of the Proposal Technical Requirements (Table 3), followed by the scoring of the Cost Proposals. In the Proposal evaluation step, DAS rates the Proposals based on the following listed criteria and the weight assigned to each criterion. The possible points allowed in this RFP are distributed as indicated in the Table 2 - Scoring Breakdown.

2.3 TABLE 2 - SCORING BREAKDOWN

Criteria	Maximum Allowable Points
Proposal Technical Requirements	310 Points
Proposal Cost	150 Points
Total	460 Points

2.4 SCORE RATINGS

The scale below (0-5) will be used to rate each proposal on the criteria listed in the Technical Proposal Evaluation table.

DOES NOT MEET 0 POINTS	WEAK 1 POINT	WEAK TO MEETS 2 POINTS	MEETS 3 POINTS	MEETS TO STRONG 4 POINTS	STRONG 5 POINTS
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DAS will score the Proposals by multiplying the score received in each category by its assigned weight and adding all categories together for the Offeror's Total Technical Score in Table 3. Representative numerical values are defined as follows:

DOES NOT MEET (0 pts.): Response does not comply substantially with requirements or is not provided.

WEAK (1 pt.): Response was poor related to meeting the objectives.

WEAK TO MEETS (2 pts.): Response indicates the objectives will not be completely met or at a level that will be below average.

MEETS (3 pts.): Response generally meets the objectives (or expectations).

MEETS TO STRONG (4 pts.): Response indicates the objectives will be exceeded.

STRONG (5 pts.): Response significantly exceeds objectives (or expectations) in ways that provide tangible benefits or meets objectives (or expectations) and contains at least one enhancing feature that provides significant benefits.

2.5 TABLE 3 - TECHNICAL PROPOSAL EVALUATION

Criterion	Weight	Rating (0 to 5)	Extended Score
Offeror Profile			
Demonstrates knowledge of Ohio Law(s); Offeror must explain ability to defend tests in accordance with Ohio laws in Tab 1 of the Proposal.	10		
Offeror Prior Projects			
1. Prior Projects of similar scope and size (minimum of three (3) in past five years). Include a brief summary of the services provided for each. Complete Form 5.2.4 for each project.	8		
2. Successful experience(s) in developing, administering, and defending tests, including but not limited to, civil service tests. These experiences do not have to have occurred consecutively, but can be described as individual experiences.	15		
3. Experience providing training on test development and administration, such as job analysis, item writing, reliability and other statistical analysis, and validation documentation.	10		
Staffing Plan			
Proposed staffing team; Project Manager/Team Lead and Industrial/Organizational Psychology PhD credentialed representation who possesses knowledge of Ohio Law to defend tests.	9		
Scope of Work (Work Plan)			
Describes the work that will be performed on this project and how it will be accomplished. The Offeror presents a Work Plan that meets the Scope of Work.	10		

Total Technical Score: _____

In this RFP, DAS asks for responses and submissions from Offerors, most of which represent components of the above criteria. While each criterion represents only a part of the total basis for a decision to award the Contract to an Offeror, a failure by an Offeror to make a required submission or meet a mandatory requirement will normally result in a rejection of that Offeror's Proposal. The value assigned above to each criterion is only a value used to determine which Proposal is the most advantageous to the State in relation to the other Proposals that DAS received.

Once the technical merits of a Proposal are evaluated, the costs of that Proposal will be considered. It is within DAS' discretion to wait to factor in a Proposal's cost until after the conclusion of any interviews, presentations, demonstrations or discussions. Also, before evaluating the technical merits of the Proposals, DAS may do an initial review of costs to determine if any Proposals should be rejected because of excessive cost. DAS may reconsider the excessiveness of any Proposal's cost at any time in the evaluation process.

- 2.6 COST PROPOSAL POINTS DAS will use the information the Offeror submits on the Cost Summary Form to calculate Cost Proposal Points. DAS will calculate the Offeror's Cost Proposal points after the Offeror's total technical points are determined, using the following method:

Cost points = (lowest Offeror's cost/Offeror's cost) x Maximum Allowable Cost Points as indicated in the "Scoring Breakdown" table. "Cost" = Total Not to Exceed Cost identified in the Cost Summary section of Offeror's Proposal. In this method, the lowest cost proposed will receive the maximum allowable points.

The number of points assigned to the cost evaluation will be prorated, with the lowest accepted Cost Proposal given the maximum number of points possible for this criterion. Other acceptable Cost Proposals will be scored as the ratio of the lowest Cost Proposal to the Proposal being scored, multiplied by the maximum number of points possible for this criterion.

An example for calculating cost points, where Maximum Allowable Cost Points Value = 60 points, is the scenario where Offeror X has proposed a cost of \$100.00. Offeror Y has proposed a cost of \$110.00 and Offeror Z has proposed a cost of \$120.00. Offeror X, having the lowest cost, would get the maximum 60 cost points. Offeror Y's cost points would be calculated as \$100.00 (Offeror X's cost) divided by \$110.00 (Offeror Y's cost) equals 0.909 times 60 maximum points, or a total of 54.5 points. Offeror Z's cost points would be calculated as \$100.00 (Offeror X's cost) divided by \$120.00 (Offeror Z's cost) equals 0.833 times 60 maximum points, or a total of 50 points.

Cost Score: _____

- 2.7 FINAL STAGES OF EVALUATION The Offeror with the highest point total from all phases of the evaluation (Technical Points + Cost Points) will be recommended for the next phase of the evaluation.

Technical Score: _____ + Cost Score: _____ = Total Score: _____

If DAS finds that one or more Proposals should be given further consideration, DAS may select one or more of the highest-ranking Proposals to move to the next phase. DAS may alternatively choose to bypass any or all subsequent phases and make an award based solely on the Proposal evaluation phase.

- 2.8 REJECTION OF PROPOSALS DAS may reject any Proposal that is not in the required format, does not address all the requirements of this RFP, or that DAS believes is excessive in price or otherwise not in the interest of the State to consider or to accept. In addition, DAS may cancel this RFP, reject all the Proposals, and seek to do the Work through a new RFP or by other means.

3.0 COST SUMMARY

3.1 SUBMISSION The Cost Summary shall be submitted with the Proposal (under separate cover labeled as the Cost Proposal). All prices, costs, and conditions outlined in the Proposal shall remain fixed and valid for acceptance for 120 days, starting on the due date for Proposals. No price change shall be effective without prior written consent from DAS, Office of Procurement Services.

The Offeror's total cost for the entire Work must be represented as the firm, fixed price, for a Total Not-to-Exceed. All costs for furnishing the services must be included in the Cost Proposal.

