



Southwest Health and Human Services
Board Agenda
Wednesday, April 17, 2019
Commissioners Room
Government Center, 2nd Floor
Marshall
9:00 a.m.

HUMAN SERVICES

- A. Call to order
- B. Pledge of Allegiance
- C. Consent Agenda
 - 1. Amend/Approval of Agenda
 - 2. Identification of Conflict of Interest
 - 3. Approval of 3/20/19 board minutes
- D. Introduce New Staff: Christine Cauwels, Network Systems Administrator, Marshall
- E. Employee Recognition:
 - Kay Dardis, 5 years, Eligibility Worker, Marshall
 - Stephanie Bengtson, 5 years, Social Worker, Redwood Falls
- F. Financial

HUMAN SERVICES (cont.)

G.	Caseload	<u>3/19</u>	<u>3/18</u>	<u>2/19</u>	<u>1/19</u>
	Social Service	3,734	3,749	3,755	3,755
	Licensing	456	455	453	454
	Out-of-Home Placements	170	189	163	165
	Income Maintenance	11,772	12,069	11,868	11,793
	Child Support Cases	3,255	3,281	3,251	3,251
	Child Support Collections	\$791,182	\$822,806	\$725,149	\$753,378
	Non IV-D Collections	\$100,342	\$178,050	\$109,461	\$44,648

H. Discussion/Information

1. Child Abuse Prevention Month- Erin Klumper, Kristin Malin & Mandy Holzapfel

I. Decision Items

1. Income Maintenance Policy 3- Burial and Cremation Policy

COMMUNITY HEALTH

J. Call to order

K. Consent Agenda

1. Amend/Approval of Agenda
2. Identification of Conflict of Interest
3. Approval of 3/20/19 board minutes

L. Financial

COMMUNITY HEALTH (cont.)

M. Caseload	<u>3/19</u>	<u>2/19</u>	<u>1/19</u>
WIC	N/A	2022	2040
Family Home Visiting	24	33	52
PCA Assessments	14	11	14
Managed Care	254	216	281
Dental Varnishing	11	8	4
Refugee Health	4	0	1
Latent TB Medication Distribution	7	10	24
Water Tests	71	84	142
FPL Inspections	47	31	45
Immunizations	66	32	79
Car Seats	26	10	20

N. Discussion/Information

1.

O. Decision Items

1. Environmental Health Policy 1- Licensed Establishment Complaint Procedure
2. Environmental Health Policy 2- Inspection Frequency
3. Environmental Health Policy 3- MHP-RCA Inspection Frequency
4. Environmental Health Policy 4- Foodborne/Waterborne Investigation
5. Environmental Health Policy 5- Environmental Health Inspection Policy
6. Environmental Health Policy 6- Food and Beverage Inspection Follow-up
7. Environmental Health Policy 7- Lodging Inspection Follow-up
8. Environmental Health Policy 8- Food Safety Short/Long Term Corrective Action
9. Environmental Health Policy 10- HACCP Verification & Validation
10. Environmental Health Policy 11- Replacement of Domestic Equipment in Licensed Establishments
11. Environmental Health Policy 12- Active Managerial Control
12. Environmental Health Policy 13- Long Term Corrective Action
13. Environmental Health Policy 17- Pool YC MHP-RCA Inspection Follow-up

GOVERNING BOARD

P. Call to order

Q. Consent Agenda

1. Amend/Approval of Agenda
2. Identification of Conflict of Interest
3. Approval of 3/20/19 board minutes

R. Financial

S. Human Resources Statistics

	<u>3/19</u>	<u>3/18</u>	<u>2/19</u>	<u>1/19</u>
Number of Employees	235	242	237	233
Separations	4		3	1

T. Discussion/Information

1. 2018 DHS Financial Reporting

U. Decision Items

1. Christine Cauwels, Network Systems Administrator, probationary appointment (12 months), \$65,000 annually, effective 04/15/2019
2. Danielle Ogren, County Agency Social Worker, probationary appointment (6 months), \$23.59 hourly, effective 4/29/2019
3. Request for Child Support Officer
4. Wellness Committee Preventive Incentive and Massages
5. Slayton copier replacement lease & state printer replacements
6. Donations: Wells Fargo donated baby items for infants/families in need
7. Contracts

V. Adjournment

Next Meeting Dates:

- **Wednesday, May 15, 2019 – Marshall**
- **Wednesday, May 15, 2019 – Finance Committee Meeting following board**
- **Wednesday, June 19, 2019 – Marshall**
- **Wednesday, July 17, 2019 – Marshall**

SOUTHWEST HEALTH & HUMAN SERVICES

Ivanhoe, Marshall, Slayton, Pipestone, Redwood and Luverne Offices

SUMMARY OF FINANCIAL ACCOUNTS REPORT

For the Month Ending:

March 31, 2019

* Income Maintenance * Social Services * Information Technology * Health *

Description	Month	Running Balance	
BEGINNING BALANCE		\$1,944,660	
RECEIPTS			
Monthly Receipts	2,499,700		
County Contribution	58,688		
Interest on Savings	5,779		
TOTAL MONTHLY RECEIPTS		2,564,167	
DISBURSEMENTS			
Monthly Disbursements	3,402,357		
TOTAL MONTHLY DISBURSEMENTS		3,402,357	
ENDING BALANCE		\$1,106,470	
REVENUE			
<i>Checking/Money Market</i>	<i>\$1,106,470</i>		
<i>SS Benefits Checking</i>	<i>\$11,685</i>		
<i>Bremer Savings</i>	<i>\$1,353,520</i>		
<i>Great Western Bank Savings</i>	<i>\$75,000</i>		
<i>Investments - MAGIC Fund</i>	<i>\$1,012,353</i>		
ENDING BALANCE		\$3,560,027	March 2018 Ending Balance \$2,727,843
DESIGNATED/RESTRICTED FUNDS			
Agency Health Insurance		\$996,672	March 2018 Ending Balance \$734,591
LCTS Lyon Murray Collaborative		\$107,006	
LCTS Rock Pipestone Collaborative		\$53,988	
LCTS Redwood Collaborative		\$76,798	
Local Advisory Council		\$1,155	March 2018 Ending Balance
AVAILABLE CASH BALANCE		\$2,324,408	\$1,971,990

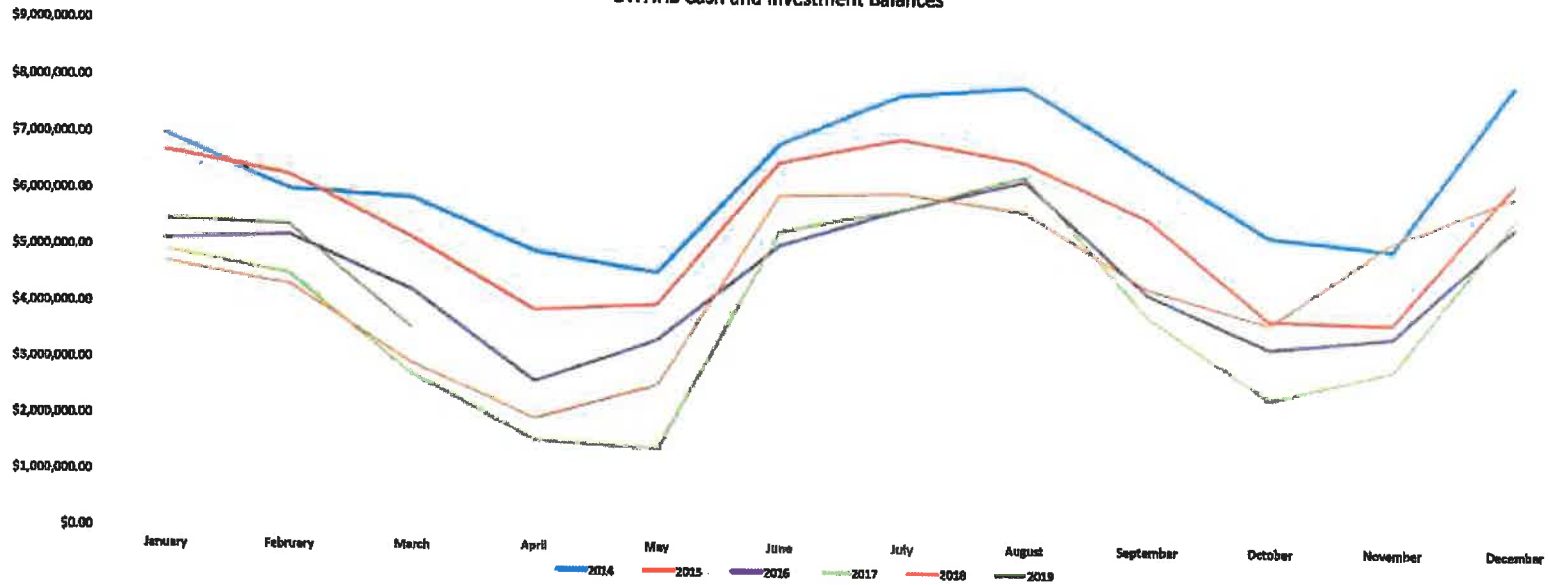
REVENUE DESIGNATION



SWHHS
Total Cash and Investment Balance by Month - All Funds

	January	February	March	April	May	June	July	August	September	October	November	December	Average for Year	Average for Jan-Mar
2014	\$6,981,225.27	\$6,024,756.16	\$5,888,424.32	\$4,851,063.48	\$4,536,515.25	\$6,663,362.61	\$7,769,372.24	\$7,943,228.69	\$6,829,328.28	\$5,326,638.85	\$5,113,269.32	\$6,050,539.23	\$6,347,314.41	\$6,298,469.25
2015	\$6,877,478.44	\$6,283,614.63	\$5,177,699.60	\$3,807,688.99	\$4,019,146.99	\$6,560,422.95	\$8,992,523.27	\$6,614,413.77	\$5,631,267.68	\$3,840,912.52	\$3,805,455.22	\$6,311,344.26	\$5,465,155.71	\$6,046,230.96
2016	\$5,132,902.00	\$5,204,953.26	\$4,248,893.55	\$2,626,629.20	\$3,394,917.21	\$5,088,797.66	\$5,750,865.99	\$6,275,434.87	\$4,290,910.19	\$3,346,309.75	\$3,590,416.88	\$5,533,701.83	\$4,537,719.39	\$4,881,516.27
2017	\$4,926,902.34	\$4,524,066.02	\$2,727,761.26	\$1,578,173.97	\$1,451,685.61	\$5,337,653.73	\$5,734,667.06	\$6,366,664.57	\$3,893,362.07	\$2,417,547.50	\$2,082,222.15	\$5,884,746.63	\$3,968,778.68	\$4,059,573.21
2018	\$4,721,044.88	\$4,333,938.53	\$2,695,776.10	\$1,885,449.62	\$2,570,090.71	\$5,977,407.40	\$6,033,328.24	\$5,731,633.62	\$4,391,517.44	\$3,775,189.59	\$5,252,355.36	\$6,085,906.40	\$4,461,140.24	\$3,996,917.84
2019	\$5,466,306.08	\$5,390,753.05	\$3,580,027.40										\$4,806,360.18	\$4,806,360.18

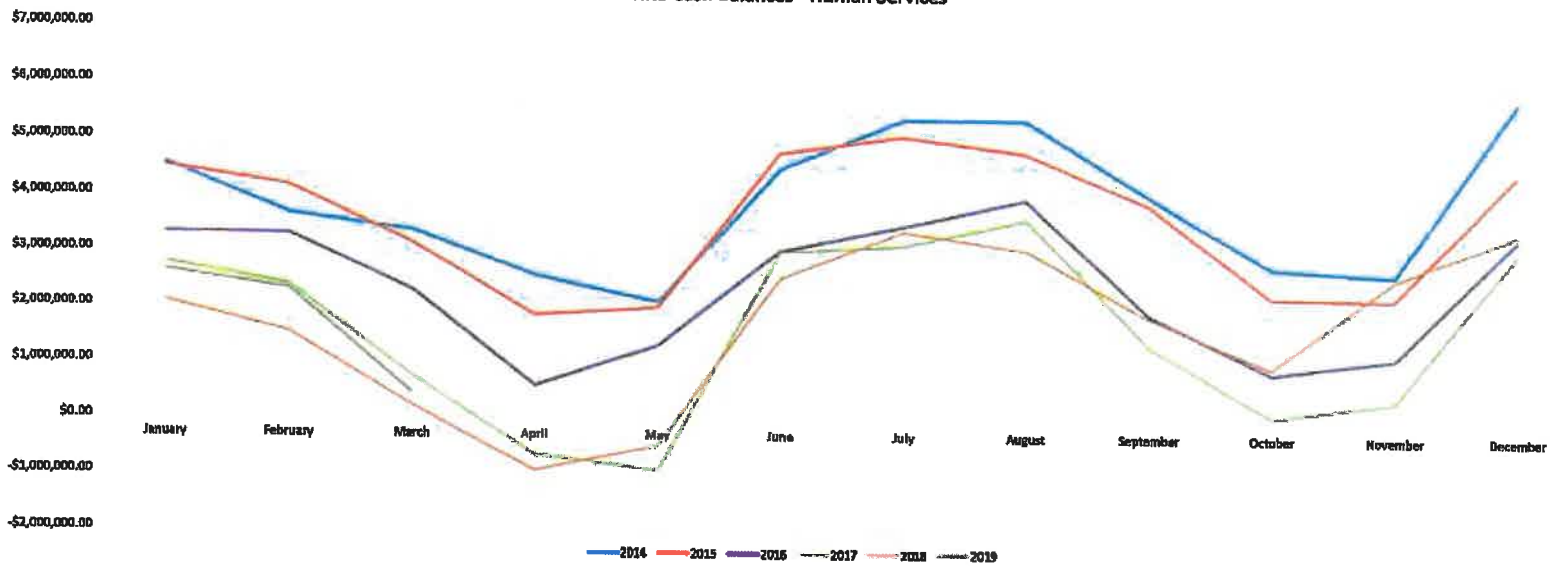
SWHHS Cash and Investment Balances



SWHHS
Total Cash and Investment Balance by Month - Human Services

	January	February	March	April	May	June	July	August	September	October	November	December	Average for Year	Average for Jan-Mar
2014	\$4,524,112.48	\$3,529,525.88	\$3,337,280.84	\$2,518,145.82	\$2,049,972.92	\$4,463,844.09	\$5,363,273.11	\$5,365,874.18	\$4,025,227.41	\$2,740,775.93	\$2,617,748.10	\$5,760,212.52	\$3,866,341.79	\$3,830,343.10
2015	\$4,463,244.86	\$4,128,886.35	\$3,114,955.80	\$1,905,842.78	\$1,948,746.17	\$4,743,405.88	\$5,052,792.79	\$4,776,068.68	\$3,888,016.53	\$2,206,062.85	\$2,192,119.16	\$4,467,384.13	\$3,563,943.81	\$3,902,288.80
2016	\$3,281,407.50	\$3,262,874.15	\$2,255,786.09	\$544,625.71	\$1,271,340.11	\$2,991,321.29	\$3,454,355.54	\$3,941,449.89	\$1,888,675.07	\$854,485.14	\$1,125,661.79	\$3,301,841.82	\$2,347,788.02	\$2,933,299.25
2017	\$2,721,514.18	\$2,337,060.47	\$710,588.71	-\$876,584.48	-\$945,146.15	\$2,972,035.88	\$3,098,420.77	\$3,583,641.98	\$1,322,585.71	\$84,999.26	\$377,552.65	\$3,035,263.96	\$1,552,362.72	\$1,923,187.79
2018	\$2,027,812.89	\$1,484,259.33	\$191,366.90	-\$965,731.97	-\$801,975.29	\$2,490,788.49	\$3,357,738.65	\$3,035,638.30	\$1,833,134.33	\$948,462.40	\$2,542,047.76	\$3,397,033.22	\$1,653,402.17	\$1,234,479.71
2019	\$2,681,063.09	\$2,265,158.91	\$406,973.82											

SWHHS Cash Balances - Human Services

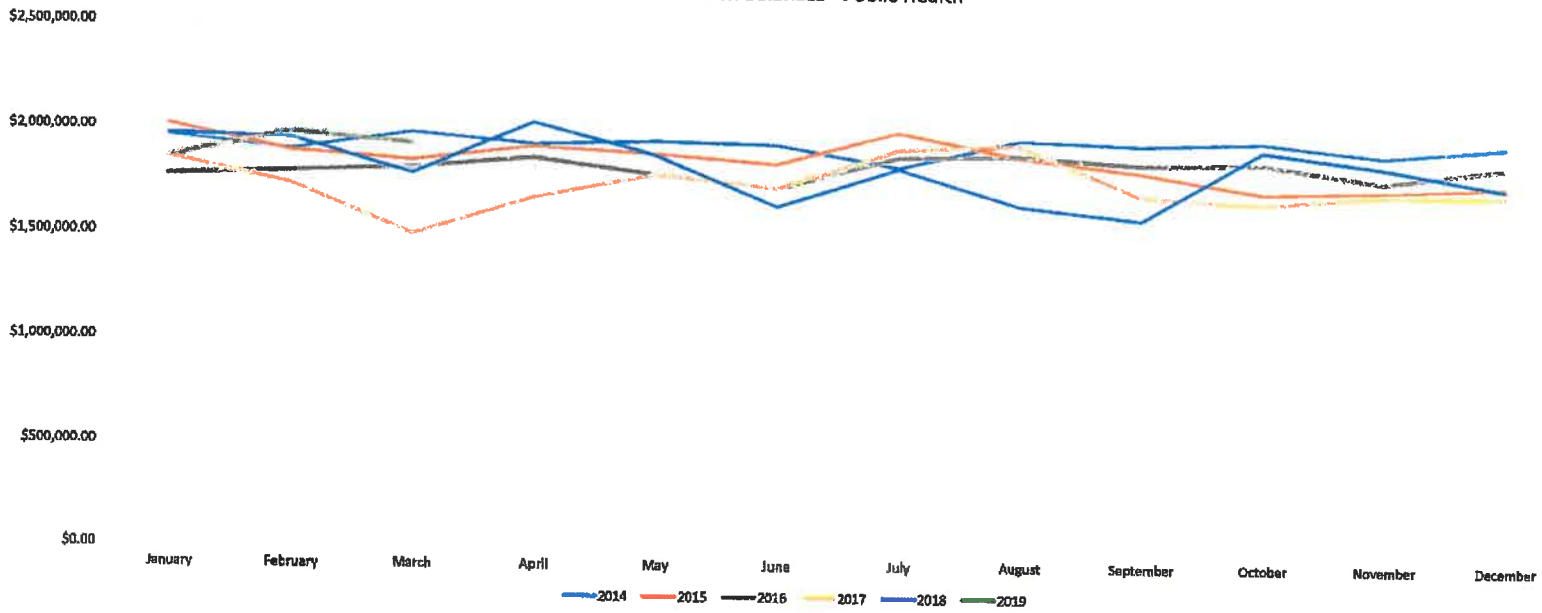


SWHHS
Total Cash and Investment Balance by Month - Public Health Services

	January	February	March	April	May	June	July	August	September	October	November	December
2014	\$1,952,948.48	\$1,888,115.47	\$1,972,829.09	\$1,819,040.73	\$1,935,610.76	\$1,923,130.89	\$1,822,889.93	\$1,953,891.09	\$1,834,989.18	\$1,854,898.64	\$1,894,110.16	\$1,942,821.40
2015	\$2,005,674.71	\$1,882,681.89	\$1,841,149.62	\$1,906,754.95	\$1,878,427.45	\$1,832,806.45	\$1,987,157.33	\$1,874,490.47	\$1,808,827.22	\$1,714,883.10	\$1,730,980.59	\$1,755,482.75
2016	\$1,787,113.43	\$1,788,985.60	\$1,807,700.34	\$1,854,929.75	\$1,779,529.15	\$1,718,935.64	\$1,869,440.04	\$1,880,565.32	\$1,844,832.32	\$1,854,298.98	\$1,772,886.81	\$1,845,353.91
2017	\$1,847,930.47	\$1,728,483.73	\$1,494,923.91	\$1,667,703.90	\$1,778,699.76	\$1,720,044.88	\$1,903,354.71	\$1,930,710.27	\$1,885,805.50	\$1,683,881.45	\$1,709,289.13	\$1,709,425.15
2018	\$1,982,214.72	\$1,943,637.75	\$1,780,622.98	\$2,023,315.56	\$1,870,382.57	\$1,633,344.08	\$1,816,127.45	\$1,643,850.72	\$1,584,218.99	\$1,914,783.23	\$1,842,417.33	\$1,743,838.48
2019	\$1,851,277.80	\$1,972,764.31	\$1,918,434.61									

Average for Year
\$1,924,597.82
\$1,851,214.87
\$1,815,214.11
\$1,737,349.16
\$1,813,230.15

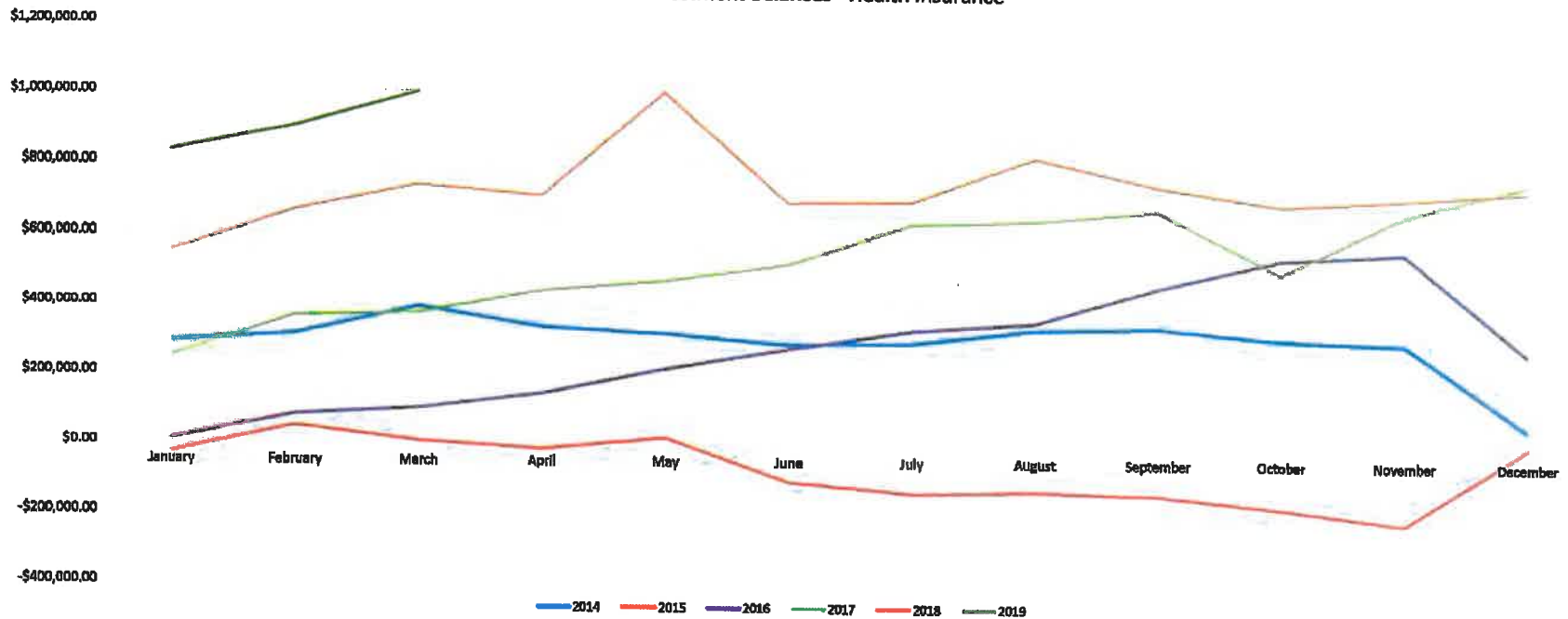
SWHHS Cash Balances - Public Health



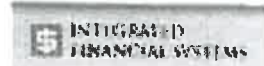
SWHHS
Total Cash Balance by Month - Health Insurance

	January	February	March	April	May	June	July	August	September	October	November	December	Average for Year
2014	\$285,358.82	\$308,046.30	\$387,969.08	\$330,278.67	\$312,752.08	\$283,535.78	\$290,484.90	\$330,401.57	\$338,896.39	\$307,534.98	\$295,838.28	\$52,721.51	\$293,636.53
2015	-\$33,351.13	\$43,792.99	\$830.08	-\$19,886.02	\$13,868.59	-\$109,949.59	-\$141,430.74	-\$134,243.27	-\$141,678.96	-\$178,110.32	-\$221,023.86	\$0.00	-\$76,748.52
2016	\$4,898.43	\$75,942.80	\$95,153.51	\$139,472.05	\$210,788.36	\$270,893.34	\$325,843.77	\$350,734.02	\$455,033.16	\$538,192.07	\$558,493.11	\$269,062.28	\$274,517.08
2017	\$243,431.96	\$360,090.41	\$369,063.91	\$436,168.38	\$465,168.83	\$514,005.00	\$629,735.43	\$640,875.17	\$673,434.33	\$497,527.63	\$685,075.30	\$753,857.36	\$520,702.81
2018	\$547,461.08	\$661,779.28	\$734,590.63	\$705,226.64	\$988,994.04	\$688,218.46	\$693,431.75	\$820,833.21	\$742,653.73	\$690,065.54	\$709,870.88	\$736,904.37	\$727,502.48
2019	830,786.85	898,632.50	995,671.64										

SWHHS Cash and Investment Balances - Health Insurance



Southwest Health and Human Services

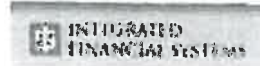


Treasurer's Cash Trial Balance

As of 03/2019

<u>Fund</u>	<u>Beginning Balance</u>	<u>This Month</u>	<u>YTD</u>	<u>Current Balance</u>
1 Health Services Fund				
	1,741,705.40			
Receipts		322,895.05	1,126,167.76	
Disbursements		58,021.25-	200,723.29-	
Payroll		319,203.50-	748,715.26-	
Fund Total		54,329.70-	176,729.21	1,918,434.61
5 Human Services Fund				
	410			
	897.64			
Receipts		49,927.01	149,542.43	
Disbursements		58,639.86-	148,695.81-	
Payroll		16,835.74-	44,610.82-	
Dept Total		25,548.59-	43,764.20-	42,866.56-
5 Human Services Fund				
	420			
	1,824,182.45-			
Receipts		296,615.07	1,268,966.07	
Disbursements		340,948.01-	798,632.57-	
Payroll		485,083.36-	1,160,540.87-	
Dept Total		529,416.30-	690,207.37-	2,514,389.82-
5 Human Services Fund				
	431			
	8,246,573.56			
Receipts		643,431.36	2,420,567.13	
Disbursements		110,745.74-	457,758.53-	
SSIS		874,628.80-	1,922,571.64-	
Payroll		947,476.54-	2,254,774.93-	
Dept Total		1,289,419.72-	2,214,537.97-	6,032,035.59
5 Human Services Fund				
	461			
	3,026,319.53-			
Receipts		1,346.25	8,015.25	
Disbursements		0.00	43.70-	
Payroll		16,146.73-	50,457.41-	
Dept Total		14,800.48-	42,485.86-	3,068,805.39-

Southwest Health and Human Services



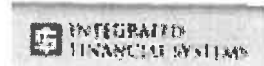
Treasurer's Cash Trial Balance

As of 03/2019

<u>Fund</u>	<u>Beginning Balance</u>	<u>This Month</u>	<u>YTD</u>	<u>Current Balance</u>
5 Human Services Fund	471	LCTS Collaborative Agency		
	0.00			
Receipts		0.00	63,674.00	
Disbursements		0.00	63,674.00-	
Dept Total		0.00	0.00	0.00
Fund Total	3,396,969.22	1,859,185.09-	2,990,995.40-	405,973.82
61 Agency Health Insurance	736,904.37			
Receipts		257,217.08	979,460.53	
Disbursements		159,177.94-	719,693.26-	
Fund Total		98,039.14	259,767.27	996,671.64
71 LCTS Lyon Murray Collaborative Fund	471	LCTS Collaborative Agency		
	110,828.23			
Receipts		0.00	26,627.00	
Disbursements		15,450.00-	30,449.00-	
Dept Total		15,450.00-	3,822.00-	107,006.23
Fund Total	110,828.23	15,450.00-	3,822.00-	107,006.23
73 LCTS Rock Pipestone Collaborative Fund	471	LCTS Collaborative Agency		
	44,776.45			
Receipts		200.00	12,142.00	
Disbursements		0.00	2,930.00-	
Dept Total		200.00	9,212.00	53,988.45
Fund Total	44,776.45	200.00	9,212.00	53,988.45
75 Redwood LCTS Collaborative	471	LCTS Collaborative Agency		
	51,342.63			
Receipts		0.00	25,455.00	
Dept Total		0.00	25,455.00	76,797.63

