



Request for Proposals
For
Senior Services Programs

RFP NO. K/T AAA 23-01

Older Americans Act
Supportive Services - Title III-B
Senior Nutrition - Title III-C
Health Promotion – Title III-D
Elder Abuse Prevention – Title VII-B

Dayna Wild, Director
Kings/Tulare Area Agency on Aging

APPLICATION TO CONTRACT FOR SENIOR SERVICES PROGRAMS

SUBMISSION REQUIREMENTS:

Submissions may be made electronically or by mail. If submitting electronically the proposal must be emailed to K/T AAA Unit Manager Risë VanTichelt at the following email address: RVanTichelt1@tularecounty.ca.gov. If submitting by mail, one original and seven (7) copies of the proposal will be received by Kings/Tulare Area Agency on Aging, 5957 S. Mooney Blvd, Visalia, CA 93277, **until 5:00 p.m. on April 21, 2023.** **Response to this RFP must be in the form of an application package (Attachment C – Application). Section VI-Application Submission provides complete guidelines.**

The package containing the original and copies must be sealed and marked with Applicant's name and **SENIOR SERVICES PROGRAMS'**. **Include RFP # on all documents and on the outside of the envelope.**

LETTER OF INTENT:

A letter of intent will be required of all vendors who plan on submitting a bid in response to this RFP. The letter of intent is due to the **K/T AAA by Monday, March 27, 2023.** If a letter of intent is not submitted by the required deadline the **bid/proposal will not be accepted.**

VENDOR'S CONFERENCE:

On **April 6, 2023**, starting at **2:00 p.m.**, a conference will be held to discuss vendor's questions pertaining to this Request for Proposal. The conference will be held at 5957 S. Mooney Blvd., Visalia, CA 93277 Pine North/South Conference Room located on the second floor.

Notify K/T AAA by Tuesday, March 4, 2023, at (559) 623-0191 if you will be attending. Those vendors who are unable to attend the conference in person may email any questions they have to RVanTichelt1@tularecounty.ca.gov and questions will be read into the minutes. Any and all questions must be **emailed or received by mailed by 5:00 p.m., Tuesday, March 4, 2023,** in order to be considered. No changes will be made to the Request for Proposal within forty (40) hours of its closing date.

Deadline for Letter of Intent	March 27, 2023 (Monday)
Deadline for submission of questions	
Application Vendor Conference	April 6, 2023 (Thursday)
Application Submission Deadline	April 21, 2023 (Friday)
Evaluation of Proposals	April 27, 2023(Thursday)
Announcement of Intent to Award	May 15, 2023 (Monday)
Submission of Appeals/Protests	May 22, 2023 (Monday)
Tentative Start Date for Contract (s)	July 01, 2023(Thursday)

These dates are subject to change as deemed necessary by K/T AAA.

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Section I – Introduction

A. Purpose

The Older Americans Act (OAA) was enacted by Congress in 1965. This Act, and its subsequent amendments has the goal of maintaining or improving the physical, social and psychological well-being of persons aged sixty and older. This goal is partially carried out by the allocation of Title III-B funds for Supportive Services, Title III-C funds for Congregate and Home Delivered Meals, Title III-D funds for Health Promotion/Disease Management, and Title VII-B funds for Elder Abuse Prevention. These Federal funds are allocated to states and, subsequently, to local Planning and Service Areas (PSA) who in turn may award contracts for service delivery to community organizations.

The Kings/Tulare Area Agency on Aging (K/T AAA) is the designated Area Agency on Aging for Planning and Service Area 15 (PSA 15) which includes all of Tulare County. The mission of the K/T AAA is to coordinate the delivery of services to older persons living in Tulare County so they may retain as much independence as possible.

The Kings/Tulare Area Agency on Aging is seeking proposals from interested and qualified organizations and firms to administer Senior Services Programs throughout the County of Tulare beginning July 1, 2023. Proposals are being solicited for Title III-B (Supportive), Title III-C (Senior Nutrition), Title III-D (Health Promotion), and Title VII-B (Elder Abuse Prevention) services. The K/T AAA may, but is not obligated to, extend contract(s) for up to three additional one-year periods contingent on the availability of funds and Contractor performance. These services are currently being delivered through a subcontractor . However funding levels for these programs remain stagnant and the demand for services is increasing each year as the ‘boomer’ generation ages. Therefore the need to leverage community resources with OAA funding becomes paramount if the K/T AAA is expected to sustain existing services and to hopefully expand the capacity to meet the needs of the growing senior population.

Anticipated funding for these programs for Fiscal Year 2023-2024 is approximately \$2,068,925. The number of contracts and amounts awarded will be determined by the quality of the applications received. Preference will be given to the organization proposing to deliver the widest array of services being sought.