3.2 THE OFFEROR'S FEE STRUCTURE The Contractor will be paid as proposed on the Cost Summary after the Agency approves the receipt of product(s)/services and continued completion of all deliverables. All costs must be in U.S. Dollars.

3.3 REIMBURSABLE EXPENSES None; there will be no additional reimbursement for travel or other related expenses. The State will not be responsible for any costs not identified.

3.4 BILL TO ADDRESS

Department of Administrative Services
Human Resources Division
Manager of Compensation and Workforce Planning
30 E. Broad Street, 27th Floor
Columbus, OH 43215

I/O Consultant Test Development and Training
CSP905715
UNSPSC CATEGORY CODE: 801010
BUDGET: \$150,000.00

OFFEROR: _____

Deliverable	Role/Title	Hourly Rate	Number of Hours	Cost
Project Initiation / Project Documentation				
	Subtotal			
Project Management Documentation				
	Subtotal			
Delivery and Deployment				
	Subtotal			
Final report and sustainability tool(s) presentation				
	Subtotal			
Total Not to Exceed \$150,000.00	TOTAL			

All Offerors who seek to be considered for a contract award must submit the above information in the format specified. The Original Cost Summary must be included in a separate, sealed envelope/package labeled on the exterior as "Cost Proposal" with the RFP Number and due date.

4.0 AWARD OF THE CONTRACT

- 4.1 CONTRACT AWARD DAS intends to award the Contract based on the schedule in the RFP, if DAS decides the Work is in the best interests of the State and has not changed the award date.

DAS expects the Contractor to commence the Work upon receipt of a state issued purchase order. If DAS awards a Contract pursuant to this RFP and the Contractor is unable or unwilling to commence the Work, DAS reserves the right to cancel the Contract and return to the original RFP process and evaluate any remaining Offeror's Proposals reasonably susceptible of being selected for award of the Contract. The evaluation process will resume with the next highest ranking, viable Proposal.

- 4.2 CONTRACT If this RFP results in a Contract award, the Contract will consist of this RFP including the Terms and Conditions, all forms, written addenda to this RFP, the Contractor's accepted Proposal and written authorized addenda to the Contractor's Proposal. It will also include any materials incorporated by reference in the above documents and any purchase orders and amendments issued under the Contract. The general terms and conditions for the Contract are contained in the following link:

<https://procure.ohio.gov/Zip/5.3%20Terms%20and%20Conditions.pdf>

If there are conflicting provisions between the documents that make up the Contract, the order of precedence for the documents is as follows:

1. The one-page Contract Signature Page, Form 5.2.2
2. The RFP, as addended, including the Terms and Conditions;
3. The documents and materials incorporated by reference in the RFP;
4. The Executive Order. EO2011-12K incorporated by reference in the RFP;
5. The Contractor's Proposal, as amended, clarified, and accepted by the State; and
6. The documents and materials incorporated by reference in the Contractor's Proposal.

Notwithstanding the order listed above, amendments issued after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent amendment will take precedence over anything else that is part of the Contract.

- 4.3 ECONOMIC PRICE ADJUSTMENT The Contract prices(s) will remain firm throughout the initial term of the Contract. Thereafter, prior to Contract renewal, the Contractor may submit a request to adjust their price(s) to be effective on the effective date of the Contract's renewal. No price adjustment will be permitted prior to the effective date; on purchase orders that are already being processed; or on purchase orders that have been filled.

Price increases must be supported by a general price increase in the cost of the materials/services rendered due to documented increases in the cost of related materials/services. Detailed documentation, to include a comparison list of the Contract items and proposed price adjustments must be submitted to support the requested adjustment. Supportive documentation should include, but is not limited to: copies of the old and the current price lists or similar documents which indicate the original base cost of the product to the Contractor and the corresponding adjustment, and/or copies of correspondence sent by the Contractor's supplier on the supplier's letterhead, which contain the above price information and explains the source of the adjusted costs in such areas as raw materials, freight, fuel or labor, etc.

Should there be a decrease in the cost of the finished product due to a general decline in the market or some other factor, the Contractor is responsible to notify DAS immediately. The price decrease adjustment will be incorporated into the Contract and will be effective on all purchase orders issued after the effective date of the decrease. If the price decrease is a temporary decrease, such should be noted on the invoice. In the event that the temporary decrease is revoked, the Contract pricing will be returned to the pricing in effect prior to the temporary decrease. Failure to comply with this provision will be considered as a default and will be subject to the Suspension and Termination section contained herein.

5.0 LINKS To be applicable to all Proposals and subsequent award(s), including sections named below.

5.1 Instructions

- 5.1.1 Proposal Instructions
- 5.1.2 Evaluation of Proposals
- 5.1.3 Proposal Format & Documentation Required

5.2 Forms

- 5.2.1 Offeror Required Information
- 5.2.2 Contract Signature Page
- 5.2.3 Offeror Profile
- 5.2.4 Offeror Prior Projects
- 5.2.5 Offeror's Candidate References
- 5.2.6 Offeror's Candidate Education, Training, Experience
- 5.2.7 Offeror Performance Form
- 5.2.8 Contractor/Subcontractor Affirmation and Disclosure

5.3 Terms and Conditions

- 5.3.1 Performance and Payment
- 5.3.2 Work and Contract Administration
- 5.3.3 Ownership & Handling of Intellectual Property & Confidential Information
- 5.3.4 Representations, Warranties and Liabilities
- 5.3.5 Acceptance and Maintenance
- 5.3.6 Construction
- 5.3.7 Law & Courts

5.4 ADDITIONAL RESOURCES

EOD Reporting	http://eodreporting.oit.ohio.gov/searchEODReporting.aspx
Office of Budget and Management	http://obm.ohio.gov/LandingPages/Vendor/default.aspx
Office of Procurement Services	http://procure.ohio.gov/proc/index.asp
Ohio Shared Services	http://www.ohiosharedservices.ohio.gov/Home.aspx
Ohio Business Gateway	http://business.ohio.gov/
Ohio Secretary of State	http://www.sos.state.oh.us/SOS/Businesses.aspx
Ohio Revised Code	http://codes.ohio.gov/orc/

All links are subject to change in accordance with state of Ohio laws, Ohio Revised Code, Ohio Administrative Code, Executive Orders or any other updates issued by the state of Ohio, Department of Administrative Services, and the Office of Procurement Services. It is the Offeror's responsibility to read and be aware of any changes, corrections, updates or deletions to any information included in the link(s) above.