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4/8/19 9:29AM

Southwest Health and Human Services

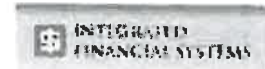


Treasurer's Cash Trial Balance

As of 03/2019

<u>Fund</u>	<u>Beginning Balance</u>	<u>This Month</u>	<u>YTD</u>	<u>Current Balance</u>
Fund Total	51,342.63	0.00	25,455.00	76,797.63
77 Local Advisory Council	477	Local Advisory Council		
	1,155.02			
Dept Total		0.00	0.00	1,155.02
Fund Total	1,155.02	0.00	0.00	1,155.02
All Funds	6,083,681.32			
Receipts		1,571,631.82	6,080,617.17	
Disbursements		742,982.80-	2,422,600.16-	
SSIS		874,628.80-	1,922,571.64-	
Payroll		1,784,745.87-	4,259,099.29-	
Total		1,830,725.65-	2,523,653.92-	3,560,027.40

Southwest Health and Human Services



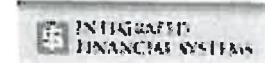
RM- Stmt of Revenues & Expenditures

As Of 03/2019

Report Basis: Cash

DESCRIPTION	CURRENT MONTH	YEAR TO-DATE	2019 BUDGET	% OF BUDG	% OF YEAR
FUND 1 HEALTH SERVICES FUND					
REVENUES					
CONTRIBUTIONS FROM COUNTIES	58,688.25-	300,364.50-	966,705.00-	31	25
INTERGOVERNMENTAL REVENUES	1,761.00-	161,457.63-	169,800.00-	95	25
STATE REVENUES	97,990.17-	148,508.80-	820,717.00-	18	25
FEDERAL REVENUES	130,720.38-	411,439.56-	1,265,748.00-	33	25
FEES	32,315.30-	98,889.81-	418,795.00-	24	25
EARNINGS ON INVESTMENTS	924.70-	2,960.62-	4,800.00-	62	25
MISCELLANEOUS REVENUES	477.80-	2,480.55-	9,219.00-	27	25
TOTAL REVENUES	322,877.60-	1,126,101.47-	3,655,784.00-	31	25
EXPENDITURES					
PROGRAM EXPENDITURES	0.00	0.00	0.00	0	25
PAYROLL AND BENEFITS	319,203.50	748,715.26	2,840,986.00	26	25
OTHER EXPENDITURES	58,003.80	200,657.00	804,798.00	25	25
TOTAL EXPENDITURES	377,207.30	949,372.26	3,645,784.00	26	25

Southwest Health and Human Services



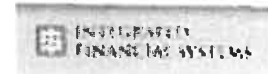
RM-Stmt of Revenues & Expenditures

As Of 03/2019

Report Basis: Cash

DESCRIPTION	CURRENT MONTH	YEAR TO-DATE	2019 BUDGET	% OF BUDG	% OF YEAR
FUND 5 HUMAN SERVICES FUND					
REVENUES					
CONTRIBUTIONS FROM COUNTIES	0.00	360,274.80-	10,836,767.00-	3	25
INTERGOVERNMENTAL REVENUES	12.90-	56,086.90-	132,267.00-	42	25
STATE REVENUES	365,406.30-	897,733.59-	5,224,156.00-	17	25
FEDERAL REVENUES	362,819.36-	1,752,846.15-	8,047,638.00-	22	25
FEES	122,491.63-	425,134.70-	2,415,391.00-	18	25
EARNINGS ON INVESTMENTS	4,854.63-	13,968.20-	25,200.00-	55	25
MISCELLANEOUS REVENUES	80,380.92-	245,202.05-	1,000,344.00-	25	25
TOTAL REVENUES	935,965.74-	3,751,246.39-	27,681,763.00-	14	25
EXPENDITURES					
PROGRAM EXPENDITURES	1,099,453.82	2,467,259.31	11,516,187.00	21	25
PAYROLL AND BENEFITS	1,474,199.77	3,509,564.73	13,537,287.00	26	25
OTHER EXPENDITURES	221,580.57	735,277.74	2,528,289.00	29	25
TOTAL EXPENDITURES	2,795,234.16	6,712,101.78	27,581,763.00	24	25

Southwest Health and Human Services

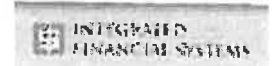


Revenues & Expend by Prog,Dept,Fund

Report Basis: Cash

<u>Element</u>	<u>Description</u>	<u>Account Number</u>	<u>Current Month</u>	<u>Year-To-Date</u>	<u>Budget</u>	<u>% of Bdg</u>	<u>% of Year</u>
1 FUND	Health Services Fund						
410 DEPT	General Administration						
0 PROGRAM	***						
			Revenue				25
			Expend.	2,434.16	7,257.20	160.00	4,536
			Net	2,434.16	7,257.20	160.00	4,536
930 PROGRAM	Administration		Revenue	60,173.61-	305,907.04-	981,744.00-	31
			Expend.	82,501.67	185,063.03	666,663.00	28
			Net	22,328.06	120,844.01-	315,081.00-	38
410 DEPT	General Administration	Totals:	Revenue	60,173.61-	305,907.04-	981,744.00-	31
			Expend.	84,935.83	192,320.23	666,823.00	29
			Net	24,762.22	113,586.81-	314,921.00-	36
481 DEPT	Nursing						
100 PROGRAM	Family Health		Revenue	2,581.89-	6,434.94-	16,680.00-	39
			Expend.	2,653.30	6,686.40	15,351.00	44
			Net	71.41	251.46	1,329.00-	19-
103 PROGRAM	Follow Along Program		Revenue	1,521.09-	5,409.09-	26,966.00-	20
			Expend.	2,901.99	5,909.05	29,921.00	20
			Net	1,380.90	499.96	2,955.00	17
110 PROGRAM	TANF		Revenue	30,727.69-	60,472.88-	127,876.00-	47
			Expend.	435.00	31,162.69	122,911.00	25
			Net	30,292.69-	29,310.19-	4,965.00-	590
130 PROGRAM	WIC		Revenue	35,319.00-	193,325.00-	450,000.00-	43
			Expend.	57,674.52	129,447.86	524,339.00	25
			Net	22,355.52	63,877.14-	74,339.00	86-
140 PROGRAM	Peer Breastfeeding Support Program		Revenue	0.00	11,030.00-	55,438.00-	20
			Expend.	3,814.99	9,505.34	55,438.00	17
			Net	3,814.99	1,524.66-	0.00	0
210 PROGRAM	CTC Outreach		Revenue	65,565.32-	65,565.32-	270,034.00-	24
			Expend.	23,972.51	55,409.77	270,034.00	21
			Net	41,592.81-	10,155.55-	0.00	0
270 PROGRAM	Maternal Child Health		Revenue	35,242.74-	46,055.26-	238,279.00-	19
			Expend.	22,023.83	60,702.12	248,588.00	24
			Net	13,218.91-	14,646.86	10,309.00	142

Southwest Health and Human Services



Revenues & Expend by Prog,Dept,Fund

Report Basis: Cash

<u>Element</u>	<u>Description</u>	<u>Account Number</u>		<u>Current Month</u>	<u>Year-To-Date</u>	<u>Budget</u>	<u>% of Bdot</u>	<u>% of Year</u>
280 PROGRAM	MCH Dental Health		Revenue	229.45-	587.16-	43,200.00-	1	25
			Expend.	965.19	9,309.99	19,059.00	49	25
			Net	735.74	8,722.83	24,141.00-	36-	25
285 PROGRAM	MCH Blood Lead		Revenue					25
			Expend.	159.57	211.96	0.00	0	25
			Net	159.57	211.96	0.00	0	25
295 PROGRAM	MCH Car Seat Program		Revenue	739.50-	3,385.90-	31,000.00-	11	25
			Expend.	3,925.76	8,442.65	38,792.00	22	25
			Net	3,186.26	5,056.75	7,792.00	65	25
300 PROGRAM	Case Management		Revenue	32,195.11-	78,020.66-	347,800.00-	22	25
			Expend.	51,355.93	123,136.36	389,147.00	32	25
			Net	19,160.82	45,115.70	41,347.00	109	25
330 PROGRAM	MNChoices		Revenue	25,539.05-	50,068.05-	157,000.00-	32	25
			Expend.	30,067.21	77,655.09	181,108.00	43	25
			Net	4,528.16	27,587.04	24,108.00	114	25
603 PROGRAM	Disease Prevention And Control		Revenue	11,759.14-	17,299.80-	145,862.00-	12	25
			Expend.	16,374.99	41,756.16	227,721.00	18	25
			Net	4,615.85	24,456.36	81,859.00	30	25
660 PROGRAM	MIIC		Revenue	0.00	0.00	1,000.00-	0	25
			Expend.	2.27	398.04	109.00	365	25
			Net	2.27	398.04	891.00-	45-	25
481 DEPT	Nursing	Totals:	Revenue	241,419.98-	537,654.06-	1,911,135.00-	28	25
			Expend.	216,327.06	559,733.48	2,122,518.00	26	25
			Net	25,092.92-	22,079.42	211,383.00	10	25
483 DEPT	Health Education							
500 PROGRAM	Direct Client Services		Revenue	2,337.23-	2,382.89-	2,270.00-	105	25
			Expend.	560.94	4,181.65	30,942.00	14	25
			Net	1,776.29-	1,798.76	28,672.00	6	25
510 PROGRAM	SHIP		Revenue	15,610.23-	55,064.40-	226,690.00-	24	25
			Expend.	21,817.52	55,306.52	226,690.00	24	25
			Net	6,207.29	242.12	0.00	0	25
540 PROGRAM	Toward Zero Deaths (TZD) Safe Roads		Revenue	17.45	1,691.99-	17,009.00-	10	25
			Expend.	779.26	1,568.70	23,440.00	7	25
			Net	796.71	123.29-	6,431.00	2-	25

Southwest Health and Human Services



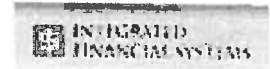
Revenues & Expend by Prog,Dept,Fund

Report Basis: Cash

<u>Element</u>	<u>Description</u>	<u>Account Number</u>		<u>Current Month</u>	<u>Year-To-Date</u>	<u>Budget</u>	<u>% of Bdgt</u>	<u>% of Year</u>
550 PROGRAM	P&I Grant		Revenue	0.00	40,705.00-	189,326.00-	21	25
			Expend.	14,155.66	31,916.79	189,326.00	17	25
			Net	14,155.66	8,788.21-	0.00	0	25
900 PROGRAM	Emergency Preparedness		Revenue	0.00	21,457.08-	97,210.00-	22	25
			Expend.	9,198.43	25,236.19	97,210.00	26	25
			Net	9,198.43	3,779.11	0.00	0	25
483 DEPT	Health Education	Totals:	Revenue	17,930.01-	121,301.36-	532,505.00-	23	25
			Expend.	46,511.81	118,209.85	567,608.00	21	25
			Net	28,581.80	3,091.51-	35,103.00	9-	25
485 DEPT	Environmental Health		Revenue	3,354.00-	161,239.01-	230,400.00-	70	25
800 PROGRAM	Environmental		Expend.	29,432.60	79,108.70	288,835.00	27	25
			Net	26,078.60	82,130.31-	58,435.00	141-	25
485 DEPT	Environmental Health	Totals:	Revenue	3,354.00-	161,239.01-	230,400.00-	70	25
			Expend.	29,432.60	79,108.70	288,835.00	27	25
			Net	26,078.60	82,130.31-	58,435.00	141-	25
1 FUND	Health Services Fund	Totals:	Revenue	322,877.60-	1,126,101.47-	3,655,784.00-	31	25
			Expend.	377,207.30	949,372.26	3,645,784.00	26	25
			Net	54,329.70	176,729.21-	10,000.00-	1,767	25

Southwest Health and Human Services

Revenues & Expend by Prog,Dept,Fund

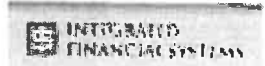


Report Basis: Cash

<u>Element</u>	<u>Description</u>	<u>Account Number</u>	<u>Current Month</u>	<u>Year-To-Date</u>	<u>Budget</u>	<u>% of Bdgt</u>	<u>% of Year</u>
5 FUND	Human Services Fund						
410 DEPT	General Administration						
0 PROGRAM	...						
			Revenue				25
			Expend.	25,631.92	44,014.19	82,029.00	54
			Net	25,631.92	44,014.19	82,029.00	54
410 DEPT	General Administration	Totals:	Revenue				25
			Expend.	25,631.92	44,014.19	82,029.00	54
			Net	25,631.92	44,014.19	82,029.00	54
420 DEPT	Income Maintenance						
0 PROGRAM	...		Revenue				25
			Expend.	116.26	441.98	0.00	0
			Net	116.26	441.98	0.00	0
600 PROGRAM	Income Maint Administrative/Overhea		Revenue	3,643.84-	146,207.06-	3,458,246.00-	4
			Expend.	159,328.13	430,523.63	1,507,646.00	29
			Net	155,684.29	284,316.57	1,950,600.00-	15-
601 PROGRAM	Income Maint/Random Moment Payro		Revenue				25
			Expend.	280,935.71	660,269.64	2,522,830.00	26
			Net	280,935.71	660,269.64	2,522,830.00	26
602 PROGRAM	Income Maint FPI Investigator		Revenue	0.00	13,797.00-	62,418.00-	22
			Expend.	6,678.08	16,125.22	62,418.00	26
			Net	6,678.08	2,328.22	0.00	0
605 PROGRAM	MN Supplemental Aid (MSA)/GRH		Revenue	2,053.88-	11,026.70-	50,000.00-	22
			Expend.	19,740.54	19,782.10	50,000.00	40
			Net	17,686.66	8,755.40	0.00	0
610 PROGRAM	TANF(AFDC/MFIP/DWP)		Revenue	1,498.63-	3,452.75-	20,000.00-	17
			Expend.	335.25	335.25	20,800.00	2
			Net	1,163.38-	3,117.50-	800.00	390-
620 PROGRAM	General Asst (GA)/General Relief/Buri		Revenue	0.00	2,259.22-	27,500.00-	8
			Expend.	24,881.50	35,591.50	251,000.00	14
			Net	24,881.50	33,332.28	223,500.00	15
630 PROGRAM	Food Support (FS)		Revenue	11,825.74-	123,734.24-	517,000.00-	24
			Expend.	1,129.90	4,646.67	6,600.00	70
			Net	10,695.84-	119,087.57-	510,400.00-	23

Southwest Health and Human Services

Revenues & Expend by Prog,Dept,Fund

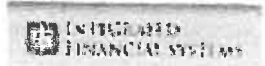


Report Basis: Cash

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640 PROGRAM	Child Support (IVD)		Revenue	43,778.82-	302,559.40-	1,686,850.00-	18	25
			Expend.	107,767.62	292,960.04	1,089,896.00	27	25
			Net	63,988.80	9,599.36-	596,954.00-	2	25
650 PROGRAM	Medical Assistance (MA)		Revenue	233,507.64-	665,576.18-	3,325,000.00-	20	25
			Expend.	224,811.86	498,143.89	2,517,000.00	20	25
			Net	8,695.78-	167,432.29-	808,000.00-	21	25
420 DEPT	Income Maintenance	Totals:	Revenue	296,308.55-	1,268,612.55-	9,147,014.00-	14	25
			Expend.	825,724.85	1,958,819.92	8,028,190.00	24	25
			Net	529,416.30	690,207.37	1,118,824.00-	62-	25
431 DEPT	Social Services							
700 PROGRAM	Social Service Administrative/Overhea		Revenue	49,208.51-	777,247.81-	10,543,762.00-	7	25
			Expend.	251,411.20	751,719.18	2,734,848.00	27	25
			Net	202,202.69	25,528.63-	7,808,914.00-	0	25
701 PROGRAM	Social Services/SSTS		Revenue					25
			Expend.	791,795.01	1,885,691.97	7,186,678.00	26	25
			Net	791,795.01	1,885,691.97	7,186,678.00	26	25
710 PROGRAM	Children's Social Services Programs		Revenue	73,533.87-	417,635.28-	1,877,040.00-	22	25
			Expend.	365,666.63	821,027.46	4,077,941.00	20	25
			Net	292,132.76	403,392.18	2,200,901.00	18	25
712 PROGRAM	CIRCLE Program		Revenue	0.00	5,000.00-	5,000.00-	100	25
			Expend.	302.87	748.75	8,000.00	9	25
			Net	302.87	4,251.25-	3,000.00	142-	25
713 PROGRAM	"SELF Program" Grant		Revenue	14,530.00-	14,530.00-	54,100.00-	27	25
			Expend.	4,319.10	8,284.98	54,100.00	15	25
			Net	10,210.90-	6,245.02-	0.00	0	25
715 PROGRAM	Childrens Waivers		Revenue	6,320.66-	19,577.32-	90,000.00-	22	25
			Expend.	0.00	0.00	2,000.00	0	25
			Net	6,320.66-	19,577.32-	88,000.00-	22	25
716 PROGRAM	FGDM/Family Group Decision Making		Revenue	13,901.15-	13,901.15-	56,914.00-	24	25
			Expend.	2,986.39	4,240.54	56,914.00	7	25
			Net	10,914.76-	9,660.61-	0.00	0	25
717 PROGRAM	AR/Alternative Response Discretion F		Revenue	7,724.50-	7,724.50-	58,390.00-	13	25
			Expend.	1,811.25	3,694.93	58,336.00	6	25
			Net	5,913.25-	4,029.57-	54.00-	7,462	25

Southwest Health and Human Services

Revenues & Expend by Prog,Dept,Fund

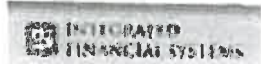


Report Basis: Cash

<u>Element</u>	<u>Description</u>	<u>Account Number</u>		<u>Current Month</u>	<u>Year-To-Date</u>	<u>Budget</u>	<u>% of Bdg</u>	<u>% of Year</u>
718 PROGRAM	PSOP/Parent Support Outreach Progra		Revenue	4,734.00-	4,734.00-	40,539.00-	12	25
			Expend.	70.00	599.76	40,539.00	1	25
			Net	4,664.00-	4,134.24-	0.00	0	25
720 PROGRAM	Ch Care/Ch Prot		Revenue	1,800.00-	4,550.00-	21,000.00-	22	25
			Expend.	0.00	113.75	3,000.00	4	25
			Net	1,800.00-	4,436.25-	18,000.00-	25	25
721 PROGRAM	CC-Basic Slide Fee/Cty Match to DHS		Revenue	2,582.95-	8,255.95-	38,238.00-	22	25
			Expend.	75.00	7,377.50	43,865.00	17	25
			Net	2,507.95-	878.45-	5,627.00	16-	25
726 PROGRAM	MFIP/SW MN PIC		Revenue	0.00	2,658.00-	372,000.00-	1	25
			Expend.	0.00	0.00	285,390.00	0	25
			Net	0.00	2,658.00-	86,610.00-	3	25
730 PROGRAM	Chemical Dependency		Revenue	24,165.32-	82,644.29-	273,000.00-	30	25
			Expend.	54,306.75	170,819.82	519,000.00	33	25
			Net	30,141.43	88,175.53	246,000.00	36	25
740 PROGRAM	Mental Health (Both Adults/Children)		Revenue	94.50-	94.50-	0.00	0	25
			Expend.					25
			Net	94.50-	94.50-	0.00	0	25
741 PROGRAM	Mental Health/Adults Only		Revenue	199,261.22-	297,383.19-	1,348,451.00-	22	25
			Expend.	233,101.85	368,279.83	1,737,482.00	21	25
			Net	33,840.63	70,896.64	389,031.00	18	25
742 PROGRAM	Mental Health/Children Only		Revenue	76,461.85-	181,881.25-	784,100.00-	23	25
			Expend.	176,622.21	453,000.23	1,852,300.00	24	25
			Net	100,160.36	271,118.98	1,068,200.00	25	25
750 PROGRAM	Developmental Disabilities		Revenue	56,021.62-	187,487.38-	815,161.00-	23	25
			Expend.	27,181.83	75,275.72	389,361.00	19	25
			Net	28,839.79-	112,211.66-	425,800.00-	26	25
760 PROGRAM	Adult Services		Revenue	63,627.34-	222,686.84-	1,419,500.00-	16	25
			Expend.	5,903.98	14,708.68	35,400.00	42	25
			Net	57,723.36-	207,978.16-	1,384,100.00-	15	25
765 PROGRAM	Adults Waivers		Revenue	44,343.45-	162,953.13-	702,000.00-	23	25
			Expend.	12,176.59	29,509.46	102,000.00	29	25
			Net	32,166.86-	133,443.67-	600,000.00-	22	25

Southwest Health and Human Services

Revenues & Expend by Prog,Dept,Fund



Report Basis: Cash

Element	Description	Account Number		Current Month	Year-To-Date	Budget	% of Bdgt	% of Year
431 DEPT	Social Services	Totals:	Revenue	638,310.94-	2,410,944.59-	18,499,195.00-	13	25
			Expend.	1,927,730.66	4,595,092.56	19,187,154.00	24	25
			Net	1,289,419.72	2,184,147.97	687,959.00	317	25
461 DEPT	Information Systems		Revenue	1,346.25-	8,015.25-	35,554.00-	23	25
0 PROGRAM	...		Expend.	16,146.73	50,501.11	284,390.00	18	25
			Net	14,800.48	42,485.86	248,836.00	17	25
461 DEPT	Information Systems	Totals:	Revenue	1,346.25-	8,015.25-	35,554.00-	23	25
			Expend.	16,146.73	50,501.11	284,390.00	18	25
			Net	14,800.48	42,485.86	248,836.00	17	25
471 DEPT	LCTS Collaborative Agency		Revenue	0.00	63,674.00-	0.00	0	25
702 PROGRAM	LCTS		Expend.	0.00	63,674.00	0.00	0	25
			Net	0.00	0.00	0.00	0	25
471 DEPT	LCTS Collaborative Agency	Totals:	Revenue	0.00	63,674.00-	0.00	0	25
			Expend.	0.00	63,674.00	0.00	0	25
			Net	0.00	0.00	0.00	0	25
5 FUND	Human Services Fund	Totals:	Revenue	935,965.74-	3,751,246.39-	27,681,763.00-	14	25
			Expend.	2,795,234.16	6,712,101.78	27,581,763.00	24	25
			Net	1,859,268.42	2,960,855.39	100,000.00-	2,961-	25
FINAL TOTALS	931 Accounts		Revenue	1,258,843.34-	4,877,347.86-	31,337,547.00-	16	25
			Expend.	3,172,441.46	7,661,474.04	31,227,547.00	25	25
			Net	1,913,598.12	2,784,126.18	110,000.00-	2,531-	25

Social Services Caseload:

Yearly Averages	Adult Services	Children's Services	Total Programs
2016	2669	518	3187
2017	2705	604	3308
2018	2683	617	3299
2019			

2019	Adult Services	Children's Services	Total Programs
January	2687	614	3301
February	2709	593	3302
March	2667	611	3278
April			0
May			0
June			0
July			0
August			0
September			0
October			0
November			0
December			0
Average	2688	606	823

Adult - Social Services Caseload

Average	Adult Brain Injury (BI)	Adult Community Alternative Care (CAC)	Adult Community Access for Disability Inclusion (CADI)	Adult Essential Community Supports	Adult Mental Health (AMH)	Adult Protective Services (APS)	Adult Services (AS)	Alternative Care (AC)	Chemical Dependency (CD)	Developmental Disabilities (DD)	Elderly Waiver (EW)	Total Programs
2016	13	240	12	0	298	50	829	18	396	452	362	2669
2017	12	266	12	0	315	45	828	16	422	444	343	2705
2018	11	299	14	0	282	43	880	18	353	451	331	2683
2019												

*Note: CADI name change and there is a new category (Adult Essential Community Supports)

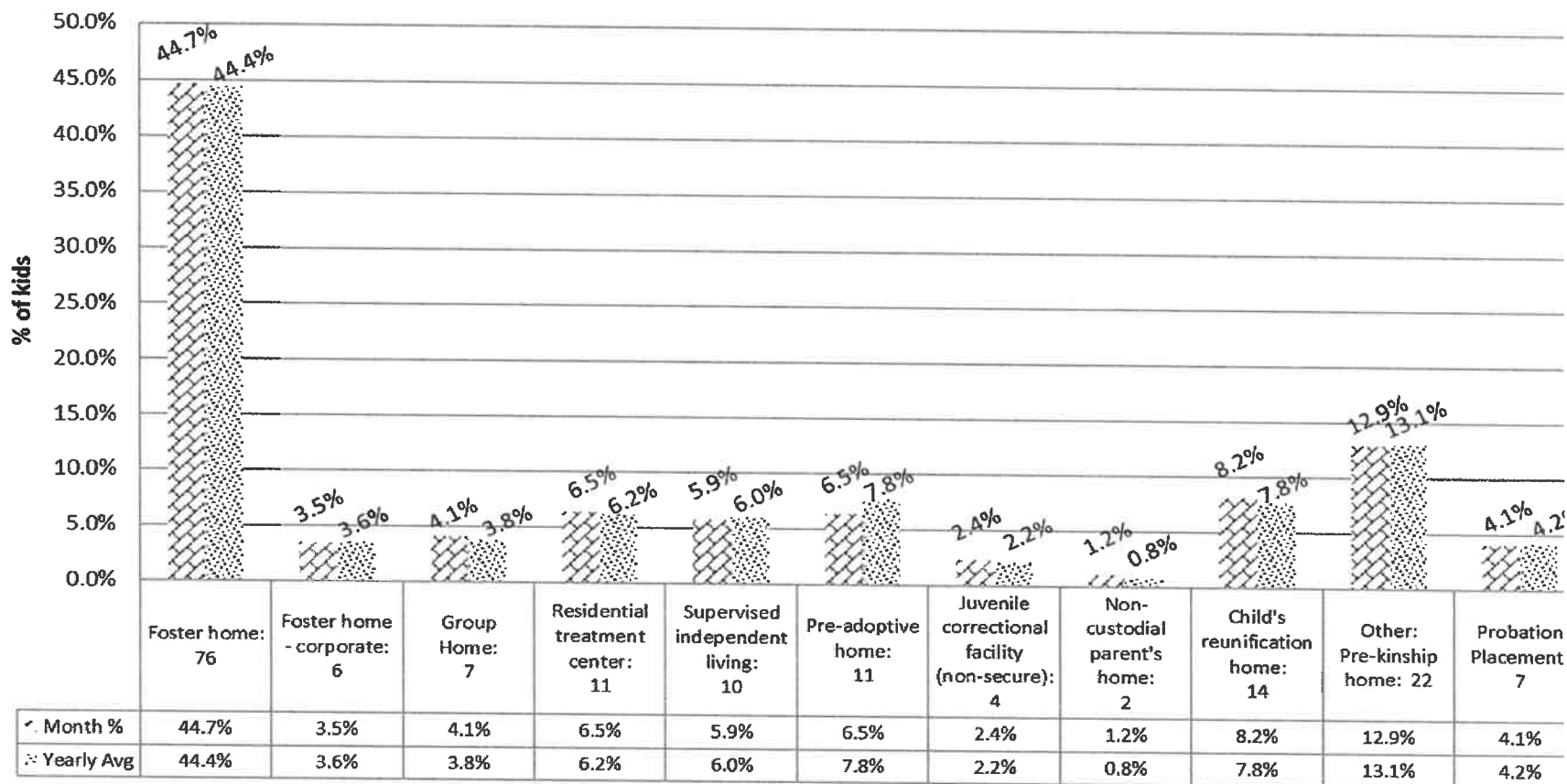
2019	Adult Brain Injury (BI)	Adult Community Access for Disability Inclusion (CADI)	Adult Community Alternative Care (CAC)	Adult Essential Community Supports	Adult Mental Health (AMH)	Adult Protective Services (APS)	Adult Services (AS)	Alternative Care (AC)	Chemical Dependency (CD)	Developmental Disabilities (DD)	Elderly Waiver (EW)	Total Programs
January	10	317	15	0	266	43	892	18	323	459	344	2687
February	10	317	15	0	263	48	880	18	349	461	348	2709
March	10	317	14	0	257	40	868	17	350	457	337	2667
April												0
May												0
June												0
July												0
August												0
September												0
October												0
November												0
December												0
	10	317	15	0	262	44	880	18	341	459	343	672

Children's - Social Services Caseload

Average	Adolescent Independent Living (ALS)	Adoption	Child Brain Injury (BI)	Child Community Alternative Care (CAC)	Child Community Alternatives for Disabled Individuals (CADI)	Child Protection (CP)	Child Welfare (CW)	Children's Mental Health (CMH)	Early Intervention: Infants & Toddlers with Disabilities	Minor Parents (MP)	Parent Support Outreach Program (PSOP)	Total Programs
2016	41	17	2	5	35	175	145	86	0	0	13	482
2016	49	21	0	10	35	195	174	103	0	0	17	518
2017	46	23	0	11	40	180	182	110	0	0	25	604
2018												617

2019	Adolescent Independent Living (ALS)	Adoption	Child Brain Injury (BI)	Child Community Alternative Care (CAC)	Child Community Alternatives for Disabled Individuals (CADI)	Child Protection (CP)	Child Welfare (CW)	Children's Mental Health (CMH)	Early Intervention: Infants & Toddlers with Disabilities	Minor Parents (MP)	Parent Support Outreach Program (PSOP)	Total Programs
January	42	21	0	11	38	165	206	98	0	0	33	614
February	39	17	0	11	38	159	197	98	0	1	33	593
March	38	18	0	11	29	180	206	101	0	0	28	611
April												0
May												0
June												0
July												0
August												0
September												0
October												0
November												0
December												0
	40	19	0	11	35	168	203	99	0	0	31	152

March 2019 - Placements by Category
170 Kids in Placement



March 2019: Total kids in placement = 170

Total of 11 Children entered placement

2	Lyon	Foster Home
3	Pipestone	Foster Home
1	Redwood	Foster Home
1	Redwood	Probation
1	Redwood	Juvenile Correctional Facility
3	Rock	Foster Home

Total of 4 Children were discharged from placement (discharges from previous month)

2	Lyon	Pre-Kinship Home
1	Lyon	Probation
1	Redwood	ADOPTED

NON IVD COLLECTIONS
MARCH 2019

PROGRAM	ACCOUNT	TOTAL
MSA/GRH	05-420-605.5802	2,054
TANF (MFIP/DWP/AFDC)	05-420-610.5803	1,499
GA	05-420-620.5803	0
FS	05-420-630.5803	1,248
CS (PI Fee, App Fee, etc)	05-420-640.5501	86
MA Recoveries & Estate Collections (25% retained by agency)	05-420-650.5803	39,351
REFUGEE	05-420-680.5803	0
CHILDRENS		
Court Visitor Fee	05-431-700.5514	0
Parental Fees, Holds	05-431-710.5501	5,266
OOH/FC Recovery	05-431-710.5803	27,329
CHILDCARE		
Licensing	05-431-720.5502	1,200
Corp FC Licensing	05-431-710.5505	1,800
Over Payments	05-431-721&722.5803	2,583
CHEMICAL DEPENDENCY		
CD Assessments	05-431-730.5519	7,803
Detox Fees	05-431-730.5520	7,903
Over Payments	05-431-730.5803	646
MENTAL HEALTH		
Insurance Copay	05-431-740.5803	95
Over Payments	05-431-741 or 742.5803	415
DEVELOPMENTAL DISABILITIES		
Insurance Copay/Overpayments	05-431-750.5803	19
ADULT		
Court Visitor Fee	05-431-760.5515	775
Insurance Copay/Overpayments	05-431-760.5803	271
TOTAL NON-IVD COLLECTIONS		100,342

**SOUTHWEST HEALTH AND HUMAN SERVICES
INCOME MAINTENANCE POLICY NUMBER 3**

EFFECTIVE DATE: 02/16/11

REVISION DATE: 09/16/15; 03/15/17; 07/19/17; 04/17/19

AUTHORITY: Southwest Health and Human Services – Human Services Board
MN Statute 261.035

---BURIAL AND CREMATION POLICY---

In accordance to Minnesota Statute 261.035, Southwest Health and Human Services has developed the following policy to allow for the disposition of a dead human remains in which an ability to privately pay does not exist. This policy meets the minimum requirement to dispose of a dead remains and still be considered dignified. The two basic service options provided in this policy for disposition are referred to as immediate burial or direct cremation. This policy may be altered to meet next of kin's desired service wishes, however any additional services and corresponding expenses will be responsible to be met by the next of kin's financial resources and not from the decedent's remaining assets.