B. Goal

The senior services programs serve seniors 60 years of age or older, with preference given to those in greatest economic or social need and to low-income, multi-ethnic individuals. The goals are to maintain or improve the physical, psychological, and social well-being of older individuals by providing appropriate senior services.

Section II – Program Description

A. Program Objectives

The K/T AAA is seeking new and innovative ways to deliver services to the seniors of Tulare County and invite applicants to submit new ideas for consideration.

Following are the minimum service categories for which the K/TAAA is seeking proposals. However, applicants are encouraged to include in proposals the provision of as many services as they are qualified and

capable to provide. For Title III-B, Supportive Services, the list includes services that the K/T AAA has determined to be priority services based on the assessed needs of the PSA.

It is the goal of the K/T AAA to maintain or exceed the current level of services. The table below summarizes K/T AAA's service unit goals for fiscal year 23/24

K/T AAA Priority Service Categories	Service Unit (Unit Measure)	K/T AAA Service Unit Goals FY 23/24
Supportive Services (Title III-B)		
Assisted Transportation	1 One Way Trip	
Cash/Material Aid	1 Assistance	
Chore	1 Hour	
Community Education	1 Activity	135
Homemaker	1 Hour	
Information and Assistance	1 Contact	4,219
Legal Assistance	1 Hour	736
Outreach	1 Contact	6,824
Personal Affairs Assistance	1 Contact	135
Personal Care	1 Hour	
Personal/Home Security	1 Product	
Public Information	1 Activity	
Residential Repairs/Modifications	1 Modification	
Senior Center Activities	1 Hour	41,412
Telephone Reassurance	1 Contact	956
Transportation	1-One Way Trip	887
Visiting	1 Hour	77
Nutrition Services (Title III-C)		
Congregate Meals Program	1 Meal	34,300
Home Delivered Meals Program	1 Meal	43,000

Intergenerational Activities	1 Activity	3
<i>Health Promotion/Disease Management (Title III-D)</i>		
Health Promotion	1 Contact	50
<i>Elder Abuse Prevention (Title VII-B)</i>		
Educational Materials Distributed	1 Product	7,237
Public Education Sessions	1 Session	6
Training Sessions for Caregivers	1 Session	6
Training Sessions for Professionals	1 Session	6

The California Department of Aging (CDA) Service Categories and Data Dictionary contains a complete list of all Service Categories, Unit Measures and definitions of eligible activities. Proposers are encouraged to refer to this Dictionary when developing proposals (Appendix I). Applicants can also find additional information about Senior Services Programs: https://www.aging.ca.gov/Programs_and_Services/

1. **Title III-B: Supportive Services**

Supportive Services have been categorized as ‘Required Services’, ‘Category A Services’, and ‘Category B Services’. Proposers must provide ‘Required Services’, and must provide a minimum of one (1) additional Supportive Service from the Category A Services. Proposers may then choose to provide additional Supportive Services from the list of Category A or Category B Services.

The proposer may also choose to provide additional Supportive Services as defined in the CDA Service Categories and Data Dictionary and not included below. However, the K/T AAA preference is that priority services be provided before proposing to provide other additional services from the CDA Service Categories and Data Dictionary.

a. **Required Services**

- Information and Assistance
- Legal Services
- Outreach
- Senior Center Activities
- Transportation

b. **Category A Services**

- Chore
- Homemaker
- Personal Care

- Residential Repairs/Modifications
- Telephone Reassurance
- Visiting

c. Category B Services

- Assisted Transportation
- Cash/Material Aid
- Community Education
- Personal Affairs Assistance
- Personal/Home Security
- Public Information

2. Title III-C: Senior Nutrition

The K/T AAA has operated Senior Nutrition Programs for over 30 years. Nutrition Services is a core program that enables seniors to remain independent and at home for as long as possible. It fosters aging in place and promotes choice and quality of life. The objective of the Senior Nutrition Program is to provide meals to older individuals in the County. Currently the K/T AAA provides meals to seniors in two ways.

a. Congregate Meal Services:

Meals are provided in a congregate setting in an atmosphere that is pleasant and encourages socialization. In the 2021-2022 fiscal year the K/T AAA provided 168,079 congregate meals to 267 clients through the senior centers identified below. It should be noted that these numbers were impacted by the COVID-19 pandemic. Currently meals are purchased by current sub-contractor from a third-party source including delivery of meals to each congregate nutrition site. The requested voluntary contribution is \$2.50/meal.

Congregate meals are currently being provided at the following senior centers on the days and at the times listed below. Proposers must maintain or exceed current hours of operation. Proposers may choose to negotiate with these sites to continue providing services at these locations, or at locations of their choice within close proximity of these service areas. Congregate meal site locations must be reasonably accessible to public transportation and comply with the accessibility guidelines as defined by the Americans with Disabilities Act (ADA).