- 6.0 Guide for Proposal Submission This guide outlines steps for submission of a Proposal in response to the advertised Request for Proposal. This guide does not contain the complete instructions for preparing and submitting a Proposal and anything stated herein shall not be considered a term or condition of the Contract. The complete instructions can be found in section 5.1.1, Proposal Instructions.
- 6.1 _____ Read the entire document, including all Web site links. Note critical items such as: Mandatory Requirements; goods or services required, submittal date and time; number of copies to submit; contract requirements; reporting requirements; minimum qualifications; read and understand the terms and conditions.
- 6.2 _____ Take advantage of the “question and answer” period specified in the schedule of events. Questions must be submitted on-line in the Inquiry Process as explained in the Instructions. See section 5.1.1, Proposal Instructions.
- 6.3 _____ Follow the format required in the RFP Instructions when preparing the response in chronological order. Provide point-by-point responses to all sections in a clear and concise manner. See section 5.1.3, Proposal Format & Documentation Required.
- 6.4 _____ Use the forms provided; i.e. Signed RFP Cover Page, Offeror Required Information, Contract Signature Page, Offeror Profile and Prior Projects, Key Personnel forms, Disclosure Form, and Cost Summary Form, See section 5.2, Forms.
- 6.5 _____ Provide complete answers/descriptions. Do not assume the State or any evaluation committee member will know what the Offeror’s capabilities are or what items/services the Offeror can provide, even if previously contracted with the State. The Proposals are evaluated based solely on the information and materials provided in the Offeror’s response.
- 6.6 _____ Check the State’s Web site for RFP addenda. It is the responsibility of the Offeror to be aware of additional information posted on the Web.
- 6.7 _____ The following documents may be submitted with the Proposal or within five (5) business days of request from the Office of Procurement Services: Affirmative Action and proof of insurance. No award will be made without this documentation. Offeror’s Proposal may be eliminated from further consideration upon failure to submit within the specified time frame
- 6.8 _____ If not a current vendor of the state of Ohio, the Offeror will download both the W-9 and Vendor Information Form and submit to Ohio Shared Services (OSS) at vendor@ohio.gov. See section 5.4, Additional Resources.
- 6.9 _____ Review and read the RFP Document again to make sure that you have addressed all requirements. Read and understand Supplements, if applicable. Offeror’s original response and the requested copies must be identical and be complete. The copies are provided to the evaluation committee members and used to score the response.
- 6.10 _____ Offeror’s response must be submitted on time. Late Proposals are never accepted. Make sure the response is labeled on the exterior of the envelope/package with the RFP# and due date, and whether the packet is for the Technical Proposal or the Cost Proposal. Do not place the Cost Proposal in the Technical Proposal.

EXHIBIT A
ADMINISTRATIVE PROFESSIONAL 1 CLASSIFICATION SPECIFICATION

STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION	<u>CLASSIFICATION SERIES</u> Administrative Professional	<u>SERIES NUMBER</u> 1687
	<u>MAJOR AGENCIES</u> All Agencies	<u>EFFECTIVE</u> 11/06/2011

SERIES PURPOSE

The purpose of the administrative professional occupation is to perform a variety of clerical, procedural & administrative tasks as principal clerical & administrative support position for supervisor &/or office staff.

At the lower level, incumbents provide general secretarial assistance through routine administrative tasks &/or provide secretarial assistance requiring training in technical terminology &/or serve as lead worker over office support staff.

At second level incumbents relieve superior of routine and administrative duties.

At the third level incumbents perform non-routine administrative tasks & provide secretarial support for the office or perform non-routine administrative tasks & act as lead worker over lower-level administrative &/or office support staff.

At the fourth level incumbents perform non-routine administrative tasks & provide secretarial support for the office, and also act as person-in-charge over lower-level secretarial &/or clerical employees in the office. NOTE: This classification is restricted to the agency executive staff defined as the top 3 layers (Director and Assistant Director are considered one layer) in the organizational structure of the agency board or commission, the Human Resources Director, Chief Legal Counsel or, the head of a regional, district or field office.

<u>JOB TITLE</u> Administrative Professional 1	<u>JOB CODE</u> 16871	<u>PAY GRADE</u> 27	<u>EFFECTIVE</u> 11/06/2011
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CLASS CONCEPT

The full performance level class works under general supervision & requires considerable knowledge of clerical functions & office procedures in order to provide general secretarial assistance by performing routine administrative tasks &/or to provide secretarial assistance in technical environment by performing routine administrative tasks &/or to act as lead worker over office support staff (e.g., office assistants, clerks, word processing specialists) & provide secretarial assistance through routine administrative tasks (i.e., independently provides explanation, orally &/or in writing, of services or activities of assigned area but does not include formulating interpretation of policies & procedures as they would apply in given situation).

<u>JOB TITLE</u> Administrative Professional 2	<u>JOB CODE</u> 16872	<u>PAY GRADE</u> 28	<u>EFFECTIVE</u> 11/06/2011
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CLASS CONCEPT

The full performance level class works under general supervision & requires considerable knowledge of agency policies & procedures regarding program activities of unit, section, division or bureau in order to relieve superior of routine administrative duties, make recommendations regarding program activities & assist in developing new procedures related to established program policy.

<u>JOB TITLE</u> Administrative Professional 3	<u>JOB CODE</u> 16873	<u>PAY GRADE</u> 30	<u>EFFECTIVE</u> 11/06/2011
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CLASS CONCEPT

The full performance level class works under direction & requires considerable knowledge of administrative policies & procedures, clerical & secretarial procedures in order to provide secretarial & non-routine administrative support (i.e., independently formulates decisions &/or judgments involving non-legal interpretation of policies & procedures as they would apply to given situation to resolve problems, to prepare correspondence &/or reports or to carry out other assignments) & if assigned, acts as lead worker over lower-level administrative &/or office support staff.