Section 1 - Eligibility Requirements for a County Paid Burial

- a. Any funeral service which will require county funding must be requested within 72 hours from the time of death, unless the delay is due to the weekend or holiday where the office is closed. Any county paid burial/disposition requires prior approval. Applications must be completed and authorization given to the funeral director prior to any services rendered.
- b. Application for Payment of Income Maintenance Burial must be completed by the family or individual with the legal right to control service.
- c. Prior Authorization for payment must be obtained from Southwest Health and Human Services.
- d. Any resources available for funeral costs such as Social Security Death Benefits, Veteran's Benefits, savings, checking, and life insurance available to the decedent or the decedent's spouse are to be deducted from the county allowable burial expenses.
- e. Other customary expense items such as printed material, service gratuities, newspaper/media expense, certified copies of death certificate, church or location rental, flowers, embalming, preparation for viewing, visitation ceremony or funeral ceremony, and etc. are the responsibility of the family or individual with the legal right to control service. Relatives cannot upgrade or contribute to expenses that are explicitly paid by the agency (i.e. professional services, transfer of the remains, funeral coach, casket/urn, or cemetery liner). If cremation is chosen, the family or individual with the legal right to control service may elect a public viewing but this expense is the responsibility of the decedent's family/relatives/or individual with the legal right to control service. Payment for these expenses cannot come from the decedent's assets if a county burial is approved.
- f. In being financially prudent to county taxpayer, immediate disposition must be held Monday through Friday. Any expenses associated with weekend, holiday or overtime fees are NOT included and will be at the expense of the next of kin.

**SOUTHWEST HEALTH AND HUMAN SERVICES
INCOME MAINTENANCE POLICY NUMBER 3**

- g. This policy is applicable to fetuses of 20 weeks or more, stillborns, or any live births.

Section 2 - Basic Services

a. Immediate Burial

1. Amount of payment is not to exceed \$3800 for the following services: Professional services, transfer of the remains and use of funeral coach.
2. Additional payments can be authorized for general transportation for removal and/or burial beyond 25 miles up to a maximum of 200 miles at \$2.00 per loaded mile.
3. Amount of payment for burial are as follows:
 - Casket \$750
 - Liner \$650 (if required by the cemetery)
 - Cemetery Lot and Grave (opening and closing) at cost

b. Direct Cremation

1. Amount of payment is not to exceed \$3800 for the following services: Professional services, transfer of the body, and cremation process.
2. Additional payments can be authorized for general transportation for removal and/or burial beyond 25 miles up to a maximum of 200 miles at \$2.00 per loaded mile.
3. Amount of payment for burial are as follows:
 - Urn and/or Urn Vault \$100

c. Basic services are either immediate burial or direct cremation as listed above. County paid expenses will be based strictly on method of final disposition.

In accordance with Minnesota Statute 261.04, Southwest Health and Human Services shall have claim against the estate of a deceased person who received a county funded burial. Please also refer to Administrative Policy #25 Funeral Expenses Policy

ALL BILLS RECEIVED FROM THE FUNERAL HOME MUST BE ITEMIZED

Agency Forms Regarding This Policy:

ELIG #009 – Application for Payment of Income Maintenance Burial
ELIG #032 – Payment Authorization Form

**SOUTHWEST HEALTH AND HUMAN SERVICES
INCOME MAINTENANCE POLICY NUMBER 3**

ELIG #083 – Cover Letter

ELIG #084 – Claim of Funeral Director for Payment of Income Maintenance Burial

ELIG #118 – Estate Claims Fact Sheet Referral to Collections

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 1**

EFFECTIVE DATE: 06/20/12

REVISION DATE: 09/16/15; 04/17/19

AUTHORITY: Southwest Health and Human Services – Community Health Board

--- ENVIRONMENTAL HEALTH LICENSED ESTABLISHMENT COMPLAINT PROCEDURE ---

Section 1 - Purpose

- a. Southwest Health and Human Services is responsible for enforcing the following county public health ordinances in its service area: Administrative Ordinance, Food and Beverage Ordinance, Lodging Establishment Ordinance, MHP/RCA Ordinance, Swimming Pool Ordinance, and Youth Camp Ordinance. This policy and accompanying procedures is intended to ensure that the Board of Health responds to public complaints on licensed establishments in a consistent and timely manner.

Section 2 - Policy

- a. All complaints received regarding a licensed establishment shall be investigated.
- b. The investigation of each complaint shall take place within one business day for imminent health concerns and 5 working days for other complaints.
- c. Complaints under the sole jurisdiction of another agency shall be referred to that agency.
- d. In the event of an imminent threat to public health, immediate action shall be taken.
- e. Discretion to allow an extension or to deviate from the standard procedures shall be provided.
- f. The Board of Health shall handle data in accordance with the Government Data Practices Act (Minnesota Statutes, Chapter 13).
- g. The Board's attorney shall be notified whenever legal questions arise.

Section 3 - Procedures

- a. Upon receipt of a complaint, the sanitarian will document the complaint ~~on the environmental health investigation report form~~ in the Environmental Health Manager Complaint Tracker.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 1**

- b. The complaint will be logged into the central complaint log database. This complaint log is located on the SWHHS-server SharePoint.
- c. Investigating the complaint.
- The sanitarian investigating the complaint will provide identifying information to the person in charge of the licensed establishment.
 - Reasonable effort shall be made to obtain permission to enter.
 - Document investigation with written descriptions, photographs, video recordings, and/or audio recordings.
 - Failure of licensee to permit inspection shall be grounds for revocation or suspension of license.
- d. Determine if complaint violates county public health ordinances.
- Does the condition violate county public health ordinances?
 - Is there a real or potential health risk?
 - Can the condition cause or be expected to cause transmission of disease?
 - Does the condition cause or is there a potential for the condition to cause trauma or injury to the public?
 - Is there a risk of exposure to hazardous elements or substances that could affect the health of the public?
 - Does the complaint pertain to an unsafe or potentially unsafe structural or environmental condition?
 - Does the condition require enforcement action?
 - Are there other statutes specific to this problem?
 - Potential Health Concerns: Education or consultation may be appropriate.
 - Document unsubstantiated complaints.
- e. Prepare an inspection report if violations are found during the inspection. Include the following:
- A description of the violation observed and the Statute or MN Rule violated.
 - The remedial action required to address violation. The licensed establishment must employ short or long-term control measures for health and safety hazards (See EH Policy #8: Food Safety Short and Long Term Corrective Action and EH Policy #13: Long Term Corrective Action).
 - The compliance date for orders issued.
 - An emergency closure order will be issued if an imminent health threat exists (See EH Policy #9: Environmental Health Emergency Closure).
- f. The inspection report will be provided to the person in charge. The inspection report may also be served on the occupant, owner, or agent of the property by registered or certified mail.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 1**

- g. Follow-up inspections will take place at the discretion of the sanitarian.

- h. If the licensed establishment does not comply with issued orders, the sanitarian shall pursue:

 - Enforcement action on licensed establishment per agency policy.
 - At the discretion of the sanitarian and supervisor, -compliance dates may be extended if an unusual situation exists, the violator has adequately communicated this situation and is making acceptable progress toward resolution.

- i. When appropriate, the sanitarian will coordinate investigation activities with representatives from the following disciplines: Community Health, Environmental Health, Law Enforcement, Building Officials, Electrical Inspectors, Fire Marshals, and Planning and Zoning.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 2**

EFFECTIVE DATE: 06/20/12

REVISION DATE: 09/16/15; 04/17/19

AUTHORITY: Southwest Health and Human Services – Community Health Board

--- ENVIRONMENTAL HEALTH INSPECTION FREQUENCY ---

Section 1 - Background

- a. The County Public Health Ordinances require that routine inspection and evaluation of activities and facilities shall be made by the Department charged with enforcement of the particular ordinance in such frequency as to insure consistent compliance by the applicant or licensee with provisions of the County Ordinance and MN Rules and Statutes. Southwest Health and Human Services is the Department charged to enforce the County Public Health Ordinances.

Section 2 - Purpose

- a. The purpose of this policy is to provide a guideline for interpreting risk category definitions in Minnesota Statutes for food, ~~beverage~~ pool and lodging establishments. Individual establishments could be placed in a higher risk category based on history or other criteria. Inspection frequency shall be based on the degree of health risk.

Section 3 - Policy Objective

- a. To place each establishment into an inspection frequency category.
b. To ensure each establishment is inspected according to its risk category.

Section 4 - Policy

- a. High-risk establishments must be inspected at least once ~~once per year~~ every twelve (12) months. High-risk establishments would include any food, ~~beverage~~ pool and lodging establishments that:
- Serves potentially hazardous foods that require extensive processing on the premises, including manual handling, cooling, reheating, or holding for service.
 - Prepares food several hours or days before service.
 - Serves menu items that epidemiologic experience has demonstrated to be common vehicles of food borne illness.
 - Has a public swimming pool.
 - Draws its drinking water from a surface water supply.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 2**

Examples include: full service restaurant, school that prepares food on-site, food establishments that provide catering of potentially hazardous foods, a hotel that maintains a pool, a food establishment that is required to maintain a HACCP plan.

- b. Medium-risk establishments must be inspected at least once every eighteen (18) months. Medium-risk establishments would include any food, beverage and lodging establishment that:
- Serve potentially hazardous foods but with minimal holding between preparation and service.
 - Serve foods, such as pizza, that require extensive handling following heat treatment.

Examples include: fast-food or pizza sit down restaurants with a limited amount of hot or cold holding of potentially hazardous foods.

- c. Low-risk establishments must be inspected at least once every ~~two years~~ twenty-four (24) months. Low-risk establishments would include a food, beverage and lodging establishment that ~~are~~ is not a high-risk or medium-risk establishment.
- d. **Risk exceptions.** Mobile food units, seasonal permanent and seasonal temporary food stands, food carts, and special event food stands are not inspected on an established schedule and therefore are not defined as high-risk, medium-risk, or low-risk establishments.
- e. **School inspection frequency.** Elementary and secondary school food service establishments must be inspected according to the assigned risk category or by the frequency required in the Richard B. Russell National School Lunch Act, whichever frequency is more restrictive.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 3**

EFFECTIVE DATE: 06/20/12

REVISION DATE: 09/16/15; 04/17/19

AUTHORITY: Southwest Health and Human Services - Community Health Board

**--- MANUFACTURED HOME PARK/RECREATIONAL CAMPING AREA (MHP/RCA) INSPECTION
FREQUENCY ---**

Section 1 - Background

- a. The County Public Health MHP/RCA Ordinance require that routine inspection and evaluation of activities and facilities shall be made by the Department charged with enforcement in such frequency as to insure consistent compliance by the applicant or licensee with provisions of the County Ordinance. Southwest Health and Human Services is the Department charged to enforce the County Public Health MHP/RCA Ordinance.

Section 2 - Purpose

- a. The purpose of this policy is to provide a guideline for interpreting risk category definitions in Minnesota Statutes for Manufactured Home Park/Recreational Camping Area establishments. Individual establishments could be placed in a higher risk category based on history or other criteria. Inspection frequency shall be based on the degree of health risk.

Section 3 - Policy Objective

- a. To place each establishment in an inspection frequency category.
- b. To ensure safety for residents with a timely inspection of each establishment.

Section 4 - Policy

- a. The following definitions apply to parts of MN Rules 4630.1900 to 4630.2210.
- b. "Category A site" means any manufactured home park or recreational camping area that meets one or more of the following conditions:
 - has a public swimming pool;
 - draws its drinking water from a surface water supply;
 - has 50 or more sites.
- c. "Category B site" means any manufactured home park or recreational camping area that is not a "Category A site."

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 3**

- d. Category A sites must be inspected at least once a year. Category B sites must be inspected at least once every two years.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 4**

EFFECTIVE DATE: 06/20/12

REVISION DATE: 09/16/15, 05/17/17; ~~04/17/19~~

AUTHORITY: Southwest Health and Human Services - Community Health Board

--- FOODBORNE/WATERBORNE INVESTIGATION ---

Section 1 – Purpose

- a. The purpose of this document is to enable Southwest Health and Human Services (SWHHS) and the Minnesota Department of Health (MDH) to work together effectively during food and waterborne outbreak investigations. The MDH Outbreak Response Protocol--Procedures for Responding to Foodborne Disease Outbreaks in Food Service Establishments in Minnesota outlines procedures for responding to foodborne/waterborne disease outbreaks and delineates the roles of Environmental Health staff by: 1) identifying the activities necessary to recognize and investigate foodborne/waterborne outbreaks, 2) assigning outbreak response roles and responsibilities, and 3) articulating mechanisms for communicating and sharing responsibilities.

Section 2 - Procedure

- a. The Minnesota Department of Health (MDH) has developed a model for investigating foodborne and waterborne illness outbreaks and using a centralized group of interviewers (Team Diarrhea) coordinated ing with the local environmental health assessment of the establishment(s) involved in the outbreak. This approach allows MDH to rapidly respond to reports of outbreaks, standardize outbreak investigations, maintain a statewide database of foodborne diseases, and distribute information quickly and consistently.

- b. When SWHHS learns of a possible outbreak, we will notify the Minnesota Department of Health Infectious Disease Epidemiology Prevention and Control Division (IDEPD) Foodborne, Waterborne, Vectorborne, and Zoonotic Disease Section (FWVZD) immediately to initiate an appropriate outbreak response. Furthermore, SWHHS will follow the recommendations of MDH IDEPD-FWVZD and the procedures listed in the MDH Outbreak Response Protocol. ~~foodborne illness protocol~~. All complaints will be entered in the environmental health central complaint log located on the SWHHS SharePoint Site and Environmental Health Manager Complaint Tracker. (See EH Policy #1: Environmental Health Licensed Establishment Complaint Procedure)

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 5**

EFFECTIVE DATE: 06/20/12

REVISION DATE: 01/15/14, 09/16/15; 04/17/19

AUTHORITY: Southwest Health and Human Services Health Board

--- ENVIRONMENTAL HEALTH INSPECTION POLICY ---

1.) Background:

Southwest Health and Human Services shall inspect all food, beverage, lodging, swimming pool, youth camps and MHP/RCA licensed establishments and establishments under construction in our service area.

2.) Purpose:

The purpose of this policy is to provide guidelines for the inspection of licensed establishments to ensure compliance with requirements of county public health ordinances and all applicable State Rules and Statutes in the SWHHS service area.

3.) Procedure:

1. INSPECTION:

- a) The sanitarian will review plans, reports, conditions, previous inspection reports and other pertinent materials prior to conducting the inspection.
- b) All pertinent material and equipment should be taken into the field by the registered sanitarian to aid him/her in a thorough inspection of the establishment.
- c) The sanitarian must announce his or her arrival at the establishment and present an identification card to the owner/operator of the establishment.
- d) If the sanitarian is denied access to the establishment, he or she should leave and discuss the situation with his/her supervisor for the recommended action.
- e) Inspection frequency will be determined according to the risk categories of the licensed establishment. Additional establishment inspections may be conducted as necessitated by a degree of non-compliance at the site or other relevant factors. (See EH Policy #2: Environmental Health Inspection Frequency and EH Policy #3: MHP/RCA Inspection Frequency.)
- f) The appropriate inspection report forms should be used to assist the sanitarian in the inspection and to assure the consistency and comprehensiveness of the inspections. Inspection information will be entered into the inspection program.
- g) Information to be noted on the inspection report form should indicate the establishment's name and address, licensee's name and address, license number, date, type of facility, points of non-compliance, food temperatures, dishwasher temperatures, chemical sanitation concentration, food and water samples taken, information provided and inspection score.
- h) A water sample must be collected annually from all licensed establishments utilizing a private water supply.
- i) If the sample is found contaminated upon analysis, the sanitarian shall follow procedures dictated by the Safe Drinking Water Act and the MDH Non-Community Water Supply Program.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 5**

- j) Sampling of food and/or beverages in a licensed facility for bacterial and/or chemical analysis may be done at the discretion of the sanitarian and based on his/her professional judgment. The purpose of the sample(s) shall assist the sanitarian in the evaluation of the establishment's sanitation practices. The sanitarian will reimburse the owner/operator of the establishment for the cost of the food or beverage samples upon the owner's request.
- k) Photos may be taken of the establishment or procedures within the establishment by the sanitarian to document areas of non-compliance in the establishment.
- l) All violations observed should be noted on the computer generated inspection report form. Orders issued for the correction of violations should include a description of the nature of the violation and the general location of the violation. Orders issued for correction of the violations must include a compliance date. The sanitarian shall use his/her professional judgment when establishing compliance dates for specific violations and should take into consideration the following items:
 - 1. Ease of correction
 - 2. If the violation must be corrected on site.
 - 3. Significance of the health hazard presented by the violation
 - 4. Structural
 - 5. Repeat violation
- m) At the time of inspection, informational items may be noted on the inspection form. Such items would be listed under the heading of "General Comment" and include areas of marginal compliance, things that are coming due, or to point out initial signs of physical deterioration of equipment and facilities which should receive the operator's attention. This section will also be used to document facility improvements that the owner has completed since the last inspection.
- n) The inspection and inspection report results will be discussed and a copy of the inspection report form given to with the licensee, operator, or other responsible person on the premises. The inspection report should be signed by the aforementioned personnel for purposes of acknowledging the inspection and receipt of the inspection report, without any admission of violation. If the licensee, operator, or other responsible person refuses to sign the inspection report, it will be noted on the report and the report posted on the premises. A copy of the inspection report will be left with the person in charge. The sanitarian may elect to mail, email or fax the inspection report to the operator.
- o) Following the inspection, a letter may be sent to the licensee, which specifically references violations to the applicable rules, ordinances, or conditions. Compliance dates should be restated, as well as any discussion items noted in the field inspection report. The purpose of the follow-up letter is to formally present the findings of the inspection to the licensee if this is deemed necessary by the sanitarian.
- p) These procedures apply primarily to annually licensed establishments. Similar procedures would apply to other food establishments such as mobile, itinerant, and temporary food establishments, though they may be somewhat modified due to the characteristics of the establishment or the nature of the operation. In the event a prospective buyer of a food, beverage, or lodging establishment contacts the Health Department, the Health Authority shall encourage the service of performing a pre-inspection prior to purchase. There will be no charge to this service.

2. DEFINING A FAILED INSPECTION

The following criteria define a failing inspection for establishments licensed under the Southwest Health and Human Services Environmental Health Program. In addition, an inspection will be defined as failing if conditions exist that require emergency closure (See EH Policy #9: Environmental Health Emergency Closure). The criteria for defining an imminent health issue is listed in this policy.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 5**

- a) Food and beverage establishments: An inspection with five or more Priority 1 critical violations or when inspecting sanitarian identifies significant issues affecting health and safety during an inspection.
- b) Lodging establishments: An inspection score of 75 or less or when the inspecting sanitarian identifies significant issues affecting health and safety during an inspection.
- c) Manufactured Home Parks/Recreational Camping Areas: An imminent health issue is identified during the inspection or when inspecting sanitarian identifies significant issues affecting health and safety during an inspection.
- d) Swimming Pools: An imminent health issue is identified during the inspection or when inspecting sanitarian identifies significant issues affecting health and safety during an inspection.
- e) Youth Camps: A food and beverage inspection score with five or more Priority 1 critical violations; a lodging inspection score of 75 or less; an imminent health issue is identified during the inspection or when the inspecting sanitarian identifies significant issues affecting health and safety during an inspection.

3. CORRECTIVE ACTIONS

For each violation found during an inspection, the license holder must ensure that the violation is addressed by the comply-by-date listed on the inspection report. When the inspector identifies recurring ~~Priority~~ Priority 2 and 3 non-critical violations in food establishments, the inspector will discuss these issues with the license holder and create an improvement plan to ensure that these issues are addressed in a reasonable time frame. The improvement plan will be documented on the inspection report. Also, the license holder must implement control measures to ensure that violations do not recur. The following policies address these corrective actions:

- a) EH Policy #8: Food Safety Short/Long Term Corrective Action
- b) EH Policy #10: HACCP Verification and Validation
- c) EH Policy #12: Active Managerial Control
- d) EH Policy #13: Long Term Control of Health and Safety Hazards

4. FOLLOW-UP RE-INSPECTION ACTIVITIES

Follow-up Re-inspection activities will be conducted on licensed establishments with a failed inspection report or when the sanitarian identifies significant issues during an inspection. These inspections are conducted to verify compliance of issued orders by the compliance date listed on the inspection report. Follow-up Re-inspections are also conducted to ensure compliance with long and short term control plans of the establishment. Follow-up Re-inspections will be conducted on establishments:

- a) According to EH Policy #6: Food and Beverage Inspection Follow-up, EH Policy #7: Lodging Inspection Follow-up and EH Policy #17: Pool, Youth Camp, MHP/RCA Inspection Follow-up.
- b) When emergency closure orders are issued. (See EH Policy #9: Environmental Health Emergency Closure.)
- c) When an imminent health issue is identified during the inspection or when the inspecting sanitarian identifies significant issues affecting health and safety during an inspection.
- d) When ~~critical or non-critical~~ Priority 1, 2, and 3 violations repeat on subsequent food establishment inspections.
- e) To verify the establishment has implemented risk control plans to prevent violations from recurring.
- f) When serious violations are found during routine inspections. The following list contains examples of serious violations.
 - **Minnesota Rules, parts 4625.1300; 4626.0980; 4630.0600; 4630.3100:** Violations identified as serious under the ~~Public Water Supply~~ section of Appendix A Safe Drinking Water Act, when associated with an establishment that is licensed under Minnesota Statutes, section 157.16, or section 327.15, or permitted under section 144.72.
 - **Minnesota Rules, part 4625.1300:** In a lodging facility, hot water that exceeds 130 degrees Fahrenheit at hand washing sinks, showers, or bathtubs.
 - **Minnesota Rules, part 4625.2000:** In a lodging facility, failure to comply with fire protection requirements in accordance with requirements of the state fire marshal.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 5**

- **Minnesota Rules, part 4626.0020, subpart ~~2065a~~, 65b, 65c defines violations described as Priority 1, 2 and 3.** For food establishments, violation of a critical item, as defined by the Minnesota Food Code, Chapter 4626.
- **Minnesota Rules, part 4626.1795:** For food establishments, failure to notify the commissioner of imminent health hazard due to food borne illness outbreak, fire, flooding, or sewage backup that endangers water or food sources.
- **Minnesota Rules, parts 4626.1805, 4626.1810:** For food establishments, use of food or equipment that has been embargoed or condemned.
- **Minnesota Rules, parts 4630.2600 to 4630.3000:** In a children's camp, failure to meet requirements for food service and food service personnel.
- **Minnesota Statutes, section 327.20, subdivision 1, clauses (6) and (7):** Failure to provide a municipally-approved shelter or evacuation plan for a manufactured home park after notification by the department.

5. ADMINISTRATIVE HEARING

The enforcement action procedure for the Environmental Health Program is found in the county Administrative Ordinance.

- a) Hearings may be scheduled in the following situations:
 - 1. Violations are not corrected or are repeated on subsequent inspections.
 - 2. Establishment fails to follow corrective action plan created to address violations.
 - 3. The sanitarian feels the manager/owner's attitudes warrant more severe actions.
 - 4. The sanitarian feels the necessity for administrative assistance to secure compliance.
- b) The scheduling of an In-Office hearing will be confirmed in writing, including a list of specific violations. Copies of the letter will be annotated and sent to the public health director, the Board of Health Chair, the agency attorney, and other parties as deemed appropriate.
- c) Officials receiving notice of In-Office hearings may attend the hearing if they so desire.
- d) The In-Office Hearing will be held at a location designated by Southwest Health and Human Services.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 6**

EFFECTIVE DATE: 06/20/12

REVISION DATE: 01/15/14, 09/16/15, 04/17/2019

AUTHORITY: Southwest Health and Human Services Health Board

--- FOOD AND BEVERAGE INSPECTION FOLLOW-UP ---

1.) Background:

The County Public Health Food and Beverage Ordinance and state statute require that routine inspection and evaluation of activities, businesses, facilities and establishments shall be made by the Department charged with enforcement of the particular ordinance in such frequency as to insure consistent compliance by the applicant or licensee with provisions of the County Ordinance. Southwest Health and Human Services is the Department charged to enforce the County Public Health Food and Beverage Ordinance.

~~Food and beverage establishments are scored using a system of critical and non-critical violations.~~

2.) Purpose:

SWHHS inspection staff will ensure that follow-up inspections will be conducted on licensed establishments to discuss control systems with management of licensed Food and Beverage establishments when out of control risk factors are reported on routine and follow-up inspections. Southwest Health and Human Services will ensure all licensed establishments meet the requirements of the county ordinances and MN Rules and Statutes in its jurisdiction. The purpose of this policy is to provide enforcement guidelines for the Food Inspection Program. Enforcement action ~~should~~ will be considered against any ~~person, firm, or corporation licensed or permitted to operate a licensed food service establishment~~ establishment in a manner which creates a public health hazard that fails to comply with lawful orders or recommendations of the health authority. A failing inspection for food and beverage establishments is defined as having five or more ~~critical~~ Priority 1 violations or when inspecting sanitarian identifies significant issues affecting health and safety during an inspection. In addition, an inspection will be defined as failing if conditions exist that require emergency closure (See EH Policy #9: Environmental Health Emergency Closure). The criteria for defining an imminent health issue are listed in the emergency closure policy.