Due to COVID, the hours of operation have been impacted and reduced or modified hours and service days can be accommodated as a transition to full-service delivery progresses.

Location	Days and Time	Lunch Served
Cutler Orosi Senior Center 12691 Ave. 408 Cutler, CA 93615	Monday, Wednesday- Friday 8:30 a.m. - 1:20 p.m.	11:30 a.m.
Earlimart Senior Center 712 E. Washington Earlimart, CA 93219	Monday – Friday 8:30 a.m. - 1:20 p.m.	12:00 p.m.
Exeter Senior Center 301 South E Street Exeter, CA 93221	Monday, Wednesday, Thursday, Friday 8:30 a.m. - 1:20 p.m.	11:30 a.m.
Goshen Senior Center St. Thomas Catholic Church 6735 Ave 308 Goshen, CA 93291	Tuesday, Thursday 8:30 a.m. - 1:20 p.m.	12:00 p.m.
Lindsay Senior Center 911 N. Parkside Lindsay, CA 93247	Monday - Friday 8:30 a.m. - 1:20 p.m.	11:30 a.m.
Porterville Senior Center 280 N 4 th St. Porterville, CA 93257	Monday – Friday 8:30 a.m. - 5:00 p.m.	12:00 p.m.
Woodlake Senior Center 325 E. Antelope Woodlake, CA 932286	Monday - Wednesday, Friday 8:30 a.m. - 1:20 p.m.	12:00 p.m.

There are a total of twelve recognized holidays on which food service is not provided to congregate meal sites and sites are assumed to be closed:

Memorial Day

The day following Thanksgiving Day

Juneteenth

Christmas Eve

Independence Day

Christmas Day

Labor Day

New Year's Day

Veteran's Day

Martin Luther King Jr. Day

Thanksgiving Day

President's day

b. Home Delivered Meal Services:

Meals are home delivered to older individuals who are homebound. In the 2021-2022 fiscal year the K/T AAA provided 61,504 home-delivered meals to 208 clients throughout Tulare County, in the following communities: California Hot Springs, Cutler-Orosi, Dinuba, Earlimart, Exeter, Farmersville, Goshen, Ivanhoe, Lemon Cove, Lindsay, New London, Pixley, Porterville, Poplar, Saltana, Springville, Strathmore, Terra Bella, Tipton, Three Rivers, Traver, Tulare (outskirts only), Visalia, Woodlake, Woodville and Yetem.

Current sub-contractor provides meals purchased from a third-party source and home delivery is made by sub-contractor staff. Ten (10) meals are delivered to each client every two weeks. The requested voluntary contribution is \$2.50/meal.

c. Nutrition Education

Nutrition Education is provided to all participants in the Senior Nutrition Services Program. The K/T AAA Registered Dietitian will provide this service and will coordinate delivery of this service with the Contractor.

d. K/T AAA Equipment

The Contractor shall be responsible for providing all equipment and food service supplies.

The Contractor has the right to utilize K/T AAA equipment currently in use at Senior Centers listed above. Contractor to provide maintenance and insurance (if applicable) for the equipment. Equipment includes, but may not be limited to, refrigerated delivery vans, kitchen equipment, computers, tables, and chairs.

e. Senior Nutrition Meal Vendors

Current sub-contractor obtains meals from a contract with a third party for congregate and home delivered meals. Selected proposers will have the option of continuing to provide meals through similar means or to offer alternative solutions. All vendors will need to be approved by K/T AAA.

f. Intergenerational Activities

Intended in developing partnerships and efforts including the planning, development, and implementation of intergenerational activities that connect Senior Nutrition participants with younger generations. Mutually beneficial intergenerational activities promote greater understanding and respect between generations and strengthen older adults recovery and resilience from the isolation and health impacts from the COVID-19 pandemic.

3. Title III-D: Disease Prevention and Health Promotion

The Disease Prevention and Health Promotion Program supports programs that are based on scientific evidence and demonstrated through rigorous evaluation to be effective in improving the health of older adults. Chronic diseases and conditions such as heart disease, stroke, cancer, diabetes, obesity, and arthritis are among the most common preventable health problems. Many older adults experience limitations in activities due to such conditions. Title III-D evidence-based health promotion programs provide adults with techniques and strategies to delay and/or

manage chronic health conditions and include activities that promote, improved nutrition, emotional and social well-being, physical fitness and fall prevention.

Activities provided by current sub-contractor include “Empowerment for Better Living Self-Management of Chronic Conditions Workshops”.

Proposers must provide programs and activities that meet the highest level of evidence-based programs. A list of approved programs can be found at the National Council on Aging (NCOA) at: [HTTPS://www.ncoa.org/evidence-based-programs](https://www.ncoa.org/evidence-based-programs).