JOB TITLE

Administrative Professional 4

JOB CODE

16874

PAY GRADE

10

EFFECTIVE

11/06/2011

CLASS CONCEPT

The full performance level class works under direction & requires considerable knowledge of administrative policies & procedures, clerical & secretarial procedures in order to provide secretarial & non-routine administrative support (i.e., independently formulates decisions &/or judgments involving non-legal interpretation of policies & procedures as they would apply to given situation to resolve problems, to prepare correspondence &/or reports or to carry out other assignments). NOTE: This classification is restricted to the agency executive staff defined as the top 3 layers (Director and Assistant Director are considered one layer) in the organizational structure of the agency board or commission, the Human Resources Director, Chief Legal Counsel or, the head of a regional, district or field office and position(s) mutually agreed to through workforce planning.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Administrative Professional 1	16871	09	11/06/2011	27

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

A - Provides secretarial assistance through routine administrative tasks (i.e., independently provides explanation, orally &/or in writing, of services or activities of assigned area, but does not include formulating interpretation of policies & procedures as they would apply in given situation) (e.g., drafts & may sign simple correspondence; researches responses to inquiries; compiles data; prepares reports, gathers statistics & may compile in report form; performs research & writes reports to present straightforward information; sets up office procedures; coordinates daily work flow of office; revises content of manuals & notebooks; requisitions equipment & supplies through either agency purchasing agent or direct contact with established vendors for low cost items that are used repetitively; screens problems & obtains files & records to support same for referral & may resolve only those which do not involve interpretation or judgment of applicability of policies & procedures).
&/OR

B - Provides secretarial assistance in technical environment & transcribes, formats &/or assists in formatting, types & proofs standard &/or technical (i.e., documents requiring use of legal, medical, scientific, statistical or foreign language terminology) correspondence & reports.

& IN ADDITION TO A OR B OR IN LIEU OF A OR B,

C - Serves as lead worker over office support staff (e.g., office assistants, clerks, word processing specialists) by coordinating work flow & participating in training & evaluation on daily basis or on shift or at office where no higher level supervisor/manager is located.

Produces typed copy, to include formatting or assisting in formatting, from standard or confidential written, dictated or oral instructions & proofreads work.

Performs other clerical duties (e.g., maintains files; sorts and routes mail; answers phones & screens calls; greets visitors; orders & stocks supplies; maintains calendar; makes copies; prepares materials for mailing; prepares time reports for payroll; schedules meetings).

MAJOR WORKER CHARACTERISTICS

Knowledge of English grammar & composition; arithmetic that includes addition, subtraction, multiplication & division; records management; business communications; administrative practices & procedures*; general office practices & procedures; agency-specific office practices & procedures*. Skill in keyboarding; business office software applications (e.g., Microsoft Office); operation of personal computer & office machines (e.g., transcribing equipment, calculators). Ability to deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; interpret instructions in written or oral form; write routine business letters following standard procedures; complete routine forms or records; make appointments; arrange items in numerical or alphabetical order; move fingers easily to perform manual functions; assess questions & provide appropriate information or referral.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

1 yr. trg. or 1 yr. exp. in secretarial science or business office applications.

For positions requiring technical terminology, applicants must also have 6 mos. trg. or 6 mos. exp. in relevant technical terminology.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

May require travel to community site under contract with Department of Mental Health.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Administrative Professional 2	16872	09	11/06/2011	28

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Relieves superior of routine administrative duties, makes recommendations regarding program activities, researches & analyzes materials, information & programs, provides technical information & advice to administrators to aid in decision making, assists in developing new procedures related to established program policy, serves as liaison between administrator & subordinates, transmits decisions & directives & represents administrator at meetings & conferences.

Manages business functions of administrator's office; prepares & monitors budgets; prepares payroll; processes bills for payment; purchases supplies & equipment; keeps fiscal & personnel records; interviews prospective employees.

Performs public relations duties; researches & responds to inquiries & complaints; furnishes information & explains programs to public; works on special assignments & projects as directed; prepares reports, publications, memos & presentations for dissemination outside work unit.

MAJOR WORKER CHARACTERISTICS

Knowledge of English grammar & composition; arithmetic that includes addition, subtraction, multiplication & division; records management; business communications; administrative practices & procedures*; general office practices & procedures; agency-specific office practices & procedures*; budgeting*; government structure & process*. Skill in keyboarding; business office software applications (e.g., Microsoft Office); operation of personal computer & office machines (e.g., transcribing equipment, calculators). Ability to deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; interpret instructions in written or oral form; write routine business letters following standard procedures; compose directives, memos & other publications; complete routine forms or records; make appointments; arrange items in numerical or alphabetical order; move fingers easily to perform manual functions; assess questions & provide appropriate information or referral.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Completion of associate core coursework in secretarial science or business office applications from accredited career school or community college.

-Or 18 mos. exp. or 18 mos. trg. in secretarial/administrative professional field.

-Or 6 mos. exp. as Administrative Professional 1, 16871.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Administrative Professional 3	16873	09	11/06/2011	30

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs non-routine administrative tasks (i.e., independently formulates decisions &/or judgments involving non-legal interpretation of policies & procedures as they would apply to given situation to resolve problems, prepare correspondence &/or reports or to carry out other assignments) (e.g., responds to correspondence; reviews & summarizes fiscal &/or operational &/or personnel reports; represents supervisor at meetings or conferences with other agencies; researches & prepares data for budget inclusion; assists in writing budget justification; monitors spending & maintains fiscal records; performs personnel functions such as screening job applicants in face to face interviews; communicates decisions, directives &/or assignments to appropriate staff; represents division or agency on inter-divisional task forces or committees; reviews & summarizes reports on operations &/or fiscal &/or personnel activities; organizes conferences; coordinates acquisition & maintenance of office machines such as telephones &/or copier &/or telecopier &/or computers &/or typing equipment) & if assigned, acts as lead worker over lower-level administrative &/or office support staff.

Performs secretarial tasks (e.g., prepares confidential correspondence &/or reports; maintains confidential files; maintains calendar &/or makes travel arrangements for supervisor; takes & transcribes dictation &/or minutes of meetings; prepares payroll reports &/or timesheets); handles sensitive telephone calls; channels calls to appropriate parties for response.

Performs clerical tasks (e.g., receives, opens, logs, distributes incoming mail; answers phone & screens calls; greets & directs visitors; maintains inventory of general office supplies & orders as needed; maintains files & retrieves information); prepares routine forms; prepares records retention & disposal schedules & arranges record transfers.

MAJOR WORKER CHARACTERISTICS

Knowledge of English grammar & composition; arithmetic that includes addition, subtraction, multiplication & division; records management; business communications; administrative practices & procedures*; general office practices & procedures; agency-specific office practices & procedures*; budgeting*; government structure & process*. Skill in keyboarding; business office software applications (e.g., Microsoft Office); operation of personal computer & office machines (e.g., transcribing equipment, calculators). Ability to deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; interpret instructions in written or oral form; write routine business letters following standard procedures; complete routine forms or records; make appointments; arrange items in numerical or alphabetical order; move fingers easily to perform manual functions; assess questions & provide appropriate information or referral.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Completion of associate core coursework in secretarial science or business office applications from accredited career school or community college; 12 mos. exp. in secretarial/administrative professional field.