3.) Policy Objective:

To ensure compliance with requirements of the county food and beverage ordinance for establishments located in the Southwest Health and Human Services service area.

4.) Procedure:

Before taking administrative action against a food and beverage establishment, the Sanitarian must do the following:

1. During initial inspection, violations are identified and compliance dates are issued for orders. Violations are identified as either ~~critical or non-critical~~ Priority 1, 2, or 3. When ~~critical or non-critical~~ violations are identified on the Food and Beverage Inspection Report and the facility is unable to correct the violation during the inspection, the inspector will determine if a ~~re-~~ follow-up inspection is needed and schedule a ~~re-~~ the inspection with the establishment. The inspector will conduct a follow-up inspection to verify compliance with the written orders.
2. If an establishment is found to have a failing inspection as defined in EH Policy #5: Environmental Health Inspection Policy, a ~~re-~~ follow-up inspection will be scheduled with the establishment.
3. If an immediate health or safety hazard exists as defined in EH Policy #9: Environmental Health Emergency Closure Policy, the sanitarian will follow the summary suspension of license provisions listed in the County Public Health Administrative Ordinance, Section 6.2B.

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ENVIRONMENTAL HEALTH POLICY NUMBER 6**

4. On-site corrective actions must be taken, as appropriate to the violation, and documented on the inspection report. (See EH Policy #8: Food Safety Short and Long Term Corrective Action). The corrective actions include but are not limited to the following:
 - a. Destruction of foods that have experienced extreme temperature abuse;
 - b. The embargo or destruction of foods from unapproved sources;
 - c. Accelerated cooling of foods when cooling time limits can still be met;
 - d. Reheating of foods when small deviations from hot holding have occurred;
 - e. Continued cooking when proper cooking temperatures have not been met;
 - f. Initiating use of gloves, tongs, or utensils to prevent hand contact with RTE foods;
 - g. Require hand washing when potential contamination is observed.

5. A ~~re-~~ follow-up inspection fee will be assessed to partially cover the costs of another inspection. A late penalty charge will be assessed if the ~~re-~~ follow-up inspection fee is not paid in thirty days. The board will establish these fees annually.

6. During ~~re-~~ follow-up inspections, if ~~critical~~ Priority 1 violations are repeated and new ~~critical~~ violations found or the sanitarian determines that adequate progress is not being made on issued orders, another ~~re-~~ follow-up inspection will be scheduled and an additional fee will be assessed.

7. On the third inspection, if ~~the critical~~ orders are not complied with or if the inspecting sanitarian determines that adequate progress is not being made on issued orders, an administrative hearing will be scheduled. The Administrative Hearing guidelines are listed in each county ordinance.

8. Regardless of the number of ~~critical~~ Priority 1 violations on an inspection, the Public Health Sanitarian may re-inspect at an interval that is less than is required, if a health hazard exists.

9. When the inspector identifies recurring ~~non-critical~~ Priority 2 and 3 violations on routine and ~~re-~~ follow-up inspections, the inspector will discuss these issues with the license holder and create an improvement plan to ensure that these issues are addressed in a reasonable time frame. The improvement plan will be documented on the inspection report.(See EH Policy #8: Food Safety Short and Long Term Corrective Action)

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 7**

EFFECTIVE DATE: 06/20/12

REVISION DATE: 09/16/15; 04/17/19

AUTHORITY: Southwest Health and Human Services - Community Health Board

--- LODGING -INSPECTION FOLLOW-UP ---

Section 1 - Background

- a. The County Public Health Lodging Ordinance and State Statute require that routine inspection and evaluation of activities and facilities shall be made by the Department charged with enforcement of the particular ordinance in such frequency as to insure consistent compliance by the applicant or licensee with provisions of the County Ordinance. Southwest Health and Human Services is the Department charged to enforce the County Public Health Lodging Ordinance.

Section 2 - Purpose

- a. Southwest Health and Human Services will ensure all lodging establishments meet the requirements of the county ordinance and MN Rules and Statutes in its jurisdiction. SWHHS inspection staff will ensure that follow-up inspections will be conducted on licensed establishments to discuss control systems with management of licensed lodging establishments when out of control risk factors are reported on routine and follow-up inspections. The purpose of this policy is to provide enforcement guidelines for the Lodging Inspection Program. Enforcement action ~~should~~ will be considered against any ~~person, firm, or corporation~~ licensed or permitted to operate a lodging establishment ~~in a manner which creates a public health hazard~~ that fails to comply with lawful orders of the health authority.

Section 3 - Policy

- a. Any or all of the following conditions may be the cause for administrative action against a licensed lodging establishment:
- Persistent refusal to comply with lawful orders of the Health Authority.
 - Facility fails to correct repeated violations of 4 and 5 point weighted items on the Lodging Establishment Inspection Report.
 - Lodging establishment rating scores maintained persistently at less than 75%.
 - Repeated violations of the same items on the Lodging Establishment Inspection Report.
 - If an immediate health or safety hazard exists as defined in EH Policy #9: Environmental Health Emergency Closure Policy.

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Section 4 - Procedure

- a. Before taking administrative action against a lodging establishment, the Sanitarian must do the following:
- During initial inspection, orders to correct violations are written and compliance dates are given. If the lodging score is 75 or less, a ~~re-~~ follow-up inspection will be conducted within 14 days. If the inspection score is 76 to 80, a ~~re-~~ follow-up inspection will be conducted within 90 days. If an immediate health or safety hazard exists as defined in EH Policy #9: Environmental Health Emergency Closure Policy, the Sanitarian will follow the summary suspension of license provisions listed in the County Public Health Administrative Ordinance, Section 6.2B.
 - A ~~re-~~ follow-up inspection fee will be assessed to partially cover the costs of another inspection. A late penalty ~~charged-~~ fee will be assessed if the ~~re-~~ follow-up inspection fee is not paid in thirty days. The board will establish these fees annually.
 - When violations are repeated on subsequent inspections, the establishment must develop a corrective action plan to address the repeat violations (See EH Policy 13: Long Term Corrective Action).
 - If the conditions of the corrective action plan are not met on follow-up inspections, then an administrative hearing will be scheduled. The administrative hearing procedures are listed in the county administrative ordinance.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 8**

EFFECTIVE DATE: 06/20/12

REVISION DATE: 09/16/15, 05/17/17, 04/17/19

AUTHORITY: Southwest Health and Human Services - Community Health Board

--- FOOD SAFETY SHORT AND LONG TERM CORRECTIVE ACTION ---

Section 1 - Purpose

- a. The purpose of this policy is to require the discussion of food safety control systems with management when out of control risk factors are reported on routine and subsequent inspections. The licensee must implement the following risk control plans to prevent code violations from occurring.

Section 2 - Procedure

a. Short-Term Corrective Actions

- During inspections, any or all of the following short-term corrective actions may be required and documented on the inspection report. Violations must be corrected on site and the licensee must implement plans to ensure violations do not recur.
 - Destruction of foods that have experienced temperature abuse
 - Cold foods ~~being held that are above~~ 50°F (±2°F) will be discarded.
 - Hot foods ~~being held that are below~~ 130~~125~~°F (±2°F) will be discarded.
 - Foods that have not cooled properly will be discarded.
 - If cold foods ~~are being held are above~~ 41°F, but at or below 50°F (±2°F), control measures must be taken to reduce the temperature to 41°F or less.
 - If cross-contamination is observed or if contaminated product is found, the food shall be discarded.
 - Embargo or destruction of foods from unapproved source
 - Foods that are determined to be from unapproved sources will be discarded or removed from the licensed facility.
 - If foods are under recall or have damaged packaging, they will be placed in a separate area for return to the supplier or discarded.
 - Accelerated cooling of foods when cooling time limits can still be met
 - In the process of cooling, foods that do not appear likely to meet the cooling parameters must have the cooling methods changed, ~~so it is accelerated.~~ If not able to be cooled from 140~~135~~°F to 70°F in 2 hours, the food is rapidly reheated to 165°F and then the cooling process is started again using methods to cool the foods properly.

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If the food is cooled from 140-135°F to 70°F in 2 hours, but it does not appear likely to cool to 41°F or less in 4-six (6) hours, the cooling method will be changed so it will meet the 4-six (6) hour time limit.

- Reheating when small deviations from hot holding have occurred
 - If hot foods are being held at between 125-130°F to 140-135°F, foods are rapidly reheated to 165°F.
- Continued cooking when cooking temperatures have not been met
 - If foods being cooked are not at or above the proper cooking temperature, cooking will be continued until the proper temperature is reached.
 - Unless it is at the request of the consumer, if foods requiring cooking are served at temperatures below the code requirements, a the consumer advisory must be provided given the statement, either verbally or on the menu, that indicates that the food is raw or undercooked and that eating foods raw or undercooked increases the risk of foodborne illness.
- Initiated use of gloves or tongs or utensils to prevent bare hand contact with ready to eat foods
 - If bare hand contact with ready to eat foods is observed, the use of gloves, utensils or other approved method will be initiated.
- Required hand washing when potential contamination is observed
 - If hand washing is not observed and potential contamination is observed, the food handler will be instructed to wash their hands.
- Integrated Pest Management – Steps are taken to control insects or rodents
 - If infestations of rodents or other vermin are observed, orders to implement control measures must be issued.

b. Long-Term Corrective Actions

- Risk control plans – an out of control risk factor is identified and a plan is put in place to control that risk factor
 - When an out of control risk factor is identified, a risk control plan is developed for the out of control risk factor to obtain long-term control.
 - See EH Policy #12: Active Managerial Control.
- Standard operating procedures – procedures that are done routinely
Standard operating procedures are developed by the person-in-charge so routine tasks and procedures are conducted. These could include a food preparation manual with the procedures to follow, a routine cleaning schedule for items and areas, and position descriptions so employees in those positions follow standard procedures.
- Buyer specifications – to ensure that products are good quality

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- Purchasing and receiving specifications are developed by the person-in-charge to ensure that the products received are of good quality.

- Menu modification – to limit the risk factors which may be due to establishment limitations
 - Food items that may not be prepared properly due to establishment limitations will be required to be removed from the menu.

- ~~HACCP plans – when needed~~ required by code (~~smoking, curing, vacuum packaging, acidifying foods~~)
- ~~HACCP plans are developed by the person-in-charge for any food items that are smoked, cured, vacuum packaged or acidified.~~
 - See EH Policy #10: HACCP Verification and Validation.

- Equipment or facility modification – changes or improvements to the establishment may be needed because of out of control risk factors
 - Establishment modifications are required due to out of control risk factors. This could include items such as requiring equipment when cooling is not done properly, the installation of additional hand washing sinks, the installation of a food preparation sink, or the addition of refrigeration. It also may include the development of an improvement plan to accomplish facility improvements over a predetermined time frame.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 10**

EFFECTIVE DATE: 06/20/12

REVISION DATE: 04/17/19

AUTHORITY: Southwest Health and Human Services - Community Health Board

--- HACCP (Hazard Analysis Critical Control Point) VERIFICATION AND VALIDATION ---

Section 1 - Purpose

- a. If a new establishment's menu includes one of the activities requiring a HACCP plan, the HACCP plan must be submitted for approval during the plan review process. If an existing establishment modifies its menu or procedures to include one of the activities requiring a HACCP plan, a HACCP plan must be submitted and approved prior to beginning production of the menu item.

Section 2 - Procedure

- a. A HACCP plan is required when any of the following activities is ~~done~~ conducted in an licensed establishment:
- Raw animal foods are not cooked according to 4626.0340, scientific data or other information showing that a lesser time and temperature regimen results in a safe food; and verifies that equipment and procedures and training of food employees at the food establishment meet the conditions of the variance;
 - Juice packaged in a food establishment according to 4626.0367;
 - Food served to a highly susceptible population according to 4626.0447;
 - Specialized processing: smoking or curing food, except for smoking done for the purpose of imparting flavor only and not as a part of the cooking process; using food additives or adding components, including vinegar, to: preserve the food rather than to enhance flavor; or render a food so it is not potentially hazardous, or using a reduced oxygen method of packaging food;
 - ~~Operating and maintaining molluscan shellfish tanks according to 4626.0610B;~~ the HACCP plan must ensure that: water used with fish other than molluscan shellfish does not flow into the molluscan tank; the safety and quality of the shellfish as they were received are not compromised by use of the tank; and the identity of the source of the shellfish is retained according to 4626.220;
 - ~~Removing tags or labels from shellstock under part 4626.0220, item B, sub item (2); and~~
 - Reduced oxygen packaging under part 4626.0420A-E.
- b. The HACCP plan must be available on-site for review and verification by the regulatory authority.

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- c. The person in charge shall ensure that employees are complying with the HACCP plan that has been submitted and approved by the regulatory authority.

Section 3 - Approval of HACCP Plans

- a. If the HACCP plan submitted is complete and meets the code requirements, the plan shall be approved. If the plan is not complete or does not meet the code requirements, the plan cannot be approved until the required information is submitted and approved.
- b. Verification and validation of HACCP plans during inspections **-(SEE THE FDA CODE & ANNEXES).**
- c. HACCP plans shall be verified and validated during routine inspections. During this process the following activities will be conducted:
- The standard operating procedures will be reviewed and employees observed to determine if the standard operating procedures are being followed.
 - Critical control points will be identified.
 - Critical limits will be monitored.
 - Records for monitoring will be reviewed for the method and frequency.
 - Corrective actions will be reviewed for accuracy.
 - Records for HACCP plan review, monitoring, verification and corrective actions by the person in charge will be reviewed to determine that the HACCP plan is being properly operated and managed.
- d. If plan modifications are required as the result of the verification and validation process, they shall be discussed with the person in charge and documented on the inspection report. The person in charge shall submit a new plan which includes the modifications to the plan and the employee training to be conducted for the new plan.
- e. A HACCP plan must contain the following information as listed in 4626.1735:
- A categorization of the types of potentially hazardous foods that are specified in the menu, including soups and sauces, salads, meat roasts or other bulk, solid foods, or other foods that are specified by the regulatory authority;
 - A flow diagram by specific food or category type identifying critical control points and providing information on the following:
 - Ingredients, materials, and equipment used in the preparation of a food; and
 - Formulations or recipes that delineate methods and procedural control measures that address the food safety concerns involved.
 - A statement of standard operating procedures for the plan under consideration including clearly identifying:
 - Each critical control point;

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- The critical limits for each critical control point;

- The method and frequency for monitoring and controlling each critical control point by the food employee designated by the person in charge;
- The method and frequency for the person in charge to routinely verify that the food employee is following standard operating procedures and monitoring critical control points;
- Action to be taken by the person in charge if the critical limits for each critical control point are not met; and
- Records to be maintained by the person in charge to demonstrate that the HACCP plan is properly operated and managed; and
- Additional scientific data or other information, as required by the regulatory authority, supporting the determination that food safety is not compromised by the proposal.

Section 4 - Reduced Oxygen Packaging

- a. For reduced oxygen packaging, the HACCP plan must also contain the following applicable information as listed in 4626.0420:
- ~~Identify the food to be packaged.~~
 - ~~Limit the food packaged to a food that does not support the growth of *Clostridium botulinum* because the food:~~
 - ~~Has an a_w of 0.91 or less;~~
 - ~~Has a pH of 4.6 or less;~~
 - ~~Is a food with a high level of competing organisms, including raw meat, raw poultry, or a naturally cultured standardized cheese; or~~
 - ~~Is a meat or poultry product that is:~~
 - ~~Cured at a food processing plant regulated by the United States Department of Agriculture and received at the food establishment in an intact package; or~~
 - ~~Cured using substances specified in Code of Federal Regulations, title 9, sections 318.7 and 381.147~~
 - ~~Specify how the food will be maintained at 41°F or below.~~
 - ~~Describe how the packages will be prominently and conspicuously labeled with instructions to:~~
 - ~~Keep refrigerated or frozen; and~~
 - ~~Discard the food if within 14 days of its packaging~~
 - ~~Limit the shelf life to no more than 14 calendar days from packaging to consumption or the original manufacturer's "sell by" or "use by" date, whichever occurs first.~~
 - The HACCP plan must include operational procedures that:

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- Comply with 4626.0225 regarding prevention of contamination from hands.
- Identify a designated area and the method by which:
 - Physical barriers or methods of separation of raw foods and ready-to-eat foods to minimize cross contamination; and
 - Access to the processing equipment is restricted to responsible trained personnel familiar with the potential hazards of the operation.
- Delineate cleaning and sanitization procedures for food-contact surfaces.
- Describe the training program that ensures that the individual responsible for the reduced oxygen packaging operation understands the:
 - Concepts required for a safe operation;
 - Equipment and facilities; and
 - Procedures specified in subitem 6 and the following statement of standard operating procedures for the plan under consideration including clearly identifying:
 - Each critical control point;
 - The critical limits for each critical control point;
 - The method and frequency for monitoring and controlling each critical control point by the food employee designated by the person in charge;
 - The method and frequency for the person in charge to routinely verify that the food employee is following standard operating procedures and monitoring critical control points;
 - Action to be taken by the person in charge if the critical limits for each critical control point are not met; and
 - Records to be maintained by the person in charge to demonstrate that the HACCP plan is properly operated and managed; and
- Except for fish that is frozen before, during and after packaging, a food establishment shall not package fish using a reduced oxygen method of packaging.
- Cook-chill or sous-vide packaging process HACCP Plan must contain the applicable information listed in 4626.0420D.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 11**

EFFECTIVE DATE: 06/20/12

REVISION DATE: 04/17/19

AUTHORITY: Southwest Health and Human Services - Community Health Board

--- REPLACEMENT OF DOMESTIC EQUIPMENT IN LICENSED ESTABLISHMENTS ---

Section 1 - Background

- a. Southwest Health and Human Services is committed to enforcing equipment requirements in licensed food and beverage establishments. The County Public Health Ordinances require that equipment installed or placed in service ~~shall comply with the standards of the National Sanitation Foundation (NSF)~~ must be certified or classified for sanitation by an American National Standards Institute (ANSI) accredited certification program for food service equipment as stated in MN Rule 4626.0506. Some equipment found in licensed facilities does not meet these ~~NSF listed standards.~~ If this equipment functions correctly, is in good repair, maintained in a sanitary condition, and has food-contact surfaces that are non-toxic, the inspection sanitarian will work with the establishment license holder to develop a replacement plan for the unapproved equipment.

Section 2 - Policy Objective

- a. ~~To provide a clearer understanding of NSF equipment requirements.~~
- ab. To ensure health of all individuals by removing equipment that is not capable of attaining proper temperatures, may not hold proper temperatures or may be incapable of being maintained in a sanitary condition.

Section 3 - Policy

- a. When a license for an existing establishment lapses (it is not renewed by January 31st of each year), all ~~domestic (non-NSF) equipment must be upgraded to current meet MN Rule 4626.0506.~~ standards (NSF approved) when applicable.
- b. When a change of ownership occurs, all ~~domestic equipment must be upgraded to~~ meet MN Rule 4626.0506 if a
year-round establishment was not operating for six months or if a seasonal establishment was not operating for one year.
- c. All new equipment for existing establishments must meet ~~NSF standards as stated in the County Public Health Ordinances~~ MN Rule 4626.0506.

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- d. All new establishments must have all equipment meeting ~~NSF standards~~ MN Rule 4626.0506 or they will not be granted a license to operate as stated in the County Public Health Ordinances.

- e. ~~Domestic and NSF e~~Equipment that poses an imminent health threat or is structurally in disrepair must be replaced with ~~NSF approved equipment~~ meeting MN Rule 4626.0506 ~~that corrects the health threat or can be structurally repaired while still meeting the standards of the NSF.~~

- f. ~~Failure to comply with this policy~~ update food service equipment when directed will result in enforcement action being taken under the County Public Health Ordinances.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 12**

EFFECTIVE DATE: 06/20/12

REVISION DATE: 04/17/19

AUTHORITY: Southwest Health and Human Services - Community Health Board

--- ACTIVE MANAGERIAL CONTROL ---

Section 1 - Purpose

- a. Active Managerial Control is a comprehensive food safety management system that ensures managers and food handlers are knowledgeable about proper food safety practices and provides them with tools to prevent risk factors. ~~It includes operators and staff who are knowledgeable about food safety issues, and are responsible for controlling practices and procedures that contribute to foodborne illness.~~
- b. An outbreak of foodborne illness traced to a restaurant can be devastating for many reasons - loss of business and respect, lawsuits, increased insurance premiums, lowered employee morale and general embarrassment. It has been estimated by the National Restaurant Association that the average cost of a foodborne illness to an establishment can be \$75,000. When all factors are considered, it may be more. It is important for restaurant managers to realize that the cost of food safety training is far less than that of a foodborne illness outbreak.
- c. According to the Centers for Disease Control and Prevention, the most commonly reported food-preparation practices that contribute to foodborne disease are:
 - improper holding temperatures (whether at receiving, preparation, service, etc.);
 - inadequate cooking of food;
 - contaminated equipment;
 - unsafe source;
 - poor personal hygiene

Section 2 - Policy

- a. Southwest Health and Human Services inspection staff will promote active managerial control strategies during their inspections. All inspections will focus on creating an effective food safety system using the following strategies:
 - Applicable establishments must employ a Minnesota Certified Food Protection Manager. This person must pass an approved exam to become certified and has applied to the Minnesota Department of Health for certification ~~as a Food Manager.~~
 - Food workers must be knowledgeable on food safety. The Minnesota Food Code requires that there is always a person designated as being in charge at

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ENVIRONMENTAL HEALTH POLICY NUMBER 12**

your establishment that is trained in food safety and has the authority to ensure that all of the employees are handling food safely.

- Written Standard Operating Procedures (SOP's) aimed at preventing foodborne illness must be created and enforced when applicable. These include SOP's for the following factors:
 - employee health
 - employee training
 - hand washing
 - food sources
 - receiving & storage
 - cold holding
 - cooking
 - cooling
 - reheating
 - hot holding
 - date marking
 - cleaning & sanitizing
- The establishment must provide on-going monitoring, correction and verification of the food safety system to ensure the system is working.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 13**

EFFECTIVE DATE: 06/20/12

REVISION DATE: 04/17/19

AUTHORITY: Southwest Health and Human Services - Community Health Board

--- LONG TERM CONTROL OF HEALTH AND SAFETY HAZARDS ---

Section 1 - Purpose

- a. SWHHS inspection staff will discuss control systems with management of licensed Lodging, MHP/RCA, Youth Camp and Public Swimming Pool establishments when out of control risk factors are identified on routine and follow-up inspections. The licensee must implement the following risk control plans to ensure violations to not ~~occur~~ recur.

Section 2 - Procedure

a. Long-Term Corrective Actions

- Risk control plans – an out of control risk factor is identified and a plan is put in place to control that risk factor
 - When an out of control risk factor is identified, a risk control plan is developed for the out of control risk factor to obtain long-term control.
- Standard operating procedures – procedures that are done routinely
 - Standard operating procedures are developed by the person-in-charge so routine tasks and procedures are conducted. These could include a food preparation manual with the procedures to follow, a routine cleaning schedule for items and areas, and position descriptions so employees in those positions follow standard procedures.
- ~~• Buyer specifications – to ensure that products are good quality~~
 - ~~○ Purchasing and receiving specifications are developed by the person-in-charge to ensure that the products received are of good quality.~~
- ~~• Menu modification – to limit the risk factors which may be due to establishment limitations~~
 - ~~○ Food items that may not be prepared properly due to establishment limitations will be required to be removed from the menu.~~
- Equipment or facility modification – changes to the establishment that are needed because of out of control risk factors
 - Establishment modifications are required due to out of control risk factors. This could include requiring the purchase and installation of additional equipment to ensure health, safety and maintenance issues of the facility are being addressed.
- Integrated Pest Management: Steps are taken to control insects or rodents

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- If infestations of rodents or other vermin are observed, orders to implement control measures must be issued.

**SOUTHWEST HEALTH AND HUMAN SERVICES
ENVIRONMENTAL HEALTH POLICY NUMBER 17**

EFFECTIVE DATE: 01/15/14

REVISION DATE: 09/16/15; 04/17/19–

AUTHORITY: Southwest Health and Human Services Health Board

---POOL, YOUTH CAMP, MHP/RCA INSPECTION FOLLOW-UP ---

Section 1 - Background

- a. The County Public Health Swimming Pool, Youth Camp, and MHP/RCA Ordinance and state statute require that routine inspection and evaluation of activities and facilities shall be made by the Department charged with enforcement of the particular ordinance in such frequency as to insure consistent compliance by the applicant or licensee with provisions of the County Ordinance. Southwest Health and Human Services is the Department charged to enforce these County Public Health Ordinances.

Section 2 - Purpose

- a. SWHHS inspection staff will ensure that follow-up inspections will be conducted on licensed establishments to discuss control systems with management of licensed MHP/RCA, Youth Camp and Public Swimming Pool establishments when out of control risk factors are reported on routine and follow-up inspections. Southwest Health and Human Services will ensure all licensed establishments meet the requirements of the county ordinances and MN Rules and Statutes in its jurisdiction. The purpose of this policy is to provide enforcement guidelines for the MHP/RCA, Youth Camp and Public Swimming Pool Inspection Program. Enforcement action ~~should~~ will be considered against any ~~person, firm, or corporation~~ licensed or permitted to operate an establishment in a manner which creates a public health hazard, because of the ~~that~~ that ~~fails failure~~ to comply with lawful orders or recommendations of the health authority.

Section 3 - Policy

- a. MHP/RCA Program
1. Any or all of the following conditions may be the cause for administrative action against the establishment license or permit:
 - Persistent refusal to comply with lawful orders of the Health Authority.
 - Repeated violations of the same items on the Establishment Inspection Report.
 - Conditions exist that require emergency closure (See EH Policy #9: Environmental Health Emergency Closure).
- b. Swimming Pool Program
1. Any or all of the following conditions may be the cause for administrative action against the establishment license or permit:
 - Persistent refusal to comply with lawful orders of the Health Authority.

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- Repeated violations of the same items on the Establishment Inspection Report.
 - Conditions exist that require emergency closure (See EH Policy #9: Environmental Health Emergency Closure).
- c. Youth Camp Program
1. Any or all of the following conditions may be the cause for administrative action against the establishment license or permit:
 - Persistent refusal to comply with lawful orders of the Health Authority.
 - Repeated violations of the same items on the Establishment Inspection Report.
 - Conditions exist that require emergency closure (See EH Policy #9: Environmental Health Emergency Closure).
 - When violations relating to food and beverage service are observed at Youth Camps, the enforcement procedures listed in EH Policy #6: Food and Beverage Inspection Follow-up Policy will apply.

Section 4 - Procedure

- a. Before taking administrative action against an establishment, the Sanitarian must do the following:
- If an immediate health or safety hazard exists as defined in EH Policy #9: Environmental Health Emergency Closure Policy, the Sanitarian shall follow the summary suspension of license provisions listed in the County Public Health Administrative Ordinance, Section 6.2B.
 - A re-inspection fee will be assessed to partially cover the costs of another inspection. A late penalty charged will be assessed if the re-inspection fee is not paid in thirty days. The board will establish these fees annually.
 - When violations are repeated on subsequent inspections, the establishment must develop a corrective action plan to address the repeat violations (See EH Policy #13: Long Term Corrective Action).
 - If the conditions of the corrective action plan are not met on follow-up inspections, then an administrative hearing will be scheduled. The Administrative Hearing procedures are listed in the county administrative ordinance.

**m1 DEPARTMENT OF
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March 15, 2019

Mr. Charlie Sanow
Chair, South West Health & Human Services County Board of Commissioners
607 W Main Street
Slayton, MN 56172

Re: Calendar year 2018 financial reporting

Dear Commissioner Sanow:

It is my pleasure to commend you and your staff for perfect performance in meeting the Department of Human Services (DHS) financial reporting requirements for calendar year 2018. All key quarterly fiscal reports for programs your county participates in were submitted to our Financial Operations Division on or before the report deadlines and in perfect order. This effort required submission of 32 major reports covering the four calendar quarters of 2018. These reports are:

Local Collaborative Time Study (LCTS)*
MFIP Consolidated Fund
Client Statistics
SEAGR

Income Maintenance Expense
Social Service Fund
Title IV-E
BRASS-Based Grant Fiscal Report

*If your county participates in a "local collaborative," submission of this report may require the collection of multiple local partner reports for consolidated submission to DHS.

I know this accomplishment requires planning, an efficient operation, and teamwork within your county Human Services Department. The result is timely revenue for your county and compliance with federal reporting for us at the State. Please congratulate your management and staff on this superb effort.