If proposers wish to offer a program that is not on the NCOA approved program list, the K/T AAA must first approve the program before any funds are used.

4. Title VII-B – Elder Abuse Prevention

Elder Abuse Prevention program goals are to provide training and education to raise awareness of elder abuse and provide resources for detecting and preventing it. Service categories include:

- Public Education Sessions
- Training Sessions for Professionals
- Training Sessions for Caregivers Served by Title III E
- Educational Materials Distribution

K/T AAA currently provides the following activities for Elder Abuse Prevention:

- Train caregivers on topics such as: importance of self-care; available resources for support of caregivers; planning to avoid conservatorship; and importance of respite and self-care.
- Train professionals on topics such as: Senior Legal Services Program; generalities of estate planning; and legal needs of rural elders.
- Distribute articles on: Consumer rights and remedies; Seniors and the law; and Planning booklet for end-of-life care.

Proposers must provide at least one Elder Abuse Prevention service.

B. Scope of Work

Contractors are required to comply with Sections II and III, and the Scope of Work (Attachment A). The following table summarizes services and available funding for which the K/T AAA is seeking proposals (all listed funding are estimates based on funding received for fiscal year 2023/2024).

Scope of Work Service Categories and Category Funding

Service Category	Available Funding	Percent Match Requirement	Minimum Match Requirement
SUPPORTIVE SERVICES (Title III-B)	\$371,792	10.53%	\$45,757
<i>Required Service Categories</i>			

Information and Assistance			
Legal Assistance			
Outreach			
Senior Center Activities ¹			
Transportation			
<i>Category A Service (Minimum 1 service required)</i>			
Chore			
Homemaker			
Personal Care			
Residential Repairs/Modifications			
Telephone Reassurance			
Visiting			
<i>Category B Services</i>			
Assisted Transportation			
Cash/Material Aid			
Community Education			
Personal Affairs Assistance			
Personal/Home Security			
Public Information			
NUTRITION SERVICES (Title III-C)			
<i>Required Service Categories</i>			
Congregate Meal Program	\$466,452	10.53%	\$54,898
Home Delivered Meal Program	\$901,421	10.53%	\$106,091
Intergenerational Activities	\$297,658	None	None
HEALTH PROMOTION/DISEASE MGMT (Title III-D)	\$26,404	10.53%	\$3,108
<i>Required Service Categories</i>			

¹ Senior Center Activities **must** be provided at Senior Congregate Meal sites; and may also be offered at other locations.

Health Promotion /Disease Mgmt			
ELDER ABUSE PREVENTION (Title VII-B)	\$5,198	none	none
<i>Minimum One Service Category Required</i>			
Educational Materials Distributed			
Public Education Sessions			
Training Sessions for Caregivers			
Training Sessions for Professionals			
Total Funding	\$2,068,925	Total Match	\$164,097

C. Program Deliverables

The Contractor will be expected to meet the minimum goals that will be established during the contracting phase. Goals will be established for each service category to be contracted.

Contractor performance will be reviewed on a quarterly basis by K/T AAA and technical assistance provided if goals are not being met.

D. Contributions

1. OAA funded programs are to be provided at no charge to seniors. However, Contractors shall encourage seniors to donate by notifying them at least annually, that contributions are accepted and are important to maintaining the service(s) provided. All contribution request notification distributions must be approved by the K/T AAA. Contractor shall post signs where appropriate stating that contributions are accepted. The Contractor shall not in any way employ tactics which could be viewed as coercive, embarrassing, and/or obligatory to the service being provided. Contributions received from the provision of services covered by this RFP are to be reported by Contractor to K/T AAA as Program Income.
2. All contributions shall be used to increase the amount of service being provided in the program(s) funded by K/T AAA.

E. Participant Eligibility and Targeting of Services

Services must be made available to all individuals 60 years and older, with emphasis on those with the greatest economic and social needs, and those residing in rural areas.

F. Technical and Transitional Assistance

During transition of services in the first contracted year, the K/T AAA will provide transitional support by experienced staff who will work directly with the Contractor's staff in order to ensure a seamless transition. The K/T AAA will continue to provide technical assistance to Contractors throughout the contract term.

The K/T AAA Registered Dietitian will also provide technical assistance to the Contractor(s) to ensure nutritional requirements are being met.

G. Provision of Services

Applicants may choose to deliver services either directly or through subcontractors. Subcontractors shall be held to the same standards and requirements as Contractors. The K/T AAA reserves the right to approve all subcontractors prior to award of a subcontract. Procurement methods must comply with state and federal regulations:

California Code of Regulations, Title 22, Div 1.8, Chapter 3, Article 4

<https://regulations.justia.com/states/california/title-22/division-1-8/chapter-3/article-4/Code of Federal Regulations – 45 CFR 75.325-75.335>

https://www.govregs.com/regulations/title45_chapterA_part75_subpartD

H. Staffing

Proposers are to provide a staffing plan that is adequate to provide services to Senior population.