-Or 30 mos. exp. or 30 mos. trg. in secretarial/administrative professional field.

-Or 12 mos. exp. as Administrative Professional 2, 16872.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Administrative Professional 4	16874	EX	11/06/2011	10

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs non-routine administrative tasks (i.e., independently formulates decisions &/or judgments involving non-legal interpretation of policies & procedures as they would apply to given situation to resolve problems, prepare correspondence &/or reports or to carry out other assignments) (e.g., responds to correspondence; reviews & summarizes fiscal &/or operational &/or personnel reports; represents supervisor at meetings or conferences with other agencies; researches & prepares data for budget inclusion; assists in writing budget justification; monitors spending & maintains fiscal records; performs personnel functions such as screening job applicants in face to face interviews; communicates decisions, directives &/or assignments to appropriate staff; represents division or agency on inter-divisional task forces or committees; reviews & summarizes reports on operations &/or fiscal &/or personnel activities; organizes conferences; coordinates acquisition & maintenance of office machines such as telephones &/or copier &/or telecopier &/or computers &/or typing equipment).

Performs secretarial tasks (e.g., prepares confidential correspondence &/or reports; maintains confidential files; maintains calendar &/or makes travel arrangements for supervisor; takes & transcribes dictation &/or minutes of meetings; prepares payroll reports &/or timesheets); handles sensitive telephone calls; channels calls to appropriate parties for response.

Performs clerical tasks (e.g., receives, opens, logs, distributes incoming mail; answers phone & screens calls; greets & directs visitors; maintains inventory of general office supplies & orders as needed; maintains files & retrieves information); prepares routine forms; prepares records retention & disposal schedules & arranges record transfers.

MAJOR WORKER CHARACTERISTICS

Knowledge of English grammar & composition; arithmetic that includes addition, subtraction, multiplication & division; records management; business communications; administrative practices & procedures*; general office practices & procedures; agency-specific office practices & procedures*; budgeting*; government structure & process*. Skill in keyboarding; business office software applications (e.g., Microsoft Office); operation of personal computer & office machines (e.g., transcribing equipment, calculators). Ability to deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; interpret instructions in written or oral form; write routine business letters following standard procedures; complete routine forms or records; make appointments; arrange items in numerical or alphabetical order; move fingers easily to perform manual functions; assess questions & provide appropriate information or referral.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Completion of associate core coursework in secretarial science or business office applications from accredited career school or community college; 12 mos. exp. in secretarial/administrative professional field.

-Or 30 mos. exp. or 30 mos. trg. in secretarial/administrative professional field.

-Or 12 mos. exp. as Administrative Professional 2,16872.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

Not applicable.

EXHIBIT B
THERAPEUTIC PROGRAM WORKER CLASSIFICATION SPECIFICATION

STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION	CLASSIFICATION SERIES: Hospital Aide	SERIES NO.: 4411
	MAJOR AGENCIES: Mental Health, Mental Retardation & Developmental Disabilities, Rehabilitation and Correction, Veteran's Home	EFFECTIVE DATE: 09/25/2011

SERIES PURPOSE:
The purpose of the hospital aide occupation is to provide direct care services to clients/residents in hospitals, long term care facilities, mental health facilities and facilities housing clients/residents who have mental retardation, developmental disability.

At the first lower level, incumbents provide direct care services and assist clients/residents to function independently in self-help or daily living skills.

At the second lower level, incumbents provide training to clients/residents to function independently in self-help and/or daily living skills.

At the third and fourth levels, incumbents act as ward/module charge, residential building charge, or assistant to unit supervisor.

At the supervisory levels, incumbents oversee all activities and supervise personnel on all wards/units or one module/residential building on one assigned shift and/or in community or is responsible for all activities on all shifts for assigned facility, depending upon facility assigned.

Glossary:
Long Term Care Facilities as defined by Ohio Administrative Code rule 3701-17-07.1 (A)(2), "nursing home, other than a nursing home or part of a nursing home certified as a intermediate care facility for the mentally retarded; or a skilled nursing facility, a nursing facility, or part of the facility that is certified under Medicare or Medicaid."

Note: This series may be used within an agency/institution, hospital, community setting and/or long-term care facility.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Hospital Aide	44111	04	07/01/2003

CLASS CONCEPT:
The entry-level class works under immediate supervision & requires some knowledge of guidelines pertaining to direct care in order to provide direct care services to clients/residents.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Therapeutic Program Worker	44112	05	11/28/2004

CLASS CONCEPT:
The developmental level class works under general supervision & requires working knowledge of J.C.A.H. (i.e., Joint Council for Accreditation of Hospitals) standards for resident care or I.C.F.M.R. (i.e., Intermediate Care for Mentally Retarded) standards for resident care in order to train residents to function independently in self-help &/or daily living skills.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Hospital Aide Coordinator 1	44113	26	04/21/1991

CLASS CONCEPT:

The full performance level class works under direction & requires considerable knowledge of J.C.A.H. (i.e., Joint Council for Accreditation of Hospitals) standards for resident care or I.C.F.M.R. (i.e., Intermediate Care for Mentally Retarded) standards of resident care in order to act as ward/module charge or team leader.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Hospital Aide Coordinator 2	44114	27	04/21/1993

CLASS CONCEPT:

The full performance level class works under direction & requires considerable knowledge of J.C.A.H. (i.e., Joint Council for Accreditation of Hospitals) standards for resident care or I.C.F.M.R. (i.e., Intermediate Care for Mentally Retarded) standards of resident care in order to coordinate direct care for one assigned residential building, assist unit supervisor or train & monitor work of inmate workers.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Residential Care Supervisor 1	44116	09	09/05/1993

CLASS CONCEPT:

The first supervisory level class works under general direction & requires considerable knowledge of I.C.F.M.R. (i.e., Intermediate Care for Mentally Retarded) standards of resident care in order to supervise direct care personnel for at least one module, cottage, house, multiple living area or residential building, on at least one assigned shift, of assigned developmental center under Department of Mental Retardation & Developmental Disabilities only.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Hospital Aide Supervisor	44117	09	09/25/2011

CLASS CONCEPT:

The first supervisory level class works under general direction & requires thorough knowledge of J.C.A.H. (i.e., Joint Council for Accreditation of Hospitals) standards for consumers in order to oversee all activities & supervise on all wards or all units on one assigned shift in assigned facility, &/or in community under Department of Mental Health only.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Residential Care Supervisor 2	44118	10	09/05/1993

CLASS CONCEPT:

The second supervisory level class works under general direction & requires thorough knowledge of I.C.F.M.R. (i.e., Intermediate Care for Mentally Retarded) standards of resident care in order to oversee all activities on all modules, cottages, houses, multiple living areas or residential buildings for all assigned shifts & supervise lower-level residential care supervisors at assigned developmental center under Department of Mental Retardation & Developmental Disabilities only.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Hospital Aide	44111	04	07/01/2003	04

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides direct care services to clients/residents in hospitals or long term care facilities (e.g., feeds, dresses &/or bathes clients/residents; moves, lifts & positions clients/residents; brushes teeth; changes diapers; renders bedpans; takes vital signs; monitors sleeping clients/residents on night shift).