Sincerely,


Tony Lourey
Commissioner



Cc: Beth Wilms, South West Health & Human Services County Director



Position Request Form

SECTION 1: Process	
<ol style="list-style-type: none"> 1. Supervisors will complete the internal position justification form and submit to their Division Director. 2. Division Director completes position request form outlining their justification for requesting a new or open position and submits to Director. 3. Executive Team will review requests. Director will make final recommendations to the SWHHS Governing Board. 	
SECTION 2: New Position Information	
New Position Title: Child Support Officer	Division/Unit: Child Support Unit
New Position <input type="checkbox"/> Replacement <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Promotion <input type="checkbox"/>	
Is Funding Budgeted for This Position? Yes, Budgeted <input checked="" type="checkbox"/> No, Not Budgeted <input type="checkbox"/>	
Desired hire immediate	FTE Requested: 1.0
*Attached additional sheets if necessary.	
1. What will the essential functions performed by this position include?	
<p>This position is to provide and deliver services required to gain support from non-custodial parents, reduce public assistance expenditures, increase funds to the families we serve while utilizing all resources available by Federal/State Statutes. The core functions are to establish paternity, establish child support orders, enforce court orders, collect child support, locate parents, and secure medical support and coverage other than Medicaid benefits per Title XIX of the Social Security Act.</p>	
2. Why are you recommending this position be authorized?	
<p>It is being recommended that a replacement be made to the child support worker who has been promoted within the agency. The child support unit currently has 13 full time workers, .5 support enforcement aide and 2 full time child support supervisors. All workers carry a caseload. The average case load per full time worker is 221. This position carries a case load for Lyon & Lincoln County, of which 188 are interstate cases and 99 are local cases. The cases would be an additional 72 cases for the Lyon and Lincoln County child support workers, which would result in an average case load of 293 for the Lyon & Lincoln County workers. This is greater than the average case load for the State which is 189 per worker. This unit has already absorbed 1.5 positions since 2018. One position was removed from the budget and one position went to part time due to Phased Retirement.</p>	

3. What alternatives to hiring a new position have been considered?

Hiring of a temporary worker is very difficult to do, with many of the human services positions due to the qualifications needed for the position, the time and money involved in training a temporary worker, and securing a worker with child support experience. Most individuals who have worked in child support prior have either retired and/or accepted other positions and would likely need a great deal of training of updated procedures, changes of statutes and would require a great deal of training in order to be a productive child support worker.
Making a request to surrounding counties to assist with the case load from a prior occurrence resulted in no response or not interested. Nobles County did contract with SWMHHS, at a rate of \$50.00 plus per hour in the past.
Having the current workers add cases to their current case load would not be feasible because workers would be traveling between office for their customers, multiple workers working with the county attorney's office, etc.

4. Please indicate how this position will be funded? Check all that apply.

- 100% Levy
- Part Levy/Part Grant or Reimbursement
- 100% Grant or Reimbursement
- Other: [Click or tap here to enter text.](#)

66% Federal Fiscal Participation from date of hire

Salary \$49,558 - \$80,881 annually (salary, FICA, PERA, and insurance)

5. What new or additional funding would support this position? Please identify any NEW dollars available to support this request. Grant resources already committed to existing expenditures should not be listed. Please be detailed.

What is the ROI?

6. What would the impact be to your customers and the community if this position is not authorized?

Customer service would decrease. Customers would need to travel to other offices within SWHHS because their case would be in another office, or the worker may need to travel to the Marshall office for appointments, court hearings, case consultations with the Lincoln & Lyon County Attorney's office, etc. The Federal benchmarks for processing and working cases on a timely basis would be extremely difficult to achieve. This could result in receiving lower incentive payment, being out of compliance with the Federal Regulations, being placed on a Performance Improvement Plan, (PIP) with the State of Minnesota, and potentially having TANF Sanctions imposed.

7. How does this position support the core mission of your department?

Retaining this position in the child support unit supports the mission of the agency by promoting the well being of children and the self sufficiency of families by the delivery of quality child support services.

SECTION 3: Signatures

Completed by: _____ **APPROVED** _____ Date: _____

Division Director Signature: *By nancy.walker at 7:35 am, Apr 10, 2019* _____ Date: _____

Director Signature: *Bochman* _____ Date: _____



Nancy Kor
 501 South Highway 23
 Marshall, MN 56258
 507-532-4482
 nancy@apdesignpro.com
 www.apdesignpro.com

Stretch 1/2-Zip Pullover.

An extremely flexible layer with a soft-brushed backing and moisture control for year-round comfort.



- 90/10 poly/spandex
- Tag-free label
- Smooth-faced
- Chin guard for additional comfort
- Cadet collar
- Taped neck
- Raglan sleeves
- Thumbholes to keep hands warm on ladies
- Hidden front pouch pocket on ladies
- Open cuffs and hem

Ladies Sizes: XS-4XL, Men's Sizes: XS - 4XL

12 - 23 Pieces

XS - XL \$33.45

2XL \$35.30

3XL \$38.95

24 - 47 Pieces

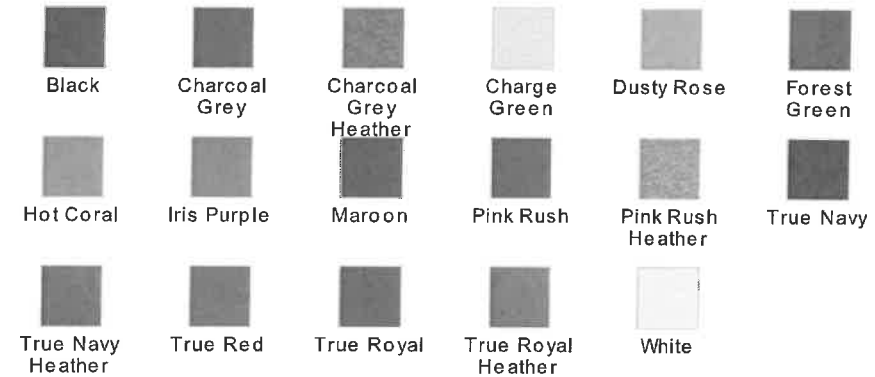
XS - XL \$30.00

2XL \$31.70

3XL \$35.00

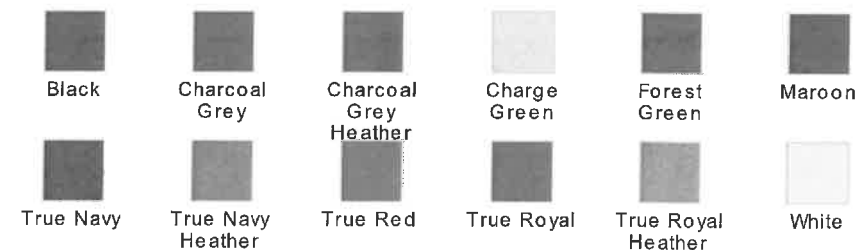
AVAILABLE COLORS:

Ladies Shirt Color Options



AVAILABLE COLORS:

Men's Shirt Colors Options



All pricing includes logo embroidered on left chest.

NEW Tri-Blend Wicking 1/4-Zip Pullover.

This lightweight pullover locks in color and wicks moisture. With unbeatable tri-blend softness, it's versatile enough for year-round wear.



- 4.4-ounce, 75/13/12 poly/cotton/rayon jersey with PosiCharge technology
- 4.6-ounce, 75/13/12 poly/cotton/rayon jersey with PosiCharge technology (Black Triad Solid)
- Tear-away removable label
- Cadet collar
- Reverse coil zipper
- Princess seams on ladies
- Set-in sleeves
- Open cuffs and hem

Ladies Sizes: XS-4XL, Men's Sizes XS - 4XL

Price:

12 - 23 Pieces

XS - XL \$24.50

2XL \$26.35

3XL \$30.00

24 - 47 Pieces

XS - XL \$22.00

2XL \$23.70

3XL \$27.00

AVAILABLE COLORS:



Black Triad Solid



Dark Grey Heather



Light Grey Heather



Pond Blue Heather



True Navy Heather



True Royal Heather

Textured 1/4-Zip Pullover.

This mid-weight pullover has an unbeatable textured look with contrast zipper taping. Plus, it performs by wicking moisture.



- 100% polyester
- Cadet collar
- Tag-free label
- Taped neck
- Dyed-to-match Vislon zipper and pull
- Silver zipper tape
- Angled chin guard for additional comfort
- Set-in sleeves
- Thumbholes on ladies
- Front and back princess seams
- Open cuffs and slight drop tail hem

Ladies Sizes: XS-4XL, Men's Sizes: XS - 4XL

Price:

12 - 23 Pieces

XS - XL \$31.65

2XL \$33.45

3XL \$37.15

24 - 47 Pieces

XS - XL \$28.35

2XL \$30.00

3XL \$33.35

Men's Color Options

AVAILABLE COLORS:



Black



Dawn Blue



Deep Red



Iron Grey



Lime Shock



True Navy

Women's Color Options

AVAILABLE COLORS:



Black



Deep Red



Iron Grey



Pink Raspberry



True Navy



True Royal



White



ST850
Sport-Tek® Sport-Wick®
Stretch 1/2-Zip Pullover

SPORT-TEK.

\$40 with emb.

Adult Sizes: XS-4XL

Color selected: Charcoal Grey Heather



Product Description

An extremely flexible layer with a soft-brushed backing and moisture control for year-round comfort.

- 90/10 poly/spandex jersey
- Tag-free label
- Smooth-faced
- Chin guard for additional comfort
- Cadet collar
- Taped neck
- Raglan sleeves
- Open cuffs and hem



ST853
Sport-Tek® Sport-Wick®
Stretch Contrast Full-Zip Jacket

SPORT-TEK.

\$45 with emb.

Adult Sizes: XS-4XL

Color selected: Charcoal Grey Heather/ True Navy



Product Description

Keep moving in this moisture-wicking, soft-brushed jacket that's flexible and features hits of contrast color throughout.

- 90/10 poly/spandex jersey
- Cadet collar with contrast piping
- Tag-free label
- Taped neck
- Contrast reverse coil zipper
- Set-in sleeves
- Contrast cuff binding
- Contrast welt front pockets



LST850

Sport-Tek® Ladies Sport-Wick® Stretch 1/2-Zip Pullover

SPORT-TEK

\$40 with emb.

Ladies Sizes: XS-4XL

Color selected: Charcoal Grey Heather

<input type="checkbox"/> Black	<input type="checkbox"/> Charcoal® Grey	<input checked="" type="checkbox"/> Charcoal Grey Heather	<input type="checkbox"/> Charge Green
<input type="checkbox"/> Dusty Rose	<input type="checkbox"/> Forest Green	<input type="checkbox"/> Hot Coral	<input type="checkbox"/> Iris Purple
<input type="checkbox"/> Maroon	<input type="checkbox"/> Pink Rush	<input type="checkbox"/> Pink Rush Heather	<input type="checkbox"/> True Navy
<input type="checkbox"/> True Navy Heather	<input type="checkbox"/> True Red	<input type="checkbox"/> True Royal	<input type="checkbox"/> True Royal Heather
<input type="checkbox"/> White			



LST853

Sport-Tek® Ladies Sport-Wick® Stretch Contrast Full-Zip Jacket

SPORT-TEK

\$45 with emb.

Ladies Sizes: XS-4XL

Color selected: Black/ Charcoal Grey

<input checked="" type="checkbox"/> Black/ Charcoal Grey	<input type="checkbox"/> Black/ True Red	<input type="checkbox"/> Black/ True Royal	<input type="checkbox"/> Charcoal Grey Heather/ Charcoal Grey
<input type="checkbox"/> Charcoal Grey Heather/ Charge Green	<input type="checkbox"/> Charcoal Grey Heather/ Hot Coral	<input type="checkbox"/> Charcoal Grey Heather/ Pink Rush	<input type="checkbox"/> Charcoal Grey Heather/ True Navy

Product Description

Keep moving in this moisture-wicking, soft-brushed jacket that's flexible and features hits of contrast color throughout.

- 90/10 poly/spandex jersey
- Cadet collar with contrast piping
- Tag-free label
- Taped neck
- Contrast reverse coil zipper
- Set-in sleeves
- Contrast cuff binding
- Thumbholes to keep hands warm
- Contrast trim at front pockets and thumbholes

Heather Microfleece Full-Zip Jacket.

Venture out in warmth and style in this non-bulky microfleece that has a heather look for added visual appeal. An anti-pill finish helps preserve the smooth look on this trend-right style available at budget-friendly prices.



- 7.5-ounce, 100% polyester microfleece
- Coverstitched seams
- Exposed coil zippers
- Non-zippered front pockets
- Open cuffs and hem

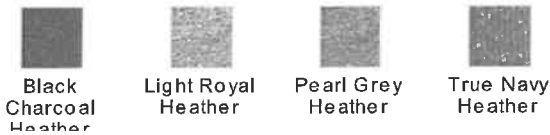
Ladies Sizes: XS-4XL, Men's Sizes XS - 4XL

Price:

12 - 23	
XS - XL	\$31.65
2XL	\$33.45
3XL	\$37.15
24 - 47	
XS - XL	\$28.35
2XL	\$30.00
3XL	\$33.35

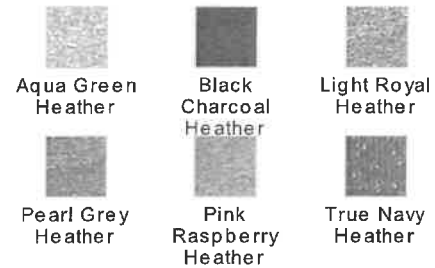
Men's Color Options

AVAILABLE COLORS:



Women's Color Options

AVAILABLE COLORS:



Sweater Fleece Jacket.

The comfort of a sweater joins the unbeatable warmth of fleece in this modern style. Contrast binding at the cuffs, pockets and hem heightens the visual appeal.

- 14-ounce, 100% polyester sweater fleece
- Reverse coil zipper with chin guard
- Full-length interior storm flap
- Stretch binding at cuffs and hem
- Front zippered pockets with knotted zipper pulls and binding trim

Ladies Sizes: XS-4XL, Men's Sizes: XS - 4XL

Price:

12 - 23	
XS - XL	\$46.30
2XL	\$48.10
3XL	\$51.75
24 - 47	
XS - XL	\$41.70
2XL	\$44.35
3XL	\$46.70

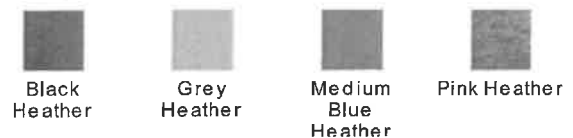
Men's Color Options

AVAILABLE COLORS:



Women's Color Options

AVAILABLE COLORS:



Cynthia "Cid" Fitzgerald
Massage Therapist
Slayton, MN 56172
(406)-570-5587

Time & cost: Cid can alternate between 4, ten minute or 8, five minute appointments in an hour for \$75 per hour. That works out to be \$18.75 for a 10 minute session.

Mitchells Quote

Location	On site hours	Hours* \$60	Miles round trip	Miles* \$.55	Travel time (min)	Travel time * \$.16	Total \$/Location
Pipestone	4	\$240.00	3.4	\$1.87	8	\$1.28	\$243.15
Luverne	4	\$240.00	50	\$27.50	58	\$9.28	\$276.78
Slayton	3	\$180.00	58	\$31.90	68	\$10.88	\$222.78
Ivanhoe	2	\$120.00	66	\$36.30	74	\$11.84	\$168.14
Marshall	10	\$600.00	86	\$47.30	92	\$14.72	\$662.02
Redwood	6	\$360.00	160	\$88.00	188	\$30.08	\$478.08
total	29	\$1,740.00	423.4	\$232.87	488	\$78.08	
					TOTAL	\$2,050.95	

CURRENT SITUATION

SWHHS continues to look for ways cut down costs and streamline machines to use the same drivers and toners.

MANAGED ACCOUNT PROGRAM ADJUSTMENTS (MAP)

With Marco's Managed Account Program, all you pay for is the number of prints you produce. The following program includes the equipment, service, and supplies (except staples, paper and network troubleshooting services). The result is a system with the capabilities and features you need—without the administrative headaches. You may also upgrade or downgrade your equipment at any time as your needs change.

- **Monthly Savings** **\$195.47/Month**
- **Replace Slayton's last Canon C5235 Color with Konica C368**
- **Replace the following with NEW HP 607DN series (same driver, less unique toner cartridges)**
 - Redwood's HP 4350TN SN: CNGXB16370
 - Redwood's HP 601N SN: CNCCG1X0DL
 - Marshall's HP 4515X SN: CNDY946306 (would be 609 to match speed)
 - Marshall's HP 605DN SN: CNBCJ1N0G7
 - Luverne's HP M401DNE SN: PHGFF62186
 - Redwood's HP 605X SN: CNBCHB61MB
 - Ivanhoe's HP P4015DN SN: CNDY450931
 - Slayton's HP M602DN SN: CNCCDBK0M4
 - Pipestone's HP 4250TN SN: USBXS01901
 - Marshall's HP 602 SN: CNDCG9X0Y3
- All would have same features as current ones (trays, envelope feeds, etc) plus standard duplexing
- **Annual Savings**.....**\$2,345.64/Month**

*The above pricing does not include applicable sales tax.
Prices quoted are subject to change and should be verified before placing your order.*

Accepted by: _____ Date: _____

By signing this proposal, you are authorizing Marco Technologies LLC to order, install and invoice the above listed equipment.



COPIER/PRINTER RECOMMENDATION

Prepared For:

Client Name: Deb Seidel
Company Name: SOUTHWEST HEALTH & HUMAN SVC
Address: 607 W MAIN
MARSHALL, MN 56258
Phone: 507-537-6747
Email:
Date: 2/10/2019
Expiration Date: 2/28/2019

Prepared By:



Technology Advisor: John Rickgarn
Phone: 800 847 3001 ext 4225
Email: John.rickgarn@marconet.com
Web: www.marconet.com
Document Number:

taking technology further

MANAGED SERVICES
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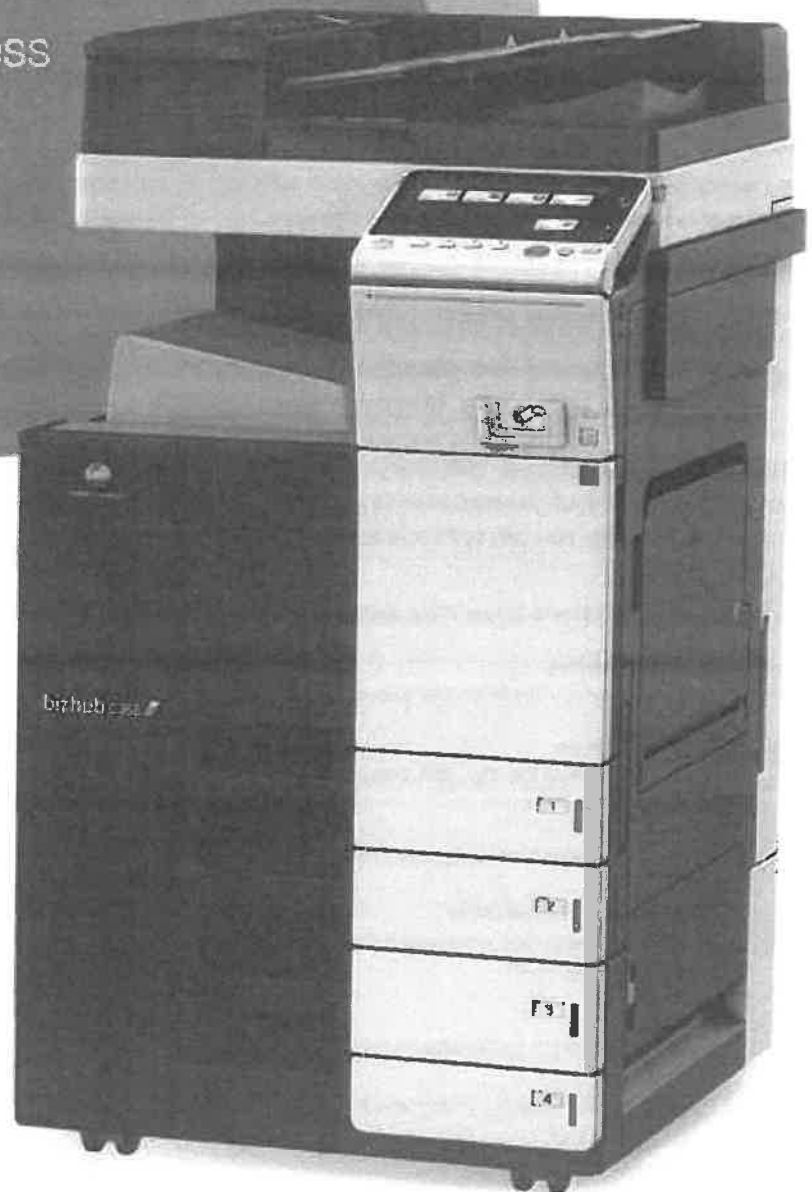


marconet.com



bizhub
C368 / C308 / C258

High performance
technology with seamless
mobile connectivity



Meeting the demands of your dynamic work environment

As your workforce becomes increasingly mobile, your staff and colleagues are looking for greater flexibility. You need to connect seamlessly, so you can focus on whatever you do best. In this new environment, collaboration is key. That's why innovative technology is embedded within our new multi-function printers (MFPs).



Simple, flexible and easy to use

We've engineered our new compact A3 bizhub C308, bizhub C368 and bizhub C258 MFPs to allow effortless printing and scanning via the very latest mobile devices. Thanks to our new PageScope mobile application, this is achieved in the simplest possible way. To use the bizhub MFP, the user simply touches their mobile device against the Mobile Touch Area on the front panel. This enables someone to either print directly from the mobile device – or save scanned data from the bizhub through the mobile application.



Intuitive touch screen operations

The bizhub C308/C368/C258 models are very easy to operate, thanks to our intuitive INFO-Palette design, and the new 9-inch touch panel. Functions can be selected with natural swipe, pinch, zoom, drag and drop gestures – just like smart devices. We have continued to refine our technology, so users can benefit from the improved navigation with horizontal scrolling and pop-up menus. Frequently used settings can be saved on the main screen. For security, a PIN-based system can be used to hold jobs until the authorised owner of the documents releases them.



Share your ideas anytime, anywhere

With increased workplace mobility, people are creating and showing information in many exciting new ways. That's why we've incorporated a full suite of connectivity options. The latest industry-leading wireless, mobile and cloud-based services are also supported. For maximum flexibility, you can print and scan via:



Apple AirPrint
Enables printing from a Mac or iOS mobile devices



Mopria Print Service
Enables printing from Android smartphones or tablets



Google Cloud Print
Share the printer over the web with anyone you choose



Direct Print
Print emails and attachments directly from the local network

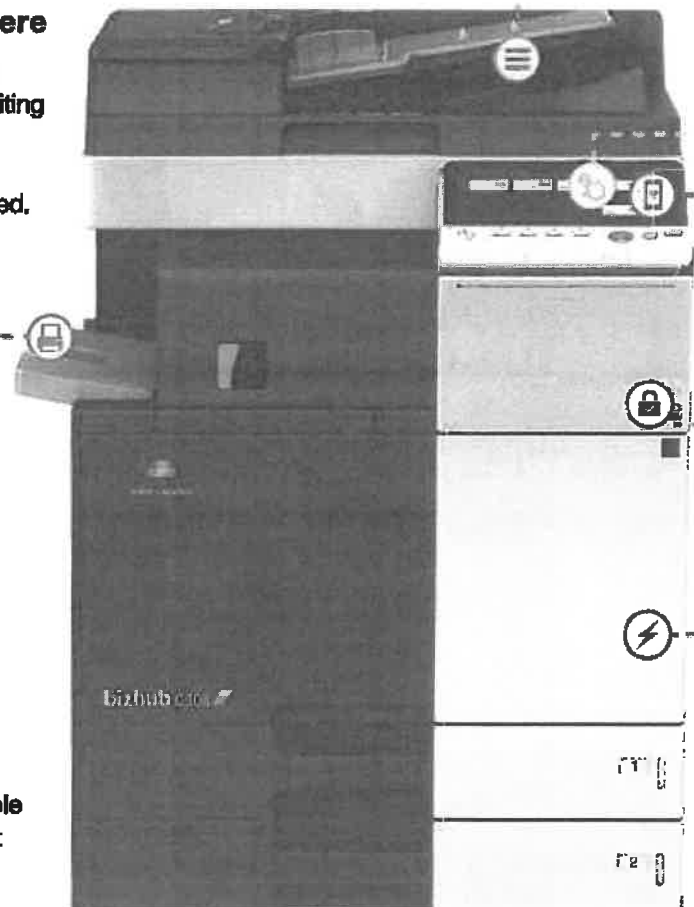


PageScope Mobile Application
Print and scan documents, photos and images to and from a mobile device via Wi-Fi



Wireless LAN
Greater connectivity in challenging installation environments

You can also use Wi-Fi Direct, which enable any compatible mobile device to connect on a Peer-to-Peer basis, without relying on the company network.





Tailor functions to suit your workflow

The innovative new soft and hard menu keys enable the device to understand what you require. And by using the widget function, you can configure menus to display your choice of communications, usage rules and warnings. You'll also enjoy greater flexibility with a remarkably wide range of scan file formats to suit your needs. The modular design and configurations provide a wide range of configurable options.

The iOption accessories allow scanning to OOXML file formats such as PowerPoint or text-searchable file formats so that you can have a wider ability to integrate your documents with your workflow and document management systems. This can give you more advanced document workflow integration, for greater workplace efficiencies.



Stronger, smarter and more secure

The bizhub C308/C368/C258 offers greater security, advanced authentication and print management solutions, optional hard disk mirroring, and document protection technology. All underpinned by a powerful combination of embedded technologies – including a dual core CPU, Emperon Controller, Simitri Toner Technology and a LED-scanning unit. Build quality is impressive, and these are rigorously tested devices, engineered to go the distance.



Fast speeds and bright colour output

With increased workforce mobility, there are ever-greater demands for speed and efficiency. That's why the bizhub C368 delivers its brilliant full colour output at 36 pages per minute (30ppm for bizhub C308, 25ppm for bizhub C258) at A4 size.

Its 1800 x 600 enhanced dpi print resolution, or 1200 x 1200 real dpi produces vibrant colour office communications, and brings your ideas to life. It also offers high quality scanning at up to 600 dpi. A wide range of print and scan sizes are supported, up to A3. Your business will benefit from more powerful performance, and high quality output with greater impact.



Helping your business thrive

Konica Minolta's multi-functional printers deliver the class-leading image quality you have come to expect from Konica Minolta. Overall, they offer many benefits for a demanding office environment – such as cost management, workplace efficiency, security and better environmental performance. They'll help your business grow – and bring your ideas to life.



Reduced environmental footprint

From the very start of the manufacturing process, we have taken great care to follow industry best practice with the use of recycled materials, bioplastics and advanced chemical processing technologies.



A true technology innovator

Konica Minolta invests continually in research and development in order to deliver inspiring products and give shape to ideas. Globally recognised for its award winning products, we work closely with businesses to deliver a range of multifunctional digital imaging solutions for document scanning, printing and electronic archiving and distribution. This consultative approach can help you further improve efficiency, cut costs, strengthen security and reduce your impact on the environment.