Section III – Program Requirements

A. Definitions

The following definitions apply to Senior Services Programs:

1. AAA – Area Agency on Aging.
2. Applicant/Proposer/Vendor– Used interchangeably throughout the RFP to denote any party that is interested in providing Senior Services Programs.
3. CCR – California Code of Regulations.
4. CDA – California Department of Aging.
5. CFR – Code of Federal Regulations.
6. Congregate Senior Nutrition Program (III C-1) – Meals are provided in a congregate setting for older individuals in an atmosphere that is pleasant and encourages socialization.
7. Contract – Agreement between K/T AAA and Contractor, including the terms and conditions, scope of work, attachments, addenda, and amendments, if applicable.
8. Contractor/Provider – Refers to an entity whose application results in a contract to provide Senior Services Programs.
9. CRFC – California Retail Food Code; also commonly referred to as Cal-Code; replaced CURFFL (California Uniform Retail Food Facilities Law) on July 1, 2007.
10. Data Dictionary – Dictionary of CDA Service Categories and Service Units of Measure. (Reference: <https://www.aging.ca.gov/download.ashx?IE0rcNUV0zYVluwocgk52g%3D%3D>)
11. DRI – Dietary Reference Intake.
12. Eligible Service Population – Older Individuals (60 years of age or older), giving preference to those in greatest economic or social need, with particular attention to low-income minority individuals.
13. Equipment – Tangible personal property with a useful life of more than one year and an acquisition cost of \$5,000 or more per unit.

14. Fee for Service – A specified price determined by a per unit cost for the delivery of a specified number of units.
15. HACCP – Hazard Analysis Critical Control Point.
16. HIPPA – Health Insurance Portability and Accountability Act.
17. Home-Delivered Meal (III C-2) - A meal provided to an eligible individual in his or her place of residence
18. K/T AAA – Kings/Tulare Area Agency on Aging
19. NAPIS – National Aging Program Information System
20. Nutrition Services Incentive Program (NSIP) – Refers to the United States Department of Agriculture’s (USDA) cash allotment or commodity program. The purpose of NSIP is to provide incentives and reward effective performance in the efficient delivery of nutritious meals to older individuals. Funding is based on the number of meals served in the prior year and available appropriation.
21. Older Americans Act (OAA) – The overall purpose of this act is to provide comprehensive, coordinated, community-based systems of service to persons age 60 and older, to enable them to maintain health, personal dignity, and independence (42 USCA §3001 et seq.).
22. Older Individual – Individual who is 60 years of age or older.
23. OMB – Office of Management and Budget (federal).
24. Program Income – Refers to the contributions made by the participants in the program.
25. Realignment Funds – In 1991/1992, the State approved the Health and Welfare Realignment Program that involves a shift of program responsibilities from the State to the counties. This shift is funded through a corresponding shift of dedicated State Sales Tax and State Vehicle License Fee revenue passed through to the counties.
26. Request for Proposal (RFP) – The document used to solicit a solution or solutions from potential Contractors to a specific problem or need. Although price is important, originality and effectiveness of the application, and the background and experience of the Applicant, are evaluated in addition to the proposed price.
27. Service Area – Defines the geographic area to be served under this program.
28. Service Unit - Unit of measure for services provided to program recipients
29. SOC 341 – Form used to report a suspected incident of abuse of an elder or dependent adult, required under Welfare and Institutions Codes Sections 15630 and 15686(a)(1).
30. State – State of California.
31. Subcontract – To contract with a third party to perform all or part of the work included in this RFP and the resulting contract.
32. Title III and Title VII – Grants for State and Community Programs on Aging.
33. USC – United States Code.
34. USDA – United States Department of Agriculture.
35. W & I Code – California Welfare and Institutions Code.