Makes chart entries on clients/residents development, vital statistics as monitored, unusual behavior or incidents observed on effects of medication & medical treatments administered by nursing staff, observes clients/residents to prevent injuries to themselves or others & reports patients need for medical attention.

Makes beds, cleans clients/residents rooms & maintains cleanliness & comfort of clients/residents; cleans work areas & equipment; cleans walls &/or floors; escorts clients/residents on & off grounds to scheduled appointments & activities; participates with clients/residents in recreational activities; picks up or drops off prescriptions from pharmacy; communicates with clients/residents to establish & maintain friendly & relaxed atmosphere; attends meetings & in-service training sessions pertaining to client/resident care.

MAJOR WORKER CHARACTERISTICS:

Knowledge of addition/subtraction; departmental, state & federal laws, rules & guidelines pertaining to direct care; first aid*, CPR; human relations; skill in direct care; operating lifts*; wheelchairs*; geri chairs* & electric beds*. Ability to apply principles to solve practical, everyday problems; maintain accurate vital statistic records; recognize unusual client/resident condition & take appropriate action; develop good rapport with clients/residents; demonstrate strength to move, position & lift 50-100 pounds; carry out & follow instructions in simple written & oral form.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition & subtraction & in reading, writing & speaking common English vocabulary; must be listed on Ohio Nurse Aide Registry & possess certification in CPR.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Renewal of any mandated training required by facility (e.g., C.P.R., first-aid).

UNUSUAL WORKING CONDITIONS:

Exposed to unpredictable behavior of clients/residents, human waste, dirt & dust; long periods of standing on feet; work night shift & weekends.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Therapeutic Program Worker	44112	04	11/28/2004	05

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

On assigned living area of facility, trains clients/consumers to function independently in self-help &/or daily living skills (e.g., personal hygiene, feeding, grooming, etiquette, social skills) by using variety of training techniques (e.g., behavior modification, token economy systems, hand-over-hand instruction, limit setting) according to prescribed treatment plan, institutes appropriate crisis intervention for unacceptable behavior as defined by individual treatment plan, plans leisure time activities (e.g., games, crafts, walks) to fill free time when none are scheduled by activity therapy department & assists with related scheduled activities (e.g., operates motor vehicle to transport clients/consumers to recreational, educational &/or occupational activities).

Participates directly or indirectly in development of individual client/ consumer problem-oriented treatment plans (i.e., plans designed toward rehabilitation) in cooperation with professional & para-professional staff by attending treatment & diagnostic staff meetings, participates in comprehensive evaluation meetings, writes &/or assists in writing Program Implementation Plans & recommends changes in individual treatment plans as behavior &/or progress/regression evaluations indicate.

Completes charting, documentation, records & reports (e.g., resident behavior & progress/regression in relation to treatment plan; problem areas; delivery of services to residents; reactions to medications or any unusual incidences; needs, changes or responses affecting treatment program for individual resident).

Performs variety of miscellaneous duties (e.g., provides direct care; escorts or transports clients/consumers on or off grounds to recreational, educational or occupational activities; performs light housekeeping duties in patient areas & living quarters; attends in-service training &/or educational programs; shops for or with residents for clothing &/or personal belongings).

MAJOR WORKER CHARACTERISTICS:

Knowledge of J.C.A.H. (i.e., Joint Council for Accreditation of Hospitals) standards for resident care or I.C.F.M.R. (i.e., Intermediate Care for Mentally Retarded) standards for resident care & Resident Review & Licensing Regulations*. Skill in operation of motor vehicle; direct care procedures (e.g., taking of vital signs, rendering of tub baths, appropriate lifting & positioning procedures, first aid). Ability to deal with problems involving several variables within familiar context; maintain accurate records; cooperate with co-workers; develop good rapport with residents &/or patients; demonstrate physical strength to lift 50-100 lbs.; read short sentences with concrete vocabulary.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition & subtraction & in reading, writing & speaking common English vocabulary.

For positions that require operation of motor vehicle to transport consumers to recreational, educational &/or occupational activities, a valid driver's license is required.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Renewal of any mandated training required by facility (e.g., C.P.R., first-aid).

UNUSUAL WORKING CONDITIONS:

May be exposed to maladjusted residents or dangerous inmates; may be required to work 2nd or rotating shifts; may require travel to community site under contract with Department of Mental Health.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Hospital Aide Coordinator 1	44113	04	04/21/1991	26

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

In mental health facility, for one assigned ward or unit, acts as ward charge or team leader (e.g., provides training & direction to other direct care staff personnel; makes rounds of assigned area to assess needs of consumers & sees needs are provided for; monitors assigned area to maintain therapeutic environment regarding sanitation & life safety; monitors consumers appointments to ensure consumers reach their appointments; is held accountable for knowing all consumers whereabouts) & provides basic unskilled nursing care to & habilitative training for consumers (e.g., teaches & assists consumers to develop personal hygiene, grooming, interpersonal & social skills to improve their stay &/or prepare them for community living).

OR

In developmental center (i.e., under Department of Mental Retardation/ Developmental Disabilities), for one assigned module, acts as module charge or team leader (e.g., provides training & direction to other direct care staff personnel; makes rounds of assigned area to assess needs of clients & sees needs are provided for; monitors assigned area to maintain therapeutic environment regarding sanitation & life safety; monitors clients appointments to ensure clients reach their appointments; is held accountable for knowing all clients whereabouts) & provides direct care to & habilitative training for clients (e.g., teaches & assists clients to develop personal hygiene, grooming, interpersonal & social skills to improve their stay &/or prepare them for community living).

Makes chart entries on client/consumer development, vital statistics as monitored, unusual behavior or incidents observed & on effects of medication & medical treatments administered by nursing staff, observes clients/consumers to prevent injuries to themselves or others & reports client/consumer need for medical attention.