Specifications

General Specifications

Type	Desktop Full Colour Printer / Copier / Scanner		
Colour Support	Full colour		
Copy Resolution	Scan	Main: 600 dpi x Sub: 600 dpi	
	Print	1,800 dpi (equivalent) x 600 dpi	
Gratiation	256		
Memory Capacity (Std./Max)	2 GB/4 GB		
HDD	250 GB		
Original Type	Sheets, Books, Objects		
Max. Original Size	A3 (11" x 17")		
Output Size	Main unit: SRA3 ¹ , A3 to A5, 12-1/4" x 18" (A3 wide (311.1 mm x 457.2 mm)), 11" x 17" to 8-1/2" x 11", 8-1/2" x 8-1/2", 8" x 13" ² , 16K, 8K Bypass Tray: SRA3, A3 to A5, B8 ³ , A6 ³ , 12" x 18" (A3 wide (311.1 mm x 457.2 mm)), 11" x 17" to 8-1/2" x 8-1/2", 8" x 13" ² , 16K, 8K, Postcard (A6 (4" x 6" Card)), Envelope ⁴ , Label sheet, Tab paper, Banner paper (Width: 210 mm to 297 mm (8-1/4" to 11-11/16")), Length: 457 mm to 1,200 mm (18" to 47-1/4") ⁵		
Image Loss	Max. 4.2mm or less for top edge (5 mm for thin paper), Max. 3.0mm or less for bottom edge, Max. 3.0mm or less for right/left edges ⁶ A loss of 4.2 mm each during printing		
	Colour/B&W:	20 sec. or less	
Warm-Up Time ⁷ (23°C std. voltage)	Colour/B&W: 20 sec. or less		
First Copy Out Time ⁸	Colour	6.9 sec. or less	7.5 sec. or less
	B&W	5.9 sec. or less	6.1 sec. or less
Copy Speed (Colour/B&W, A4)	35 ppm	30 ppm	25 ppm
	Copy Magnification	Fixed Ratio Magnification: 1: 1±0.6% or less	
Paper Capacity (80 g/m ²)	Scaling Up	1: 1.154/1.224/1.414/2.000	
	Scaling Down	1: 0.898/0.818/0.707/0.500	
	Presets	5 types	
	Zoom	25 to 400% (in 0.1% increments)	
	Lengthwise Crocwise Individual Settings	25 to 400% (in 0.1% increments)	
Paper Capacity (80 g/m ²)	Tray 1	800 sheets (up to A3)	
	Tray 2	500 sheets (up to SRA3)	
Max. Paper Capacity (80 g/m ²) ¹⁰	Multiple Bypass Tray	150 sheets (up to SRA3)	
		6,660 sheets	
Paper Weight	Tray 1/2	52 to 256 g/m ²	
	Multiple Bypass Tray	60 to 300 g/m ²	
Multiple Copy	1 to 8,888 sheets		
Auto Duplex	Paper Size	SRA3, A3 to A5, B6 ³ , A6 ³ , 12-1/4" x 18" (A3 wide (311.1 mm x 457.2 mm)), 11" x 17" ⁸ to 5-1/2" x 8-1/2" ² , 7-1/4" x 10-1/2", 8" x 13", 16K, 8K, Postcard (A6 (4" x 6" Card))	
	Paper Weight	52 to 256 g/m ²	
Power Requirements	AC220 to 240 V 5.0 A (50/60 Hz)		
Max. Power Consumption	1.5 kW or less		
Dimensions (W x D x H)	615 x 685 x 778 mm (24-3/16" x 27-15/16" x 30-11/16")		
Weight ⁹	Approx. 85 kg (187-3/8 lb)		
Space Requirements (W x D) ¹⁰	937 x 1,214 mm (36-7/8" x 47-13/16")		

- ¹ SRA3 paper can be used in Tray 2.
- ² There are four types of folio: 8-1/2" x 13-1/2", 8-1/2" x 13", 8-1/4" x 13", and 8" x 13". Any one of these sizes is selectable. For details, contact your service representative.
- ³ Short edge feed.
- ⁴ There are six types of folio: 8-1/2" x 13-1/2", 220 mm x 330 mm³, 8-1/2" x 13", 8-1/4" x 13", 8-1/8" x 13-1/4", and 8" x 13". Any one of these sizes is selectable. For details, contact your service representative.
- ⁵ Wrinkle or printing errors may occur due to the type, storage or environment that exists when envelope printing is carried out.
- ⁶ Printing on banner paper can only be performed from a PC.
- ⁷ May vary depending on the operating environment and usage.
- ⁸ A4 long edge feed full size/using the first tray/scanning from the original glass surface.
- ⁹ With options installed.
- ¹⁰ Without options, with paper trays pulled out, and multiple bypass tray, a side tray and ADF opened.

Printer

Type	Embedded	
CPU	ARM Cortex-A7 Dual-core 1.8GHz	
Memory	Shared with the copier	
Print Speed	Same as Copy Speed (when using the same original)	
HDD	250 GB (Shared with the copier)	
Print Resolution	1,800 dpi (equivalent) x 600 dpi (at smoothing) or 1,200 dpi x 1,200 dpi (in 1,200 dpi mode)	
PDL	PCL 6, PostScript 3 Emulation, XPS	
Protocol	TCP/IP, IPX/SPX (NDS support), SMB (NetBEUI), LPD, IPP 1.1, SNMP, AppleTalk	
Support OS	Windows Vista ¹ / 7 ¹ / 8 ¹ / 8.1 ¹ Windows Server 2008 ¹ / 2008 R2 / 2012 / 2012 R2 Mac OS X (10.6 / 10.7 / 10.8 / 10.9 / 10.10) Linux	
Fonts	PCL	80 Roman fonts
	PS	137 Roman Type 1 fonts
Interface	Ethernet (10BASE-T/100BASE-TX/1000BASE-T), USB 1.1, USB 2.0, IEEE 802.11 b/g/n ² , Bluetooth LE ²	

- ¹ Supports the 32-bit (x86) or 64-bit (x64) environment.
- ² Optional.

Scanning

Type	Full-Colour Scanner	
Interface	Ethernet (10BASE-T/100BASE-TX/1000BASE-T), IEEE 802.11 b/g/n ¹	
Driver	TWAIN Driver, HDD TWAIN Driver	
Protocol	TCP/IP (FTP, SWS, SMTP, WebDAV), (PuT/PuG)	
Scanning Speed (Colour/B&W) (300 dpi, A4, Simplex)	80 opm ²	
Scanning Size	Max. A3 (11" x 17")	
Output Format	TIFF, JPEG, PDF, Compact PDF, XPS, Compact XPS, OCMML (.ppk, .xps, .docx ¹), Searchable PDF ¹ , PDF/A ¹ , Linearised PDF ¹	
Scanning Resolution	Push	200 dpi / 300 dpi / 400 dpi / 600 dpi
	Put	100 dpi / 200 dpi / 300 dpi / 400 dpi / 600 dpi
Main Functions	Scan to E-Mail, Scan to FTP, Scan to BOX (i-Box), Scan to PC (SMB), Network TWAIN, Scan to WebDAV, Scan to USB, Scan to Scan Server, Scan to Web Services (WSD-Scan), Device Profiles for Web Services (DPWS)	
Other Functions	Multi-Method Send, Authentication at the time of E-Mail send (SMTP authentication), POP before SMTP, S/MIME, Annotation	

- ¹ Optional
- ² When using the Automatic Document Feeder.

Internet Fax

Protocol	TX: SMTP, RX: POP3, TCP/IP Simple mode
Connection Mode	Full-Mode
Supporting Paper Size	A3, B4, A4
Recording Paper Size	Max. A3
Resolution	B/W: 200 x 100 dpi, 200 x 200 dpi, 400 x 400 dpi, 600 x 600 dpi Colour: 800 x 200 dpi, 400 x 400 dpi, 600 x 600 dpi
Interface	Ethernet (10BASE-T/100BASE-TX/1000BASE-T)
Colour	Support Colour Internet Fax
Format	B/W: TIFF-F Colour: TIFF (Conforms to RFC3949 Profile-C)

Fax Kit FK-514 (Optional)

Communication	Super G3
Compatible Lines	Public Switch Telephone Network, Private Branch Exchange, Fax Communication Line
Line Density	Ultra Fine: 600 dpi / 600 dpi
	Super Fine: 16 dot/mm 15.4 line/mm, 400 dpi / 400 dpi
	Fine: 8 dot/mm 7.7 line/mm, 200 dpi / 200 dpi
	Normal: 6 dot/mm 3.85 line/mm
Modem Speed	2.4 to 33.6 kbps
Compression	MH/MR/MMR/JBIG
Recording Paper Size	Max. A3 (Long Length Support: Max. 1,000 mm)
Transmission Speed	Max. A3 (Long Length Max. 1,000 mm — following the page division —) Less than 2 sec. (A4, V.34, 33.6 kbps, JBIG)
Memory	Shared with the copier
Number of Abbr. Dials	2,000
Number of Program Dials	400
Number of Group Dials	100
Sequential Multiple Station Transmission	Max. 600

IP Address Fax ¹Optional Fax Kit FK-514 is required.

Protocol/Transmission	TCP/IP, SMTP
Supporting Paper Size	A3, B4, A4
Resolution	200 x 200 dpi, 400 x 400 dpi, 600 x 600 dpi
Format	B/W: TIFF-F, TIFF-S Colour: TIFF, PDF



Konica Minolta Business Solutions Australia Pty Ltd
Free call 1800 789 389 or visit
www.konicaminolta.com.au/experience



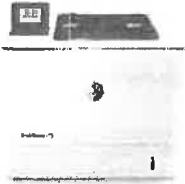
HP LaserJet Enterprise M607 series

This HP LaserJet with JetIntelligence combines performance, energy efficiency, and security.¹

This HP LaserJet Printer with JetIntelligence combines exceptional performance and energy efficiency with professional-quality documents right when you need them—all while protecting your network from attacks with the industry's deepest security.¹



HP LaserJet Enterprise M607dn



HP LaserJet Enterprise M607n

The world's most secure printing¹

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Run-time intrusion detection continually monitors to detect and stop attacks, then automatically reboots.
- Centralize control of your printing environment with HP Web Jetadmin—and help build business efficiency.²
- Give workgroups what they need to succeed. Easily choose and deploy over 175 HP and third-party solutions.

High-speed performance meets energy efficiency

- Speed through tasks and save paper. Print two-sided documents nearly as fast as single-sided.
- This printer wakes up fast and prints your first page faster—in as quickly as 7.8 seconds.⁴
- This printer uses exceptionally low amounts of energy thanks to its innovative design and toner technology.⁵
- Paper handling options include a wheeled stand and 550-sheet input feeder for paper sizes 4 x 6" to legal.

More. Performance and Protection.

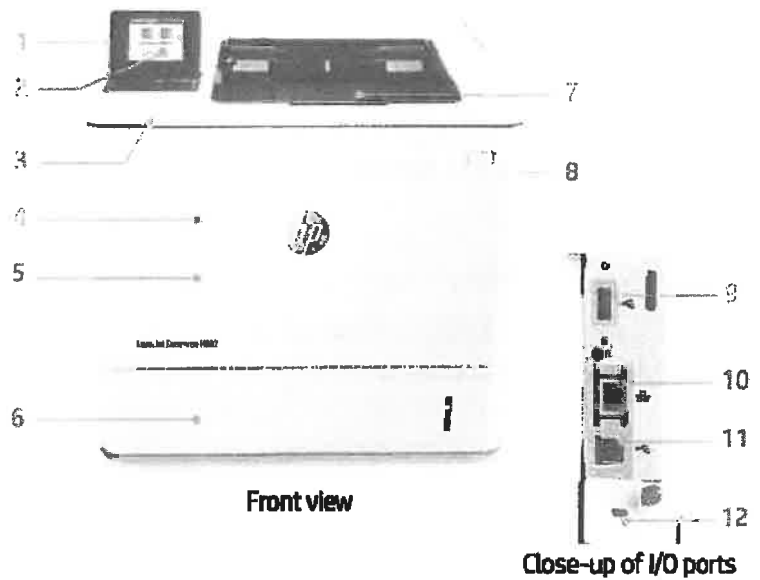
- Produce sharp text, bold blacks, and crisp graphics with precision black toner.
- Help retain the Original HP quality you paid for with anti-fraud and cartridge authentication technology.
- Help retain the Original HP quality you paid for with anti-fraud and cartridge authentication technology.

¹ Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims> ² HP Web Jetadmin is available for download at no additional charge at <http://www.hp.com/go/webjetadmin> ³ Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. ⁴ Measured after 15 min in sleep. Exact speed varies depending on the system configuration, software application, driver, document complexity and time in sleep. ⁵ Energy claim based on TEC data reported on energystar.gov as of January 2017. Data normalized to determine energy efficiency of in-class laser printers with published speed of 55 to 75 ppm. Subject to device settings. Actual results may vary. ⁶ An FCC Class A emissions compliant device meets the less stringent (higher) levels of emissions allowed by the FCC for a product operation in a commercial environment. An FCC class A device cannot be marketed for use in a residential environment and an FCC class A device should not be purchased for use in a residential environment due to the increased risk of interference to radio communications.

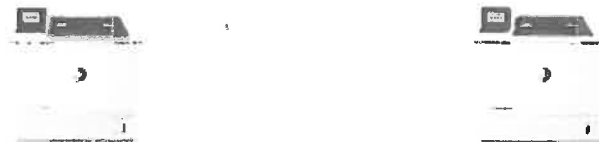
HP LaserJet Enterprise M607dn

Product walkaround

1. Hardware Integration Pocket¹
2. 2.7-inch (6.9 cm) color graphics display with keypad
3. Easy-access USB port
4. 100-sheet multipurpose tray 1
5. Front door access to toner cartridges
6. 550-sheet input tray 2
7. 500-sheet output bin
8. Automatic two-sided printing
9. Host USB port
10. Host USB port
11. Gigabit Ethernet network port
12. Hi-Speed USB 2.0 printing port



Series at a glance



Model	HP LaserJet Enterprise M607dn	HP LaserJet Enterprise M607n
Part number	KOQ15A	KOQ14A
Print speeds (letter/A4) ²	Up to 55/52 ppm	Up to 55/52 pages per minute (ppm)
Control panel	2.7-inch (6.9 cm) LCD with keypad	2.7-inch (6.9 cm) LCD with keypad
Automatic two-sided printing	✓	Not available
Hardware Integration Pocket ¹	✓	Not available
100-sheet tray 1, 550-sheet tray 2	✓	✓
550-sheet paper feeder ⁴	Optional (up to four)	Optional (up to four)
2,100-sheet paper feeder ⁴	Optional	Optional
Envelope feeder	Optional (up to two)	Optional (up to two)
Printer stand	Optional	Optional
5-bin stapler/stacker/mailbox with job offset	Optional	Optional
Direct mobile printing	Optional wireless direct ⁵ /NFC ⁶	Optional wireless direct ⁵ /NFC ⁶
Wireless networking	Optional ⁷	Optional ⁷
HP High-Performance Secure Hard Disk	Optional	Optional

¹An administrator must enable the easy-access USB port before use. ²Measured using ISO/IEC 24734; excludes first set of test documents. For more information, see hp.com/go/printerclaims. Exact speed varies depending on the system configuration, software application, driver, and document complexity. ³Solutions deployed through the Hardware Integration Pocket (HIP) may require additional purchase. HIP not available on the HP LaserJet Enterprise M607n and M608n. ⁴All models come standard with the 100-sheet multipurpose tray and 550-sheet tray 2. The HP LaserJet Enterprise M608x and M609x models come with one additional 550-sheet paper feeder standard, and can add up to three additional optional 550-sheet paper feeders and the optional 2,100-sheet paper feeder. The M607n, M607dn, M608n, M608dn, and M609dn models can add up to four additional 550-sheet paper feeders and the optional 2,100-sheet paper feeder. ⁵Wi-Fi Direct printing is embedded in the HP LaserJet Enterprise M608x and M609x models. All other models can add wireless direct with the purchase of the optional HP Jetdirect 3000w NFC/Wireless Direct Accessory. Mobile device needs to be connected directly to the signal of a Wi-Fi Direct[®] supported MFP or printer prior to printing. Depending on mobile device, an app or driver may also be required. For details, see hp.com/go/mobileprinting. Wi-Fi Direct is a registered trademark of Wi-Fi Alliance[®]. ⁶Touch-to-print capability is optional for all models (except M608x and M609x) with purchase of the optional HP Jetdirect 3000w NFC/Wireless Direct Accessory. Mobile device must support Near Field Communication (NFC)-enabled printing. For more information, see hp.com/go/businessmobileprinting. ⁷All models can add wireless networking with the purchase of the optional HP Jetdirect 2900w Print Server. Wireless performance is dependent on physical environment and distance from access point, and may be limited during active VPN connections. ⁸Bluetooth Low Energy is standard only on the HP LaserJet Enterprise M608x and M609x models, and it cannot be added to other models. Bluetooth is a trademark owned by its proprietor and used by HP Inc. under license.

HP Services

Downtime can have serious consequences, so HP provides support beyond the standard warranty. You benefit from reduced risk, maximized uptime, predictable service delivery and no unbudgeted repair costs. HP Care Pack Services provide a comprehensive suite of protection services designed to keep HP hardware and software up and running so employees can stay productive.

Next Business Day Onsite with Defective Media Retention:

Customers can retain their hard disk drive and keep control of sensitive data.

Next Business Day Exchange:

Ships a permanent replacement unit overnight via premium airfreight, if hardware issue cannot be resolved remotely. Shipping charges are prepaid by HP.

Same Day Onsite – 4 hour 9x5 and 13x5:

Sends an HP technician to customers' site the same business day for repair, within 4 hours, if the issue cannot be resolved through remote support. Various support window times are available, for different requirements.

For carepack availability visit: hp.com/go/cpc

Top features

Only HP Enterprise printers repair themselves from attacks in real time while offering outstanding manageability. Automatically monitor threats, detect intrusions, and validate operating software while centrally managing your fleet with ease.¹

With speeds up to 55 pages per minute,² fast first page out, and a variety of paper-handling options, you get confidence that your employees can speed through their tasks without interruption.

Help protect your printer using Original HP Toner cartridges with JetIntelligence.

Accessories

LOH17A - HP LaserJet 550-Sheet Paper feeder
 LOH18A - HP LaserJet 2100 sheet Paper feeder
 LOH19A - HP LaserJet Printer Stand
 LOH20A - HP LaserJet Stapler/Stacker/ Mailbox
 LOH21A - HP Envelope Feeder
 B5L28A - HP Internal USB Ports
 B5L29A - HP Secure High Perf Hard Disk Drive
 J8031A - HP Jetdirect 2900nw Print Server
 F5S62A - HP Trusted Platform Module Accessory
 G6W84A - 1 GB Memory DIMM Kit
 LOH22A - HP Extension Tray Cover

Supplies

J8J96A - HP Staple Cartridge Refill,
 LOH24A - HP LaserJet 110v Maintenance Kit
 LOH25A - HP LaserJet 220v Maintenance Kit
 CF237A - HP 37A Black Original LaserJet Toner Cartridge (11,000 yield)

Services

U9MU2E - HP 5 year Next Business Day HW Support w/Defective Media Retention
 U9MU5E - HP 5 year 4 hour 9x5 HW Support w/Defective Media Retention
 U9MU8E - HP 5 year 4 hour 13x5 HW Support w/Defective Media Retention
 U9MV1E - HP 5 year Next Business Day Call To Repair HW Support w/DMR
 U9MV4E - HP 5 year Next Business Day Exchange Service
 U9MV7E - HP 5 year Next Business Day Exchange Service
 U9MW5PE - HP 2 year Post Warranty Next Business Day Hardware Support w/DMR
 U9MW7PE - HP 2 year Post Warranty 4 hour 9x5 Hardware Support w/DMR
 U9MW8PE - HP 1 year Post Warranty 4 hour 13x5 Hardware Support w/DMR
 U9MX0PE - HP 2 yr Post Warranty Next Business Day Call To Repair HW Support w/DMR
 U9MX1PE - HP 1 year Post Warranty Next Business Day Exchange Service



Mac



¹ Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information, see <http://www.hp.com/go/printersecurityclaims>. ² HP Web Jetadmin is available for download at no additional charge at <http://www.hp.com/go/webjetadmin>. ³ Measured using ISO/IEC 24734, excludes first set of best documents. For more information, see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. ⁴ Measured after 15 min in sleep. Exact speed varies depending on the system configuration, software application, driver, document complexity and time in sleep. ⁵ Energy claim based on TEC data reported on energystar.gov as of January 2017. Data normalized to determine energy efficiency of in-class laser printers with published speed of 55 to 75 ppm. Subject to device settings. Actual results may vary. ⁶ An FCC class A emissions compliant device meets the less stringent (higher) levels of emissions allowed by the FCC for a product operation in a commercial environment. An FCC class A device cannot be marketed for use in a residential environment and an FCC class A device should not be purchased for use in a residential environment due to the increased risk of interference to radio communications.

HP LaserJet Enterprise M607 series

Technical Specifications	HP LaserJet Enterprise M607dn (M0Q15A)	HP LaserJet Enterprise M607n (M0Q14A)
Print speed	Letter: Up to 55 ppm black; ¹ First Page Out Black: As fast as 5.3 sec; ¹⁰	
Print resolution	Black (best): Up to 1200 x 1200 dpi	
Print Technology	Laser; Print Resolution Technologies: FastRes 1200; 1200 x 1200 dpi	
Print Cartridges Number	1 (black)	
Standard Print Languages	HP PCL 6, HP PCL 5 (HP PCL 5 driver available from the Web only), HP postscript level 3 emulation, native PDF printing (v.1.7), Apple AirPrint [®]	
Printer Smart Software Features	Print preview, duplex printing, print multiple pages per sheet (2, 4, 6, 9, 16), collation, watermarks, store print jobs, easy-access USB	Print preview, print multiple pages per sheet (2, 4, 6, 9, 16), collation, watermarks, store print jobs, easy-access USB
Printer Management	HP JetAdvantage Security Manager; HP SNMP Proxy Agent; HP Web JetAdmin Software; HP W5 Pro Proxy Agent; Printer Administrator Resource Kit for HP Universal Print Driver	
Standard Connectivity	1 Hi-Speed USB 2.0 Device; 2 Hi-Speed USB 2.0 Host; 1 Gigabit Ethernet 10/100/1000 network	
Network Capabilities	Yes, via HP JetDirect; Ethernet embedded print server (standard) which supports: 10Base-T, 100Base-Tx, 1000Base-T; 802.3az (EEE) support on Fast Ethernet and Gig Links; IPsec (standard); 802.11a/b/g/n wireless networking (optional).	
Wireless Capability	Energy Star 2.131 kWh/Week	
Mobile Printing Capability	HP ePrint; Apple AirPrint [™] ; Mopria-certified ⁷	
Memory	Standard: 512 MB; Maximum: 1.5 GB; MAX memory, when 1GB Accessory DIMM is installed	
Processor Speed	1.2 GHz / Hard disk: Optional, 500 GB (with accessory B5L29A)	
Duty Cycle	Monthly, letter: Up to 250,000 pages Recommended Monthly Page Volume: 5000 to 20,000 pages	
Paper Handling	Input Capacities: 100-sheet multipurpose feeder, 550-sheet input feeder; Up to 650 sheets standard labels legal; Output Capacities: 500 sheet output bin; up to 500 sheets standard labels legal; Duplex Options: Automatic (standard); Envelope Feeder: Yes, 75 (optional); Standard Paper Trays: 2; Media Types Supported: Paper (plain, light, bond, recycled, heavy, extra heavy, cardstock, pre-printed, pre-punched, colored, rough, heavy rough, mono transparency, labels, letterhead, envelope, heavy envelope; Media Weight Supported: Feeder 1: 16 to 53 lb bond (plain), 16 to 24 lb (envelopes); feeder 2: 16 to 32 lb bond (plain); Media Sizes Supported: feeder 1: Letter, legal, statement, executive, Office (8.5 x 13 in), envelopes (No. 9, No. 10, Monarch (7 3/4)), 3 x 5, 4 x 6, 5 x 7, 5 x 8; feeder 2: letter, executive, legal; Media Sizes Custom: feeder 1: 3 x 5 to 8.5 x 14 in; feeder 2: 3.90 x 5.83 to 8.5 x 14 in	Input Capacities: 100-sheet multipurpose feeder, 550-sheet input feeder; Up to 650 sheets standard labels legal; Output Capacities: 500 sheet output bin; up to 500 sheets standard labels legal; Duplex Options: Manual (driver support provided); Envelope Feeder: Yes, 75 (optional); Standard Paper Trays: 2; Media Types Supported: Paper (plain, light, bond, recycled, heavy, extra heavy, cardstock, pre-printed, pre-punched, colored, rough, heavy rough, mono transparency, labels, letterhead, envelope, heavy envelope; Media Weight Supported: Feeder 1: 16 to 53 lb bond (plain), 16 to 24 lb (envelopes); feeder 2: 16 to 32 lb bond (plain); Media Sizes Supported: feeder 1: Letter, legal, statement, executive, Office (8.5 x 13 in), envelopes (No. 9, No. 10, Monarch (7 3/4)), 3 x 5, 4 x 6, 5 x 7, 5 x 8; feeder 2: letter, executive, legal; Media Sizes Custom: feeder 1: 3 x 5 to 8.5 x 14 in; feeder 2: 3.90 x 5.83 to 8.5 x 14 in
Product Dimensions	W x D x H: 17 x 18.3 x 15 in; Maximum: 17 x 40.9 x 17.8 in	
Product Weight	47.7 lbs	
What's in the box	HP LaserJet Printer; HP Black Original LaserJet Toner Cartridge (~11K yield); CD with software drivers and documentation; Documentation (Hardware Install Guide); Power cord ²	
Warranty Features	One-year, next-business day, onsite warranty. Warranty and support options vary by product, country and local legal requirements. Go to hp.com/support to learn about HP award winning service and support options in your region. (Qty code 4Q)	
Energy Efficiency Compliance	ENERGY STAR [®] qualified; EPEAT [®] Silver; EPEAT [®] Gold (AAZ, #201 options only)	
Control Panel	2.7-in (6.86 cm) QVGA LCD (color graphics) rotating (adjustable angle) display with 24-key pad	
Display Description	2.7-in (6.86 cm) QVGA LCD (color graphics) rotating (adjustable angle)	
Software included	HP Connected, HP Device Experience (DXP), HP PCL 6 (XPS) Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.hp.com or OS App Source for printer software), Online user manuals	
Fonts and Typefaces	105 internal TrueType fonts scalable in HP PCL, 52 internal scalable fonts in HP postscript level 3 emulation (Baro Symbol built-in); 1 internal Unicode Fonts (Andale Mono WorldType); 2 internal Windows Vista 8 Fonts (Calibri, Cambria); Additional font solutions available via third-party flash memory cards; HP LaserJet Fonts and IPDS Emulation available at http://www.hp.com/go/laserjet/fonts	
Compatible Operating Systems	Android, Linux (Red Hat Enterprise Linux 5.0, Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42.1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS macOS 10.10 Sierra, OS x 10.10 Yosemite, OS x 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablet), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablet), Windows Vista all 32-bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc)	
Compatible Network Operating Systems	Citrix MetaFrame Presentation Server 3.0, Citrix MetaFrame XP Presentation Server (Feature Release 1, 2, and 3), Citrix on Windows Server 2003/2003R2, Citrix on Windows Server 2008/2008R2/2008 R2 SP1, Citrix on Windows Server 2012/2012 R2, Citrix Presentation Server 4.0/4.5, Citrix XenApp 5.0 (Plus Feature Pack 2 & 3) for Windows Server 2008 Terminal Services 32- and 64-bit, Citrix XenApp 6.0/6.5 (for Windows Server 2008 R2 Terminal Services, 32- and 64-bit), Citrix XenApp 6.0/6.5/7.5 (for Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit), Citrix XenApp 7.5 (for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Citrix XenDesktop 5.6 (for Windows Server 2008 R2, 32- and 64-bit), Citrix XenDesktop 5.6/7.0/7.5 (for Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit), Citrix XenDesktop 7.0/7.5 (for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Novell NetWare 6.5/SP8 Novell Clients www.novell.com/print , Novell Print Appliance v1.0, Novell Open Enterprise Server 11/SP1, Novell Open Enterprise Server 2 for Linux, Novell Servers www.novell.com/for/nt , Windows Server 2003/2003 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2008/2008 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2008/2008 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2012/2012 R2 64-bit Standard/Foundation/Essentials/Datacenter (+ Cluster & Terminal Services)	
Minimum System Requirements	PCL 2 GB available hard disk space; OS hardware requirements see microsoft.com ; MAC: 1.3 GB available hard drive space; Internet; OS hardware requirements see apple.com for more info	
Power	Power Supply Type: Built in 115V or 220V Power Supply (Not dual voltage, power supply varies by part number with 8 Option code Identifier); Power Requirements: 100V - 127V nominal @ +/-10% (min 90V, max 140V); 50 - 60Hz nominal +/- 3Hz (min 47Hz, max 63Hz); 12 A; 220V - 240V nominal @ +/-10% (min 198V, max 264V); 50 - 60Hz nominal +/- 3Hz (min 47Hz, max 63Hz); 6 A; Power Consumption: 780 watts (printing), 15.3 watts (ready), 3.1 watts (sleep), < 0.1 watts (Auto Off/Manual On), < 0.1 watts (Manual Off) ⁹	
Acoustics	Acoustic Power Emissions: 6.9 dBA; Acoustic Pressure Emissions: 55 dB(A)	
Operating Environment	Operating Temperature Range: 15 to 27°C; Recommended Operating Temperature: 59 to 80.6°F; Storage Temperature Range: -4 to 104°F; Non-Operating Humidity Range: 10 to 80% RH; Operating Humidity Range: 30 to 70% RH; Recommended Humidity Operating Range: 10 to 90% RH	
Security Management	Identity management: Kerberos authentication; LDAP authentication; 1000 user PIN codes; optional HP and 3rd party advanced authentication solutions (e.g., badge readers); Network: IPsec/tunnel with Certificate, Pre-Shared Key, and Kerberos authentication; Supports WPA-10 IPsec configuration Plug-In; 802.1X authentication (EAP-PEAP; EAP-TLS); SNMPv3; HTTPS; Certificates; Access Control List; Data Storage Encryption: Encrypted PDF & Email (uses FIPS 140 validated cryptographic libraries from Microsoft); Secure Erase: SSL/TLS (HTTPS); Encrypted Credentials; Device: Security lock slot; USB port disablement; hardware integration pocket for security solutions; Intrusion Detection with Red Balloon Security Technology - Constant in-device monitoring for attacks; SureStart Secure Boot - BIOS Integrity Checking with self-healing capability; Whitelisting - loads only known good code (DLLs, EXEs, ...); Security management: Compatible with HP JetAdvantage Security Manager; Device Security Syslog Messages processed and accessible in ArcRight and Splunk SIEMs	Identity management: Kerberos authentication; LDAP authentication; 1000 user PIN codes; optional HP and 3rd party advanced authentication solutions (e.g., badge readers); Network: IPsec/tunnel with Certificate, Pre-Shared Key, and Kerberos authentication; Supports WPA-10 IPsec configuration Plug-In; 802.1X authentication (EAP-PEAP; EAP-TLS); SNMPv3; HTTPS; Certificates; Access Control List; Data Storage Encryption: Encrypted PDF & Email (uses FIPS 140 validated cryptographic libraries from Microsoft); Secure Erase: SSL/TLS (HTTPS); Encrypted Credentials; Device: Security lock slot; USB port disablement; Intrusion Detection with Red Balloon Security Technology - Constant in-device monitoring for attacks; SureStart Secure Boot - BIOS Integrity Checking with self-healing capability; Whitelisting - loads only known good code (DLLs, EXEs, ...); Security management: Compatible with HP JetAdvantage Security Manager; Device Security Syslog Messages processed and accessible in ArcRight and Splunk SIEMs

¹ EPEAT[®] registered where applicable. EPEAT registration varies by country. See <http://www.epeat.net> for registration status by country. ² Cartridges included; yields 11,000 black pages based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies> ³ Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. ⁴ Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. Energy Star values typically based on measurement of 115 V device. ⁵ Based on the BA TEC method with the following possible exceptions: 1 minute or less sleep delay setting, Wi-Fi disabled. ⁶ Average color composite (CMY) and black declared yields based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies> ⁷ May require a firmware upgrade to be compatible, download at <http://www.hp.com/go/support> ⁸ Measured using ISO/IEC 24734, excludes first set of test documents. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. ⁹ Measured using ISO 24734 Feature Test, A5 Landscape Feed. Speed may vary based on content, PC, media orientation, and media type. ¹⁰ Measured using ISO/IEC 11629. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. ¹¹ eMMC is non-volatile storage; Firmware encryption (AES 128 or AES 256) of customer/job data; Secure Cryptographic Erase - Job Data; Secure Erase - Disk. ¹² Declared yield value in accordance with ISO/IEC 19752. Actual yields vary considerably based on images printed and other factors. For more information, visit <http://www.hp.com/go/learnaboutsupplies>

Learn more at hp.com

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MAP Supplement

APPLICATION NO.	MAP AGREEMENT NO.	SUPPLEMENT NO.
	910890-009	910890-010

Meter Reading Contact Person:

CUSTOMER INFORMATION

FULL LEGAL NAME			STREET ADDRESS		
Southwest Health And Human Services			607 W Main		
CITY	STATE	ZIP	PHONE	FAX	
Marshall	MN	56258	(507) 537-6747	(507) 537-6088	
BILLING NAME (IF DIFFERENT FROM ABOVE)			BILLING STREET ADDRESS		
CITY	STATE	ZIP	E-MAIL		

EQUIPMENT WITH CONSOLIDATED MINIMUMS - ADDED

MAKE/MODEL/ACCESSORIES	SERIAL NUMBER	START METER COLOR	START METER #W
1. See Attached Pool Billing			
2.			
3.			