B. Contractor Requirements

1. Have the ability to:
 - a. Provide Supportive Services to seniors age sixty (60) and above to assist them in securing and maintaining maximum independence and dignity in a home environment.
 - b. Provide Nutrition Services to seniors age sixty (60) and above to maintain or improve the physical and social well-being through balanced meals and nutrition services.
 - c. Provide Health Promotion/Disease Management Services to seniors age sixty (60) and above that help promote healthy and independent lives for older individuals.
 - d. Provide Elder Abuse Prevention Services to help reduce or eliminate elder abuse.
 - e. Assist in the removal of individual and social barriers to economic and personal independence for older individuals.
2. Perform outreach efforts to identify individuals eligible for assistance under Federal law. Services should be targeted to older individuals with the following characteristics:
 - a. Reside in rural areas
 - b. Have greatest social and economic need, with particular attention to low-income minority individuals, including Native Americans.
 - c. Have physical or mental disabilities, including Alzheimer's disease or related disorders with neurological and organic brain dysfunction; and the caretakers of these individuals.
 - d. Have limited English-speaking ability.
3. Assist the K/T AAA in assessing the needs of individuals aged 60 years and older in Tulare County.
4. Develop methods specific to the local community to serve the targeted group.
5. Provide adequate facilities and resources to deliver proposed services.
6. Complete and submit all program and expenditure reporting documents in a timely manner and at intervals determined by K/T AAA.
7. Cooperate with K/T AAA in the monitoring, assessment, and evaluation processes, which include making administrative, program and fiscal staff available.
8. Attend K/T AAA Advisory Council meetings and provide program updates. Currently meetings are scheduled on a quarterly basis, subject to change.
9. Maintain adequate staff to provide services applied for in this application. These staff shall be available to K/T AAA for training sessions and meetings on an as needed basis.
10. Maintain all records and books pertaining to the delivery of contracted services. Fiscal records shall be kept in accordance with Generally Accepted Accounting Principles and must comply with the appropriate Office of Management and Budget (OMB) Circulars.
11. Maintain copies of all subcontracts, vendor agreements, Memoranda, and/or Letters of Understanding, and make copies available for review at the request of K/T AAA.

12. Have no record of unsatisfactory performance. Applicants who are or have been seriously deficient in current or recent contract performance, in the absence of circumstances properly beyond the control of the Applicant, shall be presumed to be unable to meet this requirement.
13. Have the administrative and fiscal capability to provide and manage the proposed services on a cost reimbursement basis and to ensure an adequate audit trail.
14. Have the ability to implement the proposed program and begin operations with a minimum of 60 days of operating capital.
15. Be of sound financial status.
16. Be in good standing with the Secretary of State of California.
17. Provide administrative procedures for the proposed program, including, but not limited to:
 - a. Personnel Policies and Procedures
 - b. Emergency Preparedness Plans
 - c. Accounting procedures that meet governmental accounting standards.
(OMB Circulars A-102 and A-133, 2 CFR 215, 225, and 230;
<https://www.whitehouse.gov/omb/information-for-agencies/circulars/>)
 - d. Internal monitoring procedures and evaluation criteria.
 - e. Audit resolution procedures.
 - f. Compliance with federal regulations governing the Older Americans Act of 1965, as amended, the Mello-Granlund Older Californians Act (Welfare and Institutions Code Sections 9000 et seq.), and California Code of Regulations (Title 22. Social Security, Division 1.8, Chapters 1-6.
 - Older Americans Act: <https://acl.gov/sites/default/files/about-acl/2020-04/Older%20Americans%20Act%20Of%201965%20as%20amended%20by%20Public%20Law%20116-131%20on%203-25-2020.pdf>
 - Mello-Granlund Older Californians Act: <https://casetext.com/statute/california-codes/welfare-and-institutions-code-wic/division-85-mello-granlund-older-californians-act-9000-9750>
 - California Code of Regulations: <http://government.westlaw.com/linkedslice/default.asp?Action=TOC&RS=GVT1.0&VR=2.0&SP=CCR-1000>
18. Enter into a contract containing standard clauses for performance levels and providing for sanctions if performance falls below a specified level.
19. Provide 10.53% match on total program costs, excluding Title VII-B, Elder Abuse Prevention Services.
20. Demonstrate the ability to secure additional funding sources to supplement the grant funding allocated by the K/T AAA for implementation of the Nutrition and Supportive Services Program.

C. Performance Standards

All Contractors must maintain performance standards set forth in this RFP. Performance standards refer to client satisfaction and achievement of all specifications outlined in Section III.B (Contractor Requirements) and Section VIII (Contract Requirements).

D. Reporting Requirements

1. The following reports shall be completed and submitted to K/T AAA by the 15th day of the month (or the following Monday if the 15th falls on a weekend) following the month of service:
 - a. Monthly Invoice with total costs for services delivered. K/T AAA will provide the invoice template.
 - b. Monthly Service Unit Report – used to report the number of service units a contractor provides in a month. K/T AAA will provide the spreadsheet to record service units.
2. All client and program data must be kept in a locked file cabinet or storage area and be made available for review by K/T AAA upon request. This may include, but not be limited to:
 - a. NAPIS Client Intake Sheets.