Participates in new employee orientation; assigns work to direct care staff; ensures that Individual Habilitation Plans are being properly implemented & participates in IHP process by providing input; ensures that charting & documentation of process &/or behavior is thoroughly completed; escorts &/or arranges staff to accompany clients/consumers on/off grounds to appointments or activities; attends meetings & in-service training; communicates with client's/consumer's families & clients/consumers; takes inventory of client's/consumer's personal belongings.

MAJOR WORKER CHARACTERISTICS:

Knowledge of facility, state & federal guidelines pertaining to direct resident care*; addition/subtraction. Skill in direct care procedures (e.g., taking vital signs, rendering bed pans). Ability to read short sentences with concrete vocabulary; develop good rapport with clients/consumers & cooperate with co-workers; recognize unusual or threatening conditions & take appropriate action; deal with problems involving few variables within familiar context; demonstrate physical fitness to lift 50-100 lbs.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

12 mos. trg. or 12 mos. exp. in providing direct care to patients &/or in participating in development &/or carrying out of patients habilitative/treatment plans, preferably for patients who were mentally retarded, developmentally disabled or mentally ill.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Renewal of any mandated training (e.g., first aid, C.P.R.) required by facility or agency.

UNUSUAL WORKING CONDITIONS:

May be exposed to unpredictable behavior of clients/residents; may work 2nd or 3rd shift & weekends.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Hospital Aide Coordinator 2	44114	04	04/21/1991	27

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

In developmental center (i.e., under Department of Mental Retardation/Developmental Disabilities) is responsible for overseeing & coordinating direct care & habilitative training activities for one residential building (i.e., schedules staff for adequate coverage; ensures clients preparation for medication or treatment; makes rounds to ensure programmatic & health care needs of clients are met; ensures proper charting & documenting of clients' progress &/or behavior).

OR

In mental health facility, assists unit supervisor in making work assignments, in training & monitoring staff & in ensuring compliance with treatment plans & unit & hospital policy & oversees maintenance of sanitation & safety for all wards or all units for one entire shift & scheduling staff to ensure adequate coverage on all three shifts (i.e., monitors ward area to maintain therapeutic environment & makes inspections; assigns staff on daily basis as needed; schedules overtime as needed according to policy; assigns staff to accompany consumers to off-grounds appointments & secures drivers as needed; works on ward in absence of other workers; makes rounds to assess needs of consumers; provides instruction & training to staff).

OR

In clinic or hospital of adult correctional facility, trains & monitors work of inmate workers in providing direct care &/or basic treatments to physically &/or mentally ill patients & in maintenance of sanitation & comfort of patient environment (e.g., bathing, grooming, rendering bedpans, carrying & moving large objects such as kitchen trays, trash &/or laundry bags, cleaning floors) & participates in related patient care activities (e.g., inspects area for adherence to fire, safety & escape procedures, assists supervisor in ensuring patients swallow pills or in rendering of treatments prescribed by medical authority).

Prepares &/or maintains various documentation concerning assigned area & clients/consumers (e.g., keeps inmates or employee time; gives shift report to oncoming shift of client/consumer status & records status changes; prepares unusual incident reports; documents treatment changes; completes orders for assigned area supplies or clothing; records vital signs taken; records client/consumer responses to medications & treatments; records food intake of client/consumer; records client/consumer relationship to other clients/ consumers in group activities; prepares reports regarding general area & staffing operations; maintains inventory of controlled drugs in adult correctional facility; assists in equipment & supply acquisition).

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles/techniques*; employee training & development; agency or hospital policies & procedures regarding patient care activities; human relations*. Skill in direct care procedures (e.g., taking of vital signs; rendering of tub baths; appropriate lifting & positioning procedures; first aid). Ability to maintain accurate records; gather, collate & classify information about data, people or things; establish friendly atmosphere with patient as supervisor of work area; understand technical manuals & verbal instructions regarding patient care; prepare meaningful, concise & accurate reports.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

18 mos. trg. or 18 mos. exp. in providing unskilled nursing care to patients &/or in participating in development &/or carrying out of patients' habilitation/treatment plans.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Renewal of any mandated training (e.g., first aid, C.P.R.) required by facility or agency.

UNUSUAL WORKING CONDITIONS:

May be exposed to dangerous inmates or maladjusted or violent clients/consumers; may be required to work 2nd or 3rd shift & weekends.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Residential Care Supervisor 1	44116	EX	09/05/1993	09

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

In developmental center, under Department of Mental Retardation & Developmental Disabilities, for at least one module, cottage, house, multiple living area or residential building, on at least one assigned shift, supervises direct care personnel (e.g., Hospital Aide Coordinators, Therapeutic Program Workers), serves as team member for policy development & implementation of work rules, ensures compliance with Medicaid standards & labor contract rules, resolves labor disputes/matters at first step level, refers employees to Employee Assistance Program Coordinator, is responsible for staff training & in-servicing on new policies &/or procedures & other rules & regulations, monitors implementation of Individual Habilitation Plans for persons with mental retardation to ensure they are followed & carried out, completes & signs employee performance evaluations, assures attendance of direct care staff at team meetings to develop/revise Individual Habilitation Plans for their assigned residents & ensures adequate staff coverage (e.g., schedules & assigns available relief staff, part-time staff & overtime staff; maintains required minimum staff coverage; aligns relief staff in order of seniority; fills out payroll, overtime & daily employee work schedules).

Reviews written documentation regarding resident behavior response & progress as they relate to Individual Habilitation Plan for each assigned resident (e.g., 30 day/90 day & annual reviews; unusual incident reports; client funds; use of restraints; Medicaid surveys), reviews requests for clothing purchases & actual purchases or assigns to direct care staff, reviews & processes staff incident reports & determines whether additional action is needed, checks staff log books to ensure completeness, is responsible for written documentation regarding assigned residents & checks staff's time & attendance.

Participates in Individual Habilitation Program/Plans meetings & attends unit managers' meetings; reviews restraint records to assure proper procedures have been followed; completes census reports; investigates & reports all major incidents; ensures staff compliance with treatment habilitation plans; relieves supervisors of other units upon request; maintains supplies & acquisitions of necessary equipment.