Minimum Payment* \$ See Attached Color Print Allowance See Attached Excess Color Print Charge* \$ See Attached
 B&W Print Allowance See Attached Excess B&W Print Charge* \$ See Attached

**plus applicable taxes*

EQUIPMENT WITH CONSOLIDATED MINIMUMS - DELETED

MAKE/MODEL/ACCESSORIES	SERIAL NUMBER	END METER COLOR	END METER #W
1.			

MARCO SUPPORT DESK (By selecting "Yes" you agree that the Marco Support Desk Monthly Fee will be added to this Supplement if a monthly invoice)

	Do you wish to enroll in the Marco Support Desk for equipment listed herein? <input type="checkbox"/> Yes OR <input type="checkbox"/> No	Combined Total of all Equipment Enrolled: <input type="text"/>	Marco Support Desk Device Monthly Fees		
			1 - 5 Devices: \$10 6 - 15 Devices: \$20 16+ Devices: \$30	If enrolled, the equipment on this Supplement will qualify for Marco Support Desk in addition to any other equipment enrolled under the MAP Agreement. If no box is checked, then you have elected to waive Marco Support Desk coverage for equipment listed herein.	

FREQUENCY OF MINIMUM PAYMENT

Please Check One: Monthly Quarterly Semi-Annually Annually
(If no box is checked, frequency will be Monthly)

METER READING FREQUENCY

Please Check One: Monthly Quarterly Semi-Annually Annually
(If no box is checked, frequency will be Monthly)

TERM

Mos. End of Term of this Supplement coincides with the End of Term set forth in the MAP Agreement (contiguous) and/or previous Supplement(s) (as applicable).
60 Mos. Term applies to this Supplement only.

SUPPLIES COVERAGE LEVELS: Please Check One: All Inclusive HP OEM No Supplies Included
(If no box is checked, no supplies will be included) (Billed at Standard Pricing)

TERMS AND CONDITIONS

You have requested this Supplement to the MAP Agreement between the Owner and Customer as identified in Owner's records by the MAP Agreement set forth above. If this Supplement relates to Equipment not subject to the MAP Agreement (i.e., additional Equipment), this Supplement, together with the preprinted terms of the MAP Agreement (as amended), constitutes an agreement between Customer and Owner with respect to the Equipment referenced herein, separate and distinct from the MAP Agreement. Customer agrees to be bound by the terms of this Supplement, which includes the preprinted terms of the MAP Agreement (as amended) and agrees this Supplement shall commence on the date of Owner's acceptance. The original of this Supplement shall be that copy which bears a facsimile or original of Customer's signature and which bears Owner's original signature. If any provision in this Supplement conflicts with a provision in the MAP Agreement, the provision in this Supplement shall control. If this Supplement relates to Equipment subject to the MAP Agreement (i.e. replaced or removed Equipment and/or payment modifications), the MAP Agreement shall be modified or supplemented as set forth above as of the date Owner accepts this Supplement. Except as specifically modified by this Supplement, all other terms and conditions of the MAP Agreement (as amended) and any personal guaranty(s) remain in full force and effect.

OWNER ACCEPTANCE

Print Name:	Signature:	Title:
Owner: Marco Technologies, LLC		Dated:

PRIVACY AND INFORMATION SECURITY

You acknowledge that the Equipment you have received may be equipped with a hard drive that may store personal and confidential information ("PCI") and you understand the privacy and information security risks associated with PCI that may be stored on your Equipment. You agree to be responsible for safeguarding any PCI and you agree to indemnify and hold Marco Technologies LLC harmless from any loss, misappropriation or breach of the PCI that may be stored on your Equipment.

Southwest Health And Human Services	X	TITLE
CUSTOMER (as referenced above)		DATED
SIGNATURE		

CUSTOMER ACCEPTANCE

By signing below, you certify that you have reviewed and do agree to all terms and conditions of the MAP Agreement and this Supplement.

Southwest Health And Human Services	X	TITLE
CUSTOMER (as referenced above)		DATED
SIGNATURE		

MAP Supplement
Pool Billing Schedule

APPLICATION NO.

AGREEMENT NO.
910890-010

Meter Reading Contact Person: _____

Montpelier, Vermont 05602

Phone: 802.857.4444 Fax: 802.857.2347

This Pool Billing Schedule is to be attached to and becomes part of the above-referenced Agreement by and between the undersigned and Marco Technologies, LLC.

PAYMENT SCHEDULE:

Minimum Payment \$ 6,120.29

(plus applicable taxes)

POOL 1 NAME: COPIER

Pool Location: _____

MAKE/MODEL/ACCESSORIES	SERIAL NUMBER	START METER COLOR	START METER BW
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____
4. _____	_____	_____	_____
5. _____	_____	_____	_____

Color Print Allowance	<u>9,000</u>	Excess Color Print Charge* \$	<u>0.077773</u>
B&W Print Allowance	<u>61,700</u>	Excess B&W Print Charge* \$	<u>0.011290</u>

POOL 2 NAME: NJPA

Pool Location: _____

MAKE/MODEL/ACCESSORIES	SERIAL NUMBER	START METER COLOR	START METER BW
1. <u>KONICA BIZHUB C368</u>	_____	_____	_____
2. <u>NJPA #083116-KON / INCLUDES STAPLES</u>	_____	_____	_____
3. _____	_____	_____	_____
4. _____	_____	_____	_____
5. _____	_____	_____	_____

Color Print Allowance	<u>1,600</u>	Excess Color Print Charge* \$	<u>0.051000</u>
B&W Print Allowance	<u>63,300</u>	Excess B&W Print Charge* \$	<u>0.006770</u>

POOL 3 NAME: PRINTER

Pool Location: _____

MAKE/MODEL/ACCESSORIES	SERIAL NUMBER	START METER COLOR	START METER BW
1. <u>See Attached Schedule A-3</u>	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____
4. _____	_____	_____	_____
5. _____	_____	_____	_____

B&W Print Allowance	<u>24,336</u>	Excess B&W Print Charge* \$	<u>0.011045</u>
---------------------	---------------	-----------------------------	-----------------

POOL 4 NAME: _____

Pool Location: _____

MAKE/MODEL/ACCESSORIES	SERIAL NUMBER	START METER COLOR	START METER BW
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____
4. _____	_____	_____	_____
5. _____	_____	_____	_____

B&W Print Allowance	<u>0</u>	Excess B&W Print Charge* \$	<u>0.000000</u>
---------------------	----------	-----------------------------	-----------------

CUSTOMER ACCEPTANCE

This Pool Billing Schedule is hereby verified as correct by the undersigned Customer, who acknowledges receipt of a copy.

Southwest Health And Human Services
CUSTOMER (as referenced above)

SIGNATURE

TITLE

DATED



Schedule "A-3"

APPLICATION NO.

AGREEMENT NO.
910890-010

Meter Reading Contact Person:

Phone: 800 897 8548 | Fax: 204 817 3087

This Schedule "A" is to be attached to and becomes part of the above-referenced Agreement by and between the undersigned and Marco Technologies, LLC.

EQUIPMENT DESCRIPTION

MAKE/MODEL/ACCESSORIES	SERIAL NUMBER	START METER COLOR	START METER BW
1. HP LASERJET MANAGED E60055DN			
2. HP LASERJET MANAGED E60055DN			
3. HP LASERJET MANAGED E60055DN			
4. HP LASERJET MANAGED E60055DN			
5. HP LASERJET MANAGED E60055DN			
6. HP LASERJET MANAGED E60055DN			
7. HP LASERJET MANAGED E60055DN			
8. HP LASERJET MANAGED E60055DN			
9. HP LASERJET MANAGED E60055DN			
10. HP LASERJET MANAGED E60075X			
11. HP LASERJET MANAGED E62555DN			
12.			
13.			
14.			
15.			
16.			
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42.			

CUSTOMER ACCEPTANCE

This Schedule "A" is hereby verified as correct by the undersigned Customer, who acknowledges receipt of a copy.

Southwest Health And Human Services

CUSTOMER (as referenced above)

[Signature]

SIGNATURE

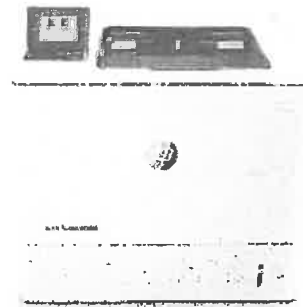
TITLE

DATED

HP LaserJet Managed E60055dn



This HP LaserJet Printer with JetIntelligence combines exceptional performance and energy efficiency with professional-quality documents right when you need them—all while protecting your network from attacks with the industry's deepest security.



The world's most secure printing¹

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Run-time intrusion detection continually monitors to detect and stop attacks, then automatically reboots.
- Centralize control of your printing environment with HP Web Jetadmin—and help build business efficiency.²
- Give workgroups what they need to succeed. Easily choose and deploy over 175 HP and third-party solutions.

High-speed performance meets energy efficiency

- Speed through tasks and save paper. Print two-sided documents nearly as fast as single-sided.
- This printer wakes up fast and prints your first page faster—in as quickly as 7.8 seconds.⁴
- This printer uses exceptionally low amounts of energy thanks to its innovative design and toner technology.⁵
- Paper handling options include a wheeled stand and 550-sheet input feeder for paper sizes A6 to legal.

More. Pages, Performance, and Protection.⁶

- Produce sharp text, bold blacks, and crisp graphics with precision black toner.
- Original HP Toner cartridges with JetIntelligence deliver more pages per cartridge than predecessors.⁶
- Help retain the Original HP quality you paid for with anti-fraud and cartridge authentication technology.
- Spend less time replacing toner, and more on business. Choose high-yield toner cartridges.⁷



¹ Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://hp.com/go/PrintersThatProtect>. For more information, visit <http://www.hp.com/go/PrintersThatProtect>.
² HP Web Jetadmin is available for download at no additional charge at <http://www.hp.com/go/webjetadmin>.
³ Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity.
⁴ Measured after 15 min in sleep. Exact speed varies depending on the system configuration, software application, driver, document complexity and time in sleep.
⁵ Based on HP testing using the ENERGY STAR® program's Typical Electricity Consumption (TEC) method or as reported in energy.gov versus the top three leading competitors as of 9/2015. Actual results may vary. For details see hp.com/go/claims.
⁶ More pages versus predecessor cartridges claim based on page-yield comparison of HP 37X High Yield Black Original LaserJet Toner Cartridges with HP 87X High Yield Black Original LaserJet Toner Cartridges. For more information, see <http://www.hp.com/go/learnaboutsupplies>.
⁷ HP 37X High Yield Black Original LaserJet Toner Cartridges not included; please purchase separately.

HP LaserJet Managed E6005dn Specifications Table

Print Speed	A4: Up to 52 ppm; Letter: Up to 55 ppm black; ¹ First Page Out: As fast as 5.4 sec/black; ²
Print Resolution	Black (fine lines): Up to 1200 x 1200 dpi
Print Technology	Laser
Print Resolution Technologies	FastRes 1200; 1200 :: 1200 dpi
Print Cartridges Number	1 (black)
Standard Print Languages	HP PCL 6, HP PCL 5 (HP PCL 5 driver available from the Web only), HP postscript level 3 emulation, native PDF printing (v 1.7), Apple AirPrint™
Printer Smart Software Features	Print preview, duplex printing, print multiple pages per sheet (2, 4, 6, 9, 16), collation, watermarks, store print jobs, easy-access USB
Printer Management	HP JetAdvantage Security Manager; HP SNMP Proxy Agent; HP Web JetAdmin Software; HP WS Pro Proxy Agent; Printer Administrator Resource Kit for HP Universal Print Driver
Standard Connectivity	1 Hi-Speed Device USB 2.0; 2 Hi-Speed USB 2.0 Host; 1 Gigabit/Fast Ethernet 10/100/1000 Base-TX network; Hardware Integration Pocket
Network Capabilities	Yes, via HP Jetdirect Ethernet embedded print server (standard) which supports: 10Base-T, 100Base-Tx, 1000Base-T, 802.3az (EEE) support on Fast Ethernet and Gig Links; IPsec (standard); 802.11 a/b/g/n wireless networking (optional)
Wireless Capability	Optional, enabled with purchase of HP Jetdirect 2300W Print Server J8031A or HP Jetdirect 3000W NFC/Wireless Accessory J8030A
Mobile Printing Capability	HP ePrint; Apple AirPrint™; Moprii-certified ⁴
Memory	Standard: 512 MB; Maximum: 1.5 GB, MAX memory, when 1GB Accessory DIMM is installed
Processor Speed	1.2 GHz
Duty Cycle	Monthly; A4: Up to 375,000 pages
Recommended Monthly Page Volume	5 000 to 30 000
Media Types Supported	Paper (plain, light, bond, recycled, heavy, extra heavy, cardstock, pre-printed, pre-punched, colored, rough, heavy rough), mono transparency, labels, letterhead, envelope, heavy env, envelope
Media Weight Supported	Feeder 1: 60 to 199 g/m ² ; feeder 2: 60 to 120 g/m ²
Media Sizes Supported	feeder 1: A4, A5, A6, RA4, B5 (JIS), B6 (JIS), 10 x 15 cm, Office (216 x 340 mm), 16K, envelopes (C5, B5, C6, DL ISO), Postcard (A5 single and double); feeder 2: A4, A5, A5-R, B5 (JIS), 16K
Media Sizes Custom	feeder 1: 76 x 127 to 216 x 356 mm; feeder 2: 99 x 148 to 216 x 356 mm
Paper Handling	100-sheet multipurpose feeder; 550-sheet input feeder; 500-sheet output bin; Duplex Options: Automatic (standard); Envelope Feeder: Yes, 75 (optional); Standard Paper Trays: 2; Input Capacities: Up to 650 sheets, standard; Output Capacities: Up to 500 sheets, standard; Up to 75 envelopes; 200, transparencies
What's in the box	MOP33A HP LaserJet Printer; HP Black Original LaserJet Toner Cartridge (411K yield); CD with software drivers and documentation; Documentation (Hardware Install Guide); Power cord ²
Supplies	HP Black Managed LaserJet Toner (50,000 yield) W9004MCS, 111
Product Dimensions	W x D x H: 431 x 466 x 390 mm; 17 x 18.3 x 15 in; Maximum: 431 x 1040 x 453 mm; 17 x 40.9 x 17.8 in
Product Weight	21.6 kg; 47.7 lb
Warranty Features	One-year, next-business day, onsite warranty. Warranty and support options vary by product, country and local legal requirements. Go to hp.com/support to learn about HP award winning service and support options in your region. (city code 46)
Control Panel	2.7-in (6.86 cm) QVGA LCD (color graphics) rotating (adjustable angle) display with 24-key pad
Display Description	2.7-in (6.86 cm) QVGA LCD (color graphics) rotating (adjustable angle)
Software Included	HP Connected, HP Device Experience (DXP), HP PCL 6 (DPS) Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.hp.com or OS App Source for printer software), Online user manuals
Fonts and Typefaces	105 Internal TrueType fonts scalable in HP PCL, 92 internal scalable fonts in HP postscript level 3 emulation (Euro symbol built-in); 1 Internal Unicode Fonts (Andale, Mono WorldType); 2 Internal Windows Vista 6 Fonts (Calibri, Cambria); Additional font solutions available via third-party flash memory cards; HP LaserJet Fonts and IPDS Emulation available at http://www.hp.com/go/laserjetfonts

Compatible Operating Systems	Android, Linux (Suse 6.0), Linux (Debian 7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux (Fedora 22, 23, 24), Linux (Mint 17, 17.1, 17.2, 17.3, 18), Linux (Red Hat Enterprise 6.0, 7.0), Linux (SUSE 13.2, 42.1), Linux (Ubuntu 12.04, 14.04, 15.10, 16.04, 16.10), OS (macOS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32-bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)
Compatible Network Operating Systems	Citrix MetaFrame Presentation Server 3.0, Citrix MetaFrame XP Presentation Server (Feature Release 1.2, and 3), Citrix on Windows Server 2003/2003R2, Citrix on Windows Server 2008/2008R2/2008 R2 SP1, Citrix on Windows Server 2012/2012R2, Citrix Presentation Server 4.0/4.5, Citrix XenApp 5.0 (Plus Feature Pack 2 & 3) for Windows Server 2008 Terminal Services 32- and 64-bit, Citrix XenApp 5.0/5.5 (for Windows Server 2008 R2 Terminal Services, 32- and 64-bit), Citrix XenApp 6.0/6.5/7.5 (for Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit), Citrix XenApp 7.5 (for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Citrix XenDesktop 5.5 (for Windows Server 2008 R2 Terminal Services, 32- and 64-bit), Citrix XenDesktop 5.6/7.0/7.5 (for Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit), Citrix XenDesktop 7.0/7.5 (for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Novell NetWare 6.5/SP6 Novell Clients www.novell.com/print , Novell Print Appliance v1.0, Novell Open Enterprise Server 11 SP1, Novell Open Enterprise Server 2 (for Linux, Novell Servers www.novell.com/print), Windows Server 2003/2003 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2003/2003 R2 32-/64-bit (SP1/SP2) Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008 32-/64-bit (SP1/SP2) Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008 R2 32-/64-bit (SP1) Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2012/2012 R2 64-bit Standard/Foundation/ Essentials/Datacenter (+ Cluster & Terminal Services)
Minimum System Requirements	PC: 2 GB available hard disk space; OS hardware requirements see microsoft.com ; MAC: 1.3 GB available hard drive space; Internal; OS hardware requirements see apple.com for more info
Power	Power Supply Type: Built in 115V or 220V Power Supply (No dual voltage, power supply varies by part number with # Option code identifier); Power Requirements: 100V - 127V nominal @ +/-10% (min 90V, max 140V); 50 - 60Hz nominal +/- 3Hz (min 47Hz, max 63Hz), 12A 220V - 240V nominal @ +/-10% (min 198V, max 264V); 50 - 60Hz nominal +/- 3Hz (min 47Hz, max 63Hz), 6A; Power Consumption: 780 watts (printing), 15.3 watts (ready), 3.1 watts (sleep), < 0.1 watts (Auto Off/Manual On), < 0.1 watts (Manual Off) ³
Acoustics	Acoustic Power Emissions (ready): 6.9 dBA; Acoustic Power Emissions (sleep): Inaudible; Acoustic Pressure Emissions (ready): 55 dBA; Acoustic Pressure Emissions (sleep): Inaudible
Operating Environment	Operating Temperature Range: 15 to 32.5°C; Recommended Operating Temperature: 59 to 90.5°F; Storage Temperature Range: -20 to 40°C; Non-Operating Humidity Range: 10 to 80% RH; Operating Humidity Range: 30 to 70% RH; Recommended Humidity Operating Range: 10 to 90% RH
Security Management	Identity management: Kerberos authentication; LDAP authentication; 1000 user PIN codes; optional HP and 3rd party advanced authentication solutions (e.g. badge readers); Network IPsec/Firewall with Certificate, Pre-Shared Key, and Kerberos authentication; Supports WPA-10 IPsec configuration Plug-in; 802.1X authentication (EAP-PEAP; EAP-TLS); SNMPv3; HTTPS; Certificates; Access Control List; Data: Storage Encryption; Encrypted PDF & Email (Uses FIPS 140 validated cryptographic libraries from Microsoft); Secure Erase, SSL/TLS (HTTPS); Encrypted Credentials; Device: Security lock slot; USB port disablement; Hardware integration pocket for security solutions; intrusion detection with Red Balloon Security Technology - Constant in-device monitoring for attacks; SureStart Secure Boot - BIOS Integrity Checking with self-healing capability; Whatstalking - loads only known good code (DLLs, EXEs, ...); Security management: Compatible with HP JetAdvantage Security Manager; Device Security Syslog Messages processed and accessible in Arcsight and Splunk SIEMs
Accessories	HP LaserJet 550-Sheet Paper feeder; L0H17A HP LaserJet 2100 sheet Paper feeder; L0H18A, HP LaserJet Printer Stand; L0H19A, HP LaserJet Stapler/Stacker/Mailbox; L0H20A, HP Envelope Feeder; L0H21A, HP Internal USB Ports; R5L28A, HP Secure High Port Hard Disk Drive; R5L29A, HP Jetdirect 2300W Print Server; J8031A, HP Trusted Platform Module Accessory F5562A, 1 GB Memory DIMM Kit G6W94A, HP Extension Tray Cover L0H22A
HP Service and Support Options	UBMK7E - HP 5 year Next Business Day HW Support w/DNR for LaserJet Enterprise E6005x Managed; U8MY0E - HP 5 year 4 hour SxS HW Support w/Defective Media Retention for LaserJet Enterprise E6005x Managed; U8MY3E - HP 5 year NBD Parts Exchange Service for LaserJet Enterprise E6005x Managed (Channel only); U8MY5PE - HP 2 year Post Warranty Next Business Day HW Support w/DNR for LaserJet Enterprise E6005x Managed; U8MY7PE - HP 2 year Post Warranty 4 hour SxS HW Support w/DNR for LaserJet Enterprise E6005x Managed; U8MY9PE - HP 2 yr Post Wty NBD Parts Exchange Service for LaserJet Enterprise E6005x Managed (Channel only)

Learn more at hp.com

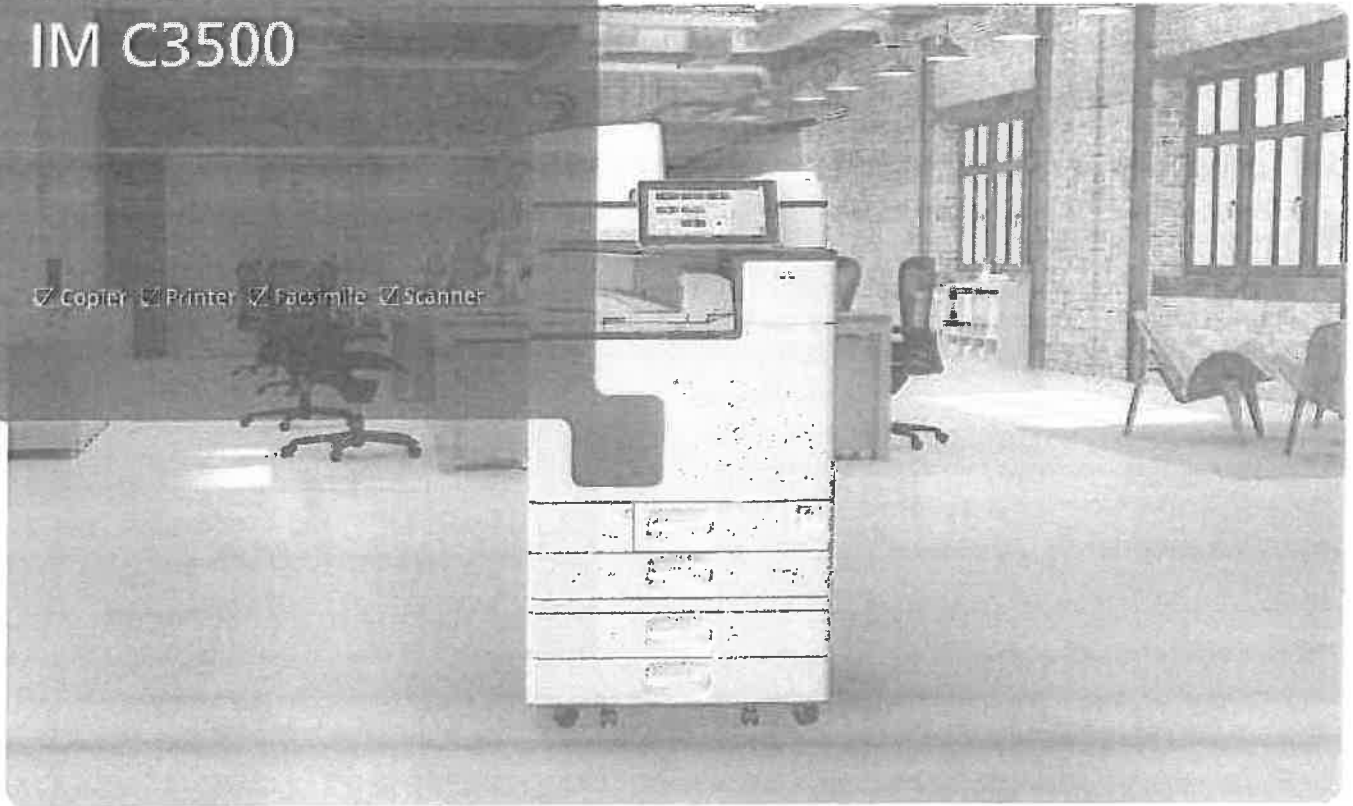
¹ EPEAT™ registered where applicable. EPEAT registration varies by country. See <http://www.epeat.net> for registration status by country. ² Cartridges included: yields 11,000 black pages based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>. ³ Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. ⁴ Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. Energy Star value typically based on measurement of 115 V device. ⁵ Average color composite (CMY) and black declared yields based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>. ⁶ May require a firmware upgrade to be compatible. Download at <http://www.hp.com/go/support>. ⁷ Measured using ISO 24734. Excludes first set of test documents. For more information see <http://www.hp.com/go/printerdlms>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. ⁸ Measured using ISO 24734 Feature Test, A5 Landscape Feed. Speed may vary based on content, PC, media orientation, and media type. ⁹ Measured using ISO/IEC 17629. For more information see <http://www.hp.com/go/interdlms>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. ¹⁰ eMMC is non-volatile storage; Firmware encryption (AES 128 or AES 256) of customer/job data; Secure Cryptographic Erase - Job Data; Secure Erase - Disk ¹¹ Original HP LaserJet "A" and "X" toner cartridges are also compatible with this product. ¹² Based on the BA TEC method with the following possible exceptions: 1 minute or less sleep delay setting, Wi-Fi disabled.