K/T AAA is required to adhere to the National Aging Program Information System (NAPIS) data collection requirements by collecting and reporting specified data for all clients that receive registered services. K/T AAA will provide intake sheets.
 - b. Meal Rosters

The Meal Roster is a tool that is used to account for all clients receiving a meal, per nutrition site. This includes Home Delivered and Congregate meal clients. Meal Rosters for each nutrition site will be printed out from the computerized client tracking system, CARS.
3. Contractors are required to utilize an internet based client-tracking system, California Aging Reporting System (CARS). Contractors will input data directly into the CARS system.
 - a. For general information about CARS, go to:
 - b. https://aging.ca.gov/Providers_and_Partners/Area_Agencies_on_Aging/CARS/
 - c. K/T AAA will provide training to Contractor's staff on all data collection requirements, and how to utilize the CARS system.
 - d. K/T AAA will provide assistance to the Contractor with data collection and data entry into CARS for the 1st quarter period of the first FY contract. The Contractor shall assume full responsibility for data collection and entry by October 1st of the first contracted FY.

4. Computer System Requirements

- a. Licensing

K/T AAA will provide the CARS licensing and annual fees to the Contractor at no cost. The number of licenses required by the Contractor will be negotiated with the K/T AAA.
- b. The Contractor is required to have internet access and is responsible for the cost of acquiring and maintaining internet access.
- c. Minimum computer hardware and associated systems required for accessing CARS:

- Any computer or mobile device with internet access and a web-browser
- Any operating system (including Windows and Mac OS)
- Microsoft Internet Explorer 6.0 or higher with 128-bit encryption

5. Staffing

Data collection and entry should require an estimated seven (7 - 9) hours per week. Contractors should consider this requirement when developing a staffing model for their proposal.

Section IV-Procurement Timeline

These dates are subject to change as deemed necessary by K/T AAA.

Deadline for Letter of Intent	March 27, 2023 (Monday)
Deadline for submission of questions	
Application Vendor Conference	April 6, 2023 (Thursday)
Application Submission Deadline	April 21, 2023 (Friday)
Evaluation of Proposals	April 27, 2023(Thursday)
Announcement of Intent to Award	May 15, 2023 (Monday)
Submission of Appeals/Protests	May 22, 2023 (Monday)
Tentative Start Date for Contract (s)	July 01, 2023(Thursday)

Section V-Procurement Procedures and Requirements

A. Letter of Intent

A letter of intent will be required of all vendors who plan on submitting a bid in response to this RFP. The letter of intent is due to the **K/T AAA by Monday, March 27, 2023.** If a letter of intent is not submitted by the required deadline the **bid/proposal will not be accepted.**

B. Application Vendor Conference

Applicants are encouraged to attend the Application Vendor Conference to be held at the following time, date and location.

Thursday, April 6, 2023, at 2:00 p.m.

Tulare County Government Plaza Pine North/South conference room

5957 S. Mooney Blvd

Visalia, CA 93277

C. Correspondence

All correspondence, including applications, may be submitted electronically to Risë VanTichelt at RVanTichelt1@tularecounty.ca.gov or by mail to:

Kings/Tulare Area Agency on Aging
5957 S. Mooney Blvd
Visalia, Ca 93277

Calls regarding this RFP may be directed to Risë VanTichelt at (559) 623-0191.

During the procurement timeline, the department identified above is the sole contact point for any inquiries or information relating to this Request for Proposal (RFP). It is the responsibility of the Applicant to ensure that the RFP response arrives in a timely manner. Applications received after 5:00 p.m. on Friday, April 21, 2023, will not be considered. Response to this RFP must be in the form of an application package (Attachment C – Application). Section VI-Application Submission provides complete guidelines.

D. Question and Answer Period

All questions relating to this RFP must be submitted by fax, or mail to the contact listed in Section V.C above. Written questions should be clear and concise and include references to sections of the RFP when applicable. The deadline to submit questions is 5:00 p.m. on Monday, March 27, 2023, in order to be considered. No changes and/or additions will be made to the Request for Proposal within forty (40) hours of its closing date

Answers to written questions will be read into the minutes and distributed to all vendors, only if necessary to clarify substantive items raised during the conference.

E. Request for Electronic Version of the RFP

An electronic version of the RFP can be requested at any time during the procurement timeline by calling the contact listed in Section V.C. A copy will also be available on the K/T AAAA website:

www.ktaaa.org.

F. Application Submission Deadline

All applications must be received at the address listed in Section V.C, no later than 5:00 p.m. on April 21, 2023. It is the Applicant's responsibility to ensure that its application arrives on or before the specified time. Postmarks will not be accepted in lieu of actual receipt. Late applications will not be considered. To be considered, all applications must be submitted in the manner set forth in this RFP.

G. Procurement Conditions

1. Contingencies

Funding for this program is contingent on federal and state funds (Titles III-B, III-C, III-D, and VII-B funds from the Older Americans Act and funds received from the Nutrition Services Incentive Program). It is understood and agreed that if the funding for K/T AAA is either discontinued or reduced for Titles III-B, III-C, III-D, and VII-B, that K/T AAA shall have the right to terminate Agreements for services. In such event, K/T AAA will provide the Contractor with at least thirty (30) days prior written notice of such termination.

The K/T AAA will award a contract based on the application that best meets the needs of K/T AAA.

The K/T AAA reserves the right to accept or reject any or all applications if K/T AAA determines it is in the best interest of K/T AAA to do so. The K/T AAA will notify all Applicants, in writing, if K/T AAA rejects all applications.

2. Modifications

The K/T AAA has the right to issue addenda or amendments to this RFP. The K/T AAA also reserves the right to terminate this application process at any time.

H. Inaccuracies or Misrepresentations

If, in the course of the application process or in the administration of a resulting contract, the K/T AAA determines that the Applicant has made a material misstatement or misrepresentation or that materially inaccurate information has been provided to K/T AAA, the Applicant may be terminated from the RFP process or in the event a contract has been awarded, the contract may be immediately terminated.

In the event of a termination under this provision, K/T AAA is entitled to pursue any available legal remedies.

I. Incurred Costs

This procurement does not commit K/T AAA to pay any costs incurred in the preparation of an application in response to this request and Applicant agrees that all costs incurred in developing this application are the Applicant's responsibility.

J. Application Confidentiality

Applicants should be aware that application responses are subject to the California Public Records Act (Government Code Section 6250 et seq.)

http://leginfo.legislature.ca.gov/faces/codes_displayexpandedbranch.xhtml?tocCode=GOV&division=7.&title=1.&part=&chapter=3.5.&article=1]). If any Applicant's application contains trade secrets or other information, which is proprietary by law, the Applicant must notify K/T AAA of its request to keep that information confidential.

The request to keep proprietary information confidential must be made in writing and attached to the envelope or other medium used to submit the application. The confidential or proprietary information shall be readily separable from the response in order to facilitate eventual public inspection of the non-confidential portion of the response.

The K/T AAA will review the request and notify the Applicant in writing of its decision as to whether confidentiality can be maintained under law. If confidentiality cannot be maintained, the Applicant has the option of withdrawing the application or advising the K/T AAA of its understanding that this information will become public record. The price of products offered or the cost of services proposed shall not be designated as proprietary or confidential information.

In the event a public records request is made for information designated by the Applicant as confidential or proprietary, and if K/T AAA has made a determination as to the confidential or proprietary nature of the information, K/T AAA will notify the Applicant of the request. The Applicant will have an opportunity to seek a determination from the appropriate court as to the disclosure or non-disclosure of the information.

K. Disclosure of Criminal and Civil Proceedings

The K/T AAA reserves the right to request the information described in the following paragraphs from the Applicant selected for contract award. Failure to provide the information may result in a disqualification from the selection process and no award of contract to the Applicant. The K/T AAA also reserves the right to obtain the requested information by way of a background check performed by an investigative firm. The selected Applicant also may be requested to provide information to clarify initial responses. Negative information provided or discovered may result in disqualification from the selection process and no award of contract.

The selected Applicant may be asked to disclose whether the firm or any of its partners, principals, members, associates, or key employees (as that term is defined herein), within the last ten years, has been indicted on or had charges brought against it or them (if still pending) or has been convicted of any crime or offense arising directly or indirectly from the conduct of the firm's business, or whether the firm, or any of its partners, principals, members, associates, or key employees, has, within the last ten years, been indicted on or had charges brought against it or them (if still pending) or has been convicted of any crime or offense involving financial misconduct or fraud. If the response is affirmative, the Vendor will be asked to describe any such indictments or charges (and the status thereof), or convictions and the surrounding circumstances in detail.

In addition, the selected Applicant may be asked to disclose whether the firm, or any of its partners, principals, members, associates, or key employees, within the last ten years, has been the subject of legal proceedings as defined herein arising directly from the provision of services by the firm or those individuals. "Legal proceedings" means any civil actions filed in a court of competent jurisdiction, or any matters filed by an administrative or regulatory body with jurisdiction over the firm or the individuals. If the response is affirmative, the Applicant will be asked to describe any such legal proceedings (and the status and disposition thereof) and the surrounding circumstances in detail.

For the purposes of this provision, "key employees" includes any individuals providing direct services to K/T AAA. "Key employees" do not include clerical personnel providing services at the firm's offices or locations.

Section VI – Application Submission

A. General

1. All interested and qualified Applicants are invited to submit an application for consideration. Submission of an application indicates that the Applicant has read and understands this entire RFP, to include all appendices, attachments, exhibits, schedules, and addenda (as applicable), and agrees that all requirements of this RFP have been satisfied.

This RFP includes