MAJOR WORKER CHARACTERISTICS:

Knowledge of I.C.F./M.R. (i.e., Intermediate Care Facility Mentally Retarded) standards of resident care, O.D.M.R./D.D. policies & developmental center policies*; supervisory principles/techniques*; employee training & development*; agency or facility policies & procedures regarding patient care activities; human relations. Skill in direct care procedures (e.g., taking of vital signs; rendering of tub baths; appropriate lifting & positioning procedures; first aid). Ability to prepare & maintain accurate records; understand technical manuals & verbal instructions regarding patient care; gather, collate & classify information about data, people or things; prepare meaningful, concise & accurate reports; cooperate with co-workers on group projects; establish friendly atmosphere as supervisor of work area.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

24 mos. trg. or 24 mos. exp. in providing care to patients &/or in participating in development &/or carrying out of patients' habilitation plans & preferably for those who had mental retardation &/or developmental disabilities or mental disability, & in implementing & carrying out same.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be exposed to residents who have maladjustment or display violence; may be required to work weekends & evening shift or at off ground locations.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Hospital Aide Supervisor	44117	EX	09/25/2011	09

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

In mental health facility &/or in community, is responsible for overseeing all activities on all wards or all units on one assigned shift & trains &/or orients staff (e.g., instructs regarding crisis situations; provides & clarifies work rules & procedures), makes rounds to ensure consumers' needs are met, reviews & ensures appropriate charting & documentation, evaluates sanitation & safety of environment, reviews goals, ensures staff compliance with treatment/habilitation plans & hospital policies, investigates consumer inquiries, escapes &/or other unusual incidences, completes & signs employee performance evaluations, oversees assigned staff's preparation for participation in interdisciplinary team meetings when applicable & ensures adequate staff coverage (i.e., staff schedules, recommends/authorizes requests for leaves).

Prepares &/or maintains various area & consumer related documentation (e.g., charts entries on consumer development, progress of habilitation plans, vital statistics, unusual behavior or incidents observed; keeps employee time & sick leave; prepares unusual incident reports of incidences observed; compiles supply orders & orders unit supplies; acquisitions equipment; reports deviations from established procedures to supervisor; maintains supply inventories; reviews restraints records to ensure proper procedures were followed; completes census reports; prepares repair requisitions; prepares monthly report for supervisor regarding employee use of time; reports safety hazards to appropriate department head for necessary action; reports apparent medical problems to registered nurse).

Performs various consumer or area related miscellaneous tasks (e.g., assists in unit emergency such as fire or "acting out" behavior; attends &/or assigns staff to attend training meetings & programs; attends interdisciplinary team meetings to participate in habilitation plan development; conducts/attends staff meetings to communicate regarding unit operations; participates in group &/or family counseling sessions; communicates with community agencies; relieves supervisors of other units upon request); provides staff training & in servicing on new policies, procedures, work rules & regulations.

Communicates with consumers to establish & maintain friendly & relaxed atmosphere, encourages independent functioning & participates in implementation of consumer habilitation plans as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles/techniques*; employee training & development; agency or state policies & procedures regarding patient care activities; direct care procedures (e.g., taking of vital signs; rendering bed pans; bathing; lifting & positioning procedures). Ability to deal with problems involving several variables within familiar context; maintain accurate records; gather, collate & classify information about data, people or things; establish friendly atmosphere with consumers, residents &/or subordinates as supervisor of work unit; understand technical manuals & verbal instructions regarding patient/consumer care.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

24 mos. trg. or 24 mos. exp. in providing direct care to patients &/or in participating in development &/or carrying out of habilitation/treatments plans preferably for patients who were either mentally retarded, developmentally disabled or mentally ill; 6 mos. trg. or 6 mos. exp. as ward charge or team leader with responsibility for ensuring other workers performed their duties & ensuring safety & sanitation of assigned work area. If assigned to operate vehicles regulated by Section 4506.01 of Revised Code, applicants must also have commercial driver's license.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be exposed to unpredictable & sometimes aggressive behavior of clients/consumers; may be required to work 2nd or 3rd shift & weekends; may work variable schedule.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Residential Care Supervisor 2	44118	EX	09/05/1993	10

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

In assigned developmental center (i.e., under Department of Mental Retardation/Developmental Disabilities) is responsible for overseeing all activities on all modules, cottages, houses, multiple living areas or residential buildings on all assigned shifts, supervises lower-level residential care supervisors & trains &/or orients staff (e.g., instructs regarding crisis situations; provides & clarifies work rules & procedures), makes rounds to ensure clients' needs are met, reviews & ensures appropriate charting & documentation, evaluates sanitation & safety of environment, reviews goals, ensures staff compliance with treatment/habilitation plans & developmental center policies, investigates client inquiries, escapes &/or other unusual incidences, completes & signs employee performance evaluations, oversees assigned staff's preparation for participation in interdisciplinary team meetings when applicable & ensures adequate staff coverage (i.e., staff schedules; recommends/authorizes requests for leaves).

Prepares &/or maintains various area & patient related documentation (e.g., charts entries on consumer development; progress of habilitation plans; vital statistics; unusual behavior or incidents observed; keeps employee time & sick leave; prepares unusual incident reports of incidences observed; compiles supply orders & orders unit supplies; acquisitions equipment; reports deviations from established procedures to supervisor; maintains supply inventories; reviews restraints records to ensure proper procedures were followed; completes census reports; prepares repair requisitions; prepares monthly report for supervisor regarding employee use of time; reports safety hazards to appropriate department head for necessary action; reports apparent medical problems to registered nurse).

Performs various client/consumer or area related miscellaneous tasks; attends &/or assigns staff to attend training meetings & programs; attends interdisciplinary team meetings to participate in habilitation plan development; conducts/attends staff meetings to communicate regarding unit operations; participates in group &/or family counseling sessions; communicates with community agencies; relieves supervisors of other units upon request; provides staff training & in servicing on new policies, procedures, work rules & regulations.

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles/techniques*; employee training & development; agency or state policies & procedures regarding patient care activities; direct care procedures (e.g., taking of vital signs; rendering bed pans; bathing; lifting & positioning procedures). Ability to deal with problems involving several variables within familiar context; maintain accurate records; gather, collate & classify information about data, people or things; establish friendly atmosphere with consumers, residents &/or subordinates as supervisor of work unit; understand technical manuals & verbal instructions regarding patient/consumer care.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

24 mos. trg. or 24 mos. exp. in providing direct care to patients &/or in participating in development &/or carrying out of habilitation/treatment plans for patients who had either mental retardation, developmental disabilities or mental disability, 6 mos. of required training &/or experience should have been as ward charge or team leader with responsibility for ensuring other workers performed their duties & ensuring safety of sanitation of assigned work area.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be exposed to clients/consumers who display unpredictable & sometimes aggressive behavior; may be required to work 2nd or 3rd shift & weekends; may work variable schedule.