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RICOH
IM C3000
IM C3500

☑ Copier ☑ Printer ☑ Facsimile ☑ Scanner



11" x 17" Multifunction Color

Welcome to a new era of technology that keeps your workplace up-to-date, now and in the future. Smarter working made simple thanks to the RICOH IM C3000/C3500.

It's time to:

- Protect your devices with easy access to security updates.
- Take advantage of easy productivity upgrades at your own pace.
- Save costs by bringing high-standard quality print output in-house.
- Maximize productivity with streamlined workflows.

Today's workplace needs to be ready for tomorrow. RICOH Intelligent Devices provide smooth access to functionality upgrades and productivity enhancements when they are released, without needing to change your hardware. Turn your device into a powerful hub that helps you manage information workflows efficiently, using technology that's scalable, secure, sustainable and simple.



Ricoh

imagine. change.

Get greater control of scan and print management:

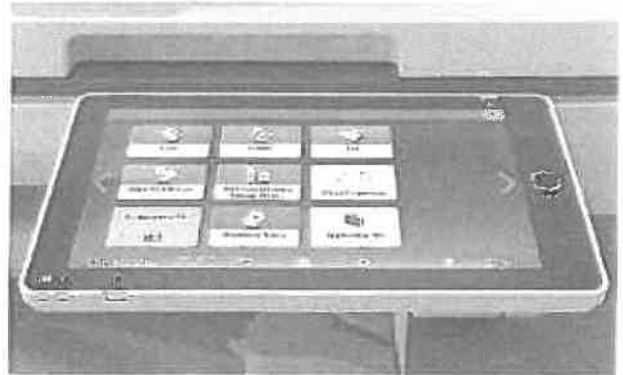
- Scan small documents — with the small size paper scan unit.
- Improve scan accuracy — double feed detection unit.
- Enhance print management — with Color Controller E-25C.
- Produce professional grade flyers with Inner multifolding unit.

Embrace lower running costs and reduced energy consumption thanks to environmentally friendly low TEC (Typical Electricity Consumption) values. Furthermore, take advantage of RICOH Intelligent Support services that anticipate potential issues and send corrective instructions via the Smart Operation Panel, avoiding interruptions and prolonging the optimal performance of your device — avoiding the need for intervention by more costly IT resources.

Our intelligent devices provide:

- Efficient working and reduced user intervention — by expanding paper capacity.
- Variable finishing and paper options — for a professional touch.
- A consistent user experience across your fleet.
- Maximum device uptime and minimal disruption with RICOH Intelligent Support.

Printing from 30 to 35 CPM, the RICOH IM C3000/C3500 offer next-level productivity. Interact with the 10.1" Smart Operation Panel like a typical smart device and configure it for quick and easy access to apps you use most often. A variety of mobile connectivity options enable printing or scanning to the office network or cloud from a smart device, with built-in support for NFC, AirPrint® or Mopria. All this underpinned by a unique suite of support apps from RICOH Smart Integration.



RICOH IM C3000/IM C3500

MAIN SPECIFICATIONS

	IM C3000	IM C3500
GENERAL		
Warm-up time		21 seconds
First output speed: B/W		4.5 seconds
First output speed: full color		6.9 seconds
Continuous output speed	30 ppm	35 ppm
Memory: standard		2 GB
Memory: maximum		4 GB
HDD: standard		320 GB
HDD: maximum		320 GB
SPDF capacity		220 sheets
Weight	219.1 lbs / 99.3 kg	219.1 lbs / 99.3 kg
Dimensions: W x D x H		587 x 685 x 963mm, 23" x 27" x 37.9" 120V - 127V 60Hz
Power source		
COPIER (STANDARD)		
Multiple copying	Up to 999 copies	
Resolution	600 dpi	
Zoom	From 25% to 400% in 1% steps	
PRINTER (STANDARD)		
CPU	Intel Apollo Lake 1.3GHz	
Printer language: standard	PCL5c, PCL6, PostScript 3 (emulation), PDF direct (emulation)	
Printer language: option	Genuine Adobe® PostScript® 3™, PDF Direct from Adobe®	
Print resolution	Up to 1,200 x 1,200 dpi	
Network interface: standard	Ethernet 10 base-T/100 base-TX/1000 base-T, USB Host IF Type A, USB Device IF Type B	
Network interface: option	Wireless LAN (IEEE 802.11a/b/g/n), Additional NIC (2nd port)	
Mobile printing capability	Apple AirPrint®, Mopria, Google Cloud Print, NFC, Ricoh Smart Device Connector	
Windows® environments	Windows® 7, Windows® 8.1, Windows® 10, Windows® Server 2008, Windows® Server 2008R2, Windows® Server 2012R2, Windows® Server 2016	
Mac OS environments	Macintosh OS X v10.11 or later	
UNIX environments	UNIX Sun® Solaris, HP-UX, SCO OpenServer, RedHat® Linux Enterprise, IBM® AIX	
SAP® environments	SAP® R/3®, S/4®	
Other supported environments	IBM iSeries AS/400 using OS/400 Host Print Transform	
SCANNER (STANDARD)		
Scanning speed	120 ipm (simplex)/240 ipm (duplex)	
Resolution: maximum	Up to 1,200 dpi	
Compression method	TIFF (MH, MR, MMR, JBIG2), Grayscale	
File formats	Single Page: TIFF, JPEG, PDF, PDF/A, High Compression PDF, encryption PDF, OCR* Multi Page: TIFF, PDF (Default), PDF/A, High Compression PDF, encryption PDF, OCR* * Requires optional OCR Unit Type M13	
Scan modes	E-mail, Folder, USB, SD Card	
FACSIMILE (OPTIONAL)		
Circuit	PSTN, PBX	
Transmission speed	2 seconds (200 x 100 dpi, JBIG, ITUT #1 chart TTI off, memory transmission)	
Modem speed: maximum	33.6 Kbps	
Resolution: standard	8 x 3.85 line/mm, 200 x 100 dpi	
Resolution: option	16 x 15.4 line/mm, 400 x 400 dpi	
Compression method	MH, MR, MMR, JBIG	
Scanning speed	81 spm (A4/LT Lef Image Rotation)	
Memory: standard	4 MB (320 pages)	
Memory: maximum	60 MB (4,800 pages)	
PAPER HANDLING		
Recommended paper size	Tray 1: 8-1/2" x 11" (A4); Tray 2: 5-1/2" x 8" - 12" x 18" (SRA3, A3 - A6, B4 - B6), Envelopes Bypass tray: Up to 12" x 18", Envelopes, Custom Sizes (Width: 3.5" - 12.6" (90 - 320 mm), Length: 5.8" - 49.6" (148 - 1260 mm))	
Paper input: standard	1,200 sheets	
Paper input: maximum	4,700 sheets	
Paper output: standard	500 sheets 8.5" x 11" (A4) or smaller, 250 sheets (B4) or larger	
Paper output: maximum	1,625 sheets	
Paper weight	Trays 16 - 80 lb. Bond/166 lb. Index (60 - 300 g/m ²) Bypass 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m ²) Duplex: 14 - 68 lb. Bond/142 lb. Index (52 - 256 g/m ²)	
Paper types	Plain, Recycled, Special, Colored, Letterhead, Cardstock, Pre-printed, Bond, Coated, Envelope, Label, OHP, Gloss	
ECOLOGY		
Power consumption: maximum		Less than 1,584 W
Power consumption operation: B/W	507.7 W	533.6 W
Power consumption operation: full color	560.8 W	600.3 W
Power consumption: ready		47.7 W
Power consumption: sleep		0.53 W
TEC	1.1 kWh	1.3 kWh
ENERGY STAR®		Certified
EPEAT®		Gold Rated*

* EPEAT Gold rating is applicable only in the USA.

RICOH IM C3000/IM C3500

MAIN SPECIFICATIONS

IM C3000

IM C3500

OUTPUT TRAYS AND FINISHER OPTIONS

- 1 x 550-sheet Paper Tray (PB3270)
- 2 x 550-sheet Paper Tray (PB3280)
- 2,000-sheet Large Capacity Tray (LCIT PB3290)
- 1,500-sheet Side Large Capacity Tray (LCIT RT3040)
- 1,000-sheet Hybrid Finisher (SR3260)
- 1,000-sheet Booklet Finisher (SR3270)
- 250-sheet Internal Finisher (SR3300)
- 500-sheet Internal Finisher (SR3250)
- Internal Shift Tray (SH3080)
- One-bin Tray (RN3130)
- Internal Multi-fold Unit (FD3010)

Paper size: 5.5" x 8.5" to 12" x 18" (A6 - A3), Paper weight: 16 - 80 lb. Bond/166 lb. Index (60 - 300 g/m²)

Paper size: 5.5" x 8.5" to 12" x 18" (A6 - A3), Paper weight: 16 - 80 lb. Bond/166 lb. Index (60 - 300 g/m²)

Paper size: 8.5" x 11" (A4), Paper weight: 16 - 80 lb. Bond/166 lb. Index (60 - 300 g/m²)

Paper size: 8.5" x 11" (A4, B5), Paper weight: 16 - 80 lb. Bond/166 lb. Index (60 - 300 g/m²)

Paper size: Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 - A3); Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 - A3); Paper weight: 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m²); Staple capacity: 50 sheets; Staple paper size: 8.5" x 11" to 12" x 18" (A4 - A3); Staple paper weight: 14 - 28 lb. Bond (52 - 105 g/m²); Staple positions: Top, Bottom, 2 staples

Paper size: Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 - A3); Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 - A3); Booklet Tray: 8.5" x 11" to 12" x 18" (A4 - A3); Paper weight: 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m²); Stack capacity: 1,000 sheets; Staple capacity: 50 sheets; Staple paper size: Normal Staple: 8.5" x 11" to 12" x 18" (A4 - A3); Saddle Stitch: 8.5" x 11" to 12" x 18" (A4 - A3); Staple paper weight: 14 - 28 lb. Bond (52 - 105 g/m²); Staple positions: Top, Bottom, 2 staples, Booklet

Paper size: 5.5" x 8.5" to 12" x 18" (A6 - A3), Paper weight: 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m²); Stack capacity: 250 sheets, Staple capacity: 5 sheets, Staple paper size: 7.25" x 10.5" to 11" x 17" (B5 - A3), Staple paper weight: 17 - 21 lb. Bond (64 - 80 g/m²); Staple positions: Top

Paper size: 5.5" x 8.5" to 12" x 18" (A6 - A3); Paper weight: 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m²); Stack capacity: 500 sheets; Staple capacity: 50 sheets; Staple paper size: 7.25" x 10.5" to 11" x 17" (B5 - A3); Staple paper weight: 14 - 28 lb. Bond (52 - 105 g/m²); Staple positions: Top, Bottom, 2 staples

Tray capacity: 250 sheets with 80 g/m² paper (A4, IT or smaller); 125 sheets with 80 g/m² paper (B4, LG or larger); Paper size: 12.60" x 23.62" or smaller; Paper weight: 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m²)

Tray capacity: 125 sheets, Paper size: 5.5" x 8.5" to 12" x 18" (A5-A3), Paper weight: 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m²)

When External Finisher is attached:

A3 - A6 SEE; DIT - HIT, 12.6" x 17.7", 12" x 18"

Z folding: A3, B4, A4, DLT, LG, IT, 8.5" x 13.4" (Office)

Half-folding: A3, B4, A4, DLT, LG, IT, 8.5" x 13.4" (Office), 12" x 18", 12.6" x 17.7" (SRA3)

Inner three-folding: A3, A4, DLT, LG, IT, 8.5" x 13.4" (Office)

When External Finisher is not attached:

A3 - A6 SEE; DIT - HIT

Z folding: A3, B4, A4, DLT, LG, IT, 8.5" x 13.4" (Office)

Half-folding: A3, B4, A4, DLT, LG, IT, 8.5" x 13.4" (Office)

Inner three-folding: A3, A4, DLT, LG, IT, 8.5" x 13.4" (Office)

Outer three-folding: A3, A4, DLT, LG, IT, 8.5" x 13.4" (Office)

Stack Capacity:

Folded: 20 sheets

Unfolded: 100 sheets

OTHER OPTIONS

Fax Option Type M37, G3 Interface Unit Type M37, Memory Unit Type M37 4GB, Cabinet Type F, Caster Table Type M3, VM CARD Type M37, Punch units (PU3070, PU3080), PostScript3 Unit Type M37, IEEE 802.11 a/g/n Interface Unit Type M19, Device Server Option Type M37, File Format Converter Type M19, OCR Unit Type M13, Small Paper Feeding Unit Type M37, Page Keeper Type M37, Imageable Area Extension Unit Type M19, External Keyboard Bracket Type M19, Optional Counter Interface Unit Type M12, Key Counter Bracket Type M3, NFC Card Reader Type M37, Smart Card Reader Built-in Unit Type M37, ESP XG-PCS-15D, External USB Keyboard (No Bracket), EFI Impose Type FS150, EFI Compose Type FS150, Hot Folders Type FS-100, Spot On Type FS100, Auto Tray Type FS-100, Fiery CPS v4, Fiery ES-2000 Spectrophotometer, EFI Productivity Pack for Fiery E22b E22c, FAX Memory Unit Type M19 64MB, Bridge Unit BU3090, Color Controller E-25C, Banner Paper Guide Tray Type M19

CONSUMABLES

Toner: black 31,000 prints

Toner: cyan/magenta/yellow 19,000 prints

Consumable yield measuring method based on A4, 5% coverage

Some options may not be available at the time of market release.

Specifications are subject to change without notice.

For maximum performance and yield, we recommend using genuine Ricoh parts and supplies.

Some features may require additional options and/or charges.

Ricoh USA, Inc.

70 Valley Stream Parkway
Malvern, PA 19355





1-800-63-RICOH



www.ricoh-usa.com

RICOH
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	 Canon imageRUNNER ADVANCE C5235A	 KONICA MINOLTA IM C3500
Domestic Intro Date	March 2014	January 2019
Recommended Monthly Volume	5,000 to 30,000 impressions	50,000 impressions
First Copy Time	8.1 sec color/5.4 sec black	6.9 sec color/4.5 sec black
Multicopy (Ltr/Lg/Ldgr)	30 cpm color/35 cpm black	35 cpm color/35 cpm black
Warm-up Time	31 sec	21 sec
Std Paper Source(s)	Dual drawer	Dual drawer
Std Paper Capacity	550/550 sheets	550/550 sheets
Paper Weights	14-lb bond to 80-lb cover	16 to 80 lbs
Bypass/Paper Weights	100-sheet/14-lb bond to 140-lb index	100-sheet/14 to 80 lbs
Output Size (Min/Max)	3-7/8 x 5-1/2/12 x 18	3.5 x 5.8/12 x 18*
System Memory (Std/Max)	2-GB RAM, 160-GB HD	2-GB RAM, 320-GB HD
Document Feeder	Std DSPF	Std DSPF
Document Feeder Capacity	150 orig	220 orig
SECURITY SPECS		
Network User Authentication	Yes	Yes
HDD Overwrite	Std	Std
Max Overwrites	9	9
HDD Encryption	Opt	Std
CONTROL PANEL		
Dimensions (HxWxD)	37-3/8" x 24-3/8" x 28-1/8"	37.9" x 23" x 27"
Technology/Scan Speed	51 ipm color, 75 ipm black	120 ipm color, 120 ipm black

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Business Solutions



Document Assessment Proposal and Investment Plan

EXCLUSIVELY FOR

Southwest Health and Human Services

April 9, 2019 | Pricing information included in this proposal is valid for 30 days.

The contents of this proposal include confidential, trade-secret information and are solely intended for the use of Southwest Health and Human Services. The contents herein may not be reproduced without full, specific, written permission of A&B Business Solutions. This is a proposal only and is intended to be informative in nature. Actual contract terms and conditions, as well as final pricing, may change, and will be submitted upon request.



Business Solutions



Introduction Letter

April 9, 2019

Dear Deb,

Thank you for considering **A&B Business Solutions** as your document technology solutions partner.

Based on our discussion and the results of our comprehensive assessment of your business environment, I am submitting the following proposal for your approval.

The recommendations outlined in this proposal are based on more than 20 years of experience providing local businesses with the solutions they need to achieve greater success.

We've paid careful attention to Southwest Health and Human Services's needs and specifications, and have developed a comprehensive plan that will enhance productivity, maximize workflow, and improve efficiency throughout your organization.

A&B Business Solutions remains dedicated and committed to the success of our clients, and we promise to work hard to bring positive change to your organization. Throughout the duration of our partnership, we will continually work with you to leverage new Ideas and technologies to promote efficiency and innovation at your business.

I appreciate the opportunity to work with Southwest Health and Human Services and I look forward to implementing the proposed solutions.

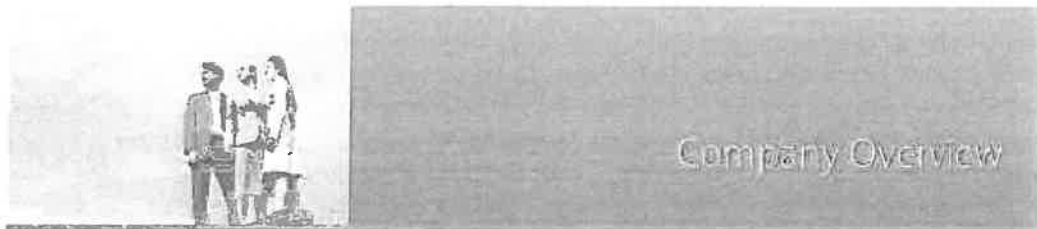
Regards,

Patrick Griesgraber

Regional Sales Manager



Business Solutions



Company Overview

Art Sinkey and Bill Kominga – the "A" and "B" in the name A&B Business Solutions – formed the company in 1981 in Sioux Falls, S.D. They earned a reputation for sound business practices, exceptional products and honest prices. After many years in the business equipment field, Dennis Aanenson purchased A&B in 1993. Thanks to a strong legacy, clear vision and self-motivated team, the company has evolved into a complete technology and office solutions business.

A&B has grown from one office with three employees to 16 locations in five states with more than 120 full time employees. The company has grown to provide a wide range of service and product offerings, including Managed Print Services, Managed Document Services, Office Equipment, Production Print, Office Supplies, Office Furniture, Purified Water and Gourmet Coffee. A&B is committed to staying ahead of the curve, and to being the very best resource, exceeding your company's expectations. A&B has been nationally recognized for our award-winning service. Our commitment to service drives everything we do - from getting to know your business to recommending solutions that will make you more productive and profitable.

At A&B, we value helping others and making our community a better place. As a result, A&B has developed Seeds to Flowers, a program to give back to our communities by donating 1,000 hours of volunteer time. It is all a part of helping our communities grow!



Mission Statement

To enhance the environments of our business partners through the integrity and commitment of our people.

We are committed to:

- ✓ Developing and maintaining trusting relationships while providing quality solutions for our customers
- ✓ Providing a family environment for our employees with ongoing development empowering them to achieve their personal and professional goals
- ✓ Giving back to our communities with our time, talents and treasures
- ✓ Selecting quality manufacturers with innovative technologies and solutions
- ✓ Superior sales, service and support for our customers, at a fair profit



"As we all know, service is the key to successful copier management and we have been very pleased with our level of service from A&B throughout the years. This is evident by the length of time that we have been with them. "



Business Solutions



Proposed Solution

Investment Pricing & Savings

Quantity	Make	Model	Description
10	HP	E60055dn	HP LaserJet BW Managed E60055dn
10	HP	E60055dn	ESP S1 Power Filter
4	HP	E60055dn	HP LASERJET 550 SHEET PAPER TRAY
1	Ricoh	Ricoh IM C4500	Ricoh IM C4500
1	Ricoh	Ricoh IM C4500	Fex Option Type M37
1	Ricoh	Ricoh IM C4500	Paper Feed Unit PB3280 (550 x 2)
1	Ricoh	Ricoh IM C4500	SP 15 MX Power Filter
1	Ricoh	Ricoh IM C4500	Internal Finisher SP3250 (500 Sheet)
1	Ricoh	Ricoh IM C4500	PostScript3 Unit Type M37
			Total Purchase Price \$S 15354.85

Investment & Agreement Details

- Pricing above includes machines, accessories, initial supplies, delivery, installation and on-site training.
- **Monthly Service Agreement: \$271.82 Per Month (all devices)**
- Optional Maintenance Agreement includes all parts, labor, toner, maintenance, and service (excludes paper & staples).
- Includes 3,500 mono pages and 1,000 color pages monthly (additional pages at \$0.0129 for mono and \$0.0552 for color)
- Includes print monitoring system to capture print volumes and machine status automatically
- Flexible upgrades as business changes occur
- Lifetime support for I-T and training
- No surcharges on any billing
- Local service technicians with 0 to 4 hour response to from Marshall, MN (for most locations) and Sioux Falls for Luverne office



Business Solutions



Benefits of Proposed Solution

How this Solution Will Meet Your Objectives

Consolidate Printer Fleet

We will consolidate your printer fleet to maximize efficiency and reduce unnecessary costs. This will streamline your printer fleet by reducing the technical knowledge required when operating several different models, and will also reduce your overall carbon footprint and help you save on energy costs.

Improve Output Speed & Quality

Your new MFP will not only increase document output, but will also impress you with exceptional warm-up speeds and first-copy-out times. The additional features, such as auto-duplexing, will also save you time when preparing professional documents.

Improve Efficiency

We will take over the tracking and maintenance of your entire printer fleet. Utilizing automatic meter readings and toner tracking, we will constantly monitor your machines to ensure the highest possible uptime. Your IT and Admin staff will no longer assume the burden of repairing and maintaining your printer fleet.



Additional Strategy Details



Business Solutions



Benefits of Proposed Solution

Managed Print Services: A Total Solution for All Your Printing Needs

This proposal outlines a total print solution for your business environment. Also known as Managed Print Services (MPS), it's our goal to provide you with a more effective, cost-saving method of managing and maintaining your entire printer fleet.

We will consolidate your printer fleet to maximize efficiency and reduce unnecessary costs. This will streamline your printer fleet by reducing the technical knowledge required when operating several different models, and will also reduce your overall carbon footprint and help you save on energy costs.

You save time and money with MPS because we conveniently provide you with a single source for service, supplies, and billing, thus freeing up your internal resources. When it comes to the bottom line and keeping profit margins high, you will begin to see why more and more companies are switching to MPS.



What Benefits Can You Harvest from Managed Print Services?

Cost Savings: The most appealing reason to switch from an unmanaged print environment to an MPS solution is the substantial cost savings that your company will realize. After switching to MPS, most companies save between 10 and 40 percent in printing costs.

Control: With MPS, your printer costs remain fixed, so all your printing needs will be met for one low monthly cost. Regular invoices from a single source allow you to maintain better control over printing expenses and cash flow.

Functionality: Wouldn't it be great if you received proactive service alerts and functionality reports BEFORE your machines ever showed signs of disrepair? With MPS, this becomes a welcomed reality, ensuring that your company can run smoothly at all times.

Simplicity: With MPS, your company will work with a single point of contact for all of your service, support, and maintenance needs. You can rest assured that your MPS service representative knows your business and your hardware requirements.

Flexibility: Because every business has different needs, your MPS solution was developed after a comprehensive assessment. Then, we developed a customized solution to fit your business needs and your budget.

Environmental Sustainability: Going green is easy with an MPS solution that reduces waste of consumables like paper, toner, and ink, and helps conserve energy by consolidating your printer fleet and implementing energy-saving measures.



Business Solutions



Benefits of Proposed Solution

Your Security is Our Top Priority

Informing our clients about data security, so they can make informed decisions!

Few things are as important as the security of your business documents.

You take the proper precautions to ensure your confidential paper documents are locked away in filing cabinets or shredded, but how safe are your digital documents?

The copiers, printers, and MFPs in your office can capture and store sensitive business information, just like a computer. In fact, every time someone prints, copies, scans, or faxes a document, that information is stored in your device's hard drive. That remnant data can leave you vulnerable to security threats from both inside and outside your business.



Left unsecured, a multifunction printer (MFP) can pose a real threat to your organization's valuable information.

Think about all of the documents you print or copy each day — financial documents, medical records, legal documents, and personal information. It's important that businesses of all sizes evaluate their data risks and establish measures to eliminate security threats altogether.

At A&B Business Solutions, we take the security of your documents seriously. When it comes to safeguarding your hardware devices, we provide comprehensive security assessments and solutions so you can rest assured that your devices are safe and secure from any threat.

We offer our clients services such as the removal and disposal of hard drives on machines turned in after leases, or the "shredding" of information stored on the hard disks of machines.



Business Solutions



Benefits of Proposed Solution

Software Solutions

A&B's Managed Services are designed to do one thing: save your company time and money. With Software Solutions A&B can help you increase your profitability by increasing productivity.



Square 9 Softworks - Offers a complete platform of products for capturing your documents, extracting high value data, classifying that data into information and integrating that information.



Print Audit - Enables organizations worldwide to significantly lower the cost of printing. The suite is comprised of three components called Analysis, Rules and Recovery. These three suits allow hundreds of combinations of reports to track prints, implementation of rules to influence print behavior, and department bill back.



PaperCut - Cut Waste, Track Printing, Save Money - Instantly see who is printing, what they are printing, when they printed and on which device.

It has been a privilege to work with you throughout our initial assessment. We hope to have provided you with the information and recommendations you need to make an informed business decision regarding your office technology needs and our partnership. If you have any questions regarding the information outlined in this report, please don't hesitate to call.



**Managed Print Services Solution for
Southwest Health and Human Services**

Item #	Device Name	Location	Address	Monthly B/W Pages	Monthly Color Pages	Optimized MPS Device
1	HP LaserJet 4350TN	Redwood Falls	266 E Bridge Street	2,000	-	New- HP LaserJet E60055dn (2dr)
2	HP LaserJet m601n	Redwood Falls	266 E Bridge Street	2,000	-	New- HP LaserJet E60055dn
3	HP LaserJet M605N	Redwood Falls	266 E Bridge Street	2,000	-	New- HP LaserJet E60055dn (2dr)
4	HP LaserJet 4515X	Marshall	607 West Main Street, Suite 100	2,000	-	New- HP LaserJet E60055dn (2dr)
5	HP LaserJet M605DN	Marshall	607 West Main Street, Suite 100	2,000	-	New- HP LaserJet E60055dn
6	HP LaserJet M602	Marshall	607 West Main Street, Suite 100	2,000	-	New- HP LaserJet E60055dn
7	HP LaserJet M401ONE	Luverne	1 Roundwind Rd	2,000	-	New- HP LaserJet E60055dn
8	HP LaserJet P4015DN	Ivanhoe	319 N Rebecca St. Po Box 44	2,000	-	New- HP LaserJet E60055dn
9	HP LaserJet 4250TN	Pipestone	1091 N Hiawatha Ave	2,000	-	New- HP LaserJet E60055dn (2dr)
10	HP LaserJet M602DN	Slayton	3001 Maple Road Suite 100	2,000	-	New- HP LaserJet E60055dn
11	Canon C5235	Slayton	3001 Maple Road Suite 100	3,000	1,000	New-Ricoh IM C3500 (4dr, Inner Finish, fac)
				23,000	1,000	

One time Cash Purchase:	\$	15,354.85
Monthly Managed Print Services Investment:	\$	271.82
B/W Pages Included:	23,000	Overages: \$0.0097
CLR Pages Included:	3,000	Overages: \$0.044

**One Invoice Per Month! One Pool of Prints!
11 UPGRADED DEVICES!**

**A&B's Managed Print Services includes New Equipment Listed, All Toner, Maintenance Kits, Fuser Units, Parts, Service & Labor,
No Additional Freight and Fuel Charges. Pricing Based on a 60-Month Agreement.**

**Optional Print Audit 6 to allow end user tracking, volume reports, and ability to create hard and soft print rules.
Optional Monthly Investment: \$86.32**

Purchase price can be reduced if you remove a tray with the 4 HP printers and remove the inner finisher from the Ricoh MFP.

APRIL 2019

GRANTS ~ AGREEMENTS ~ CONTRACTS

Board review and approval

- Lower Sioux Indian Community- Child Welfare Disparities Grant (Morton, MN) –**
04/15/16 to 06/30/19; An amendment in cooperation with DHS to provide child welfare services to at risk children of the Lower Sioux with an increase to the allocation; \$39,000.00 (new grant allocation \$390,056.79) (AMENDMENT).
Fiscal Note: expenses reimbursed through grant

- Southwest MN State University (Marshall, MN) – 07/01/19 to 06/30/24; –**
Memorandum of agreement with SMSU to provide various nursing programs and refresher courses for qualified students preparing for and/or engaged in nursing careers and SWHHS to provide suitable clinical facilities for those educational needs and to assist in educating (RENEWAL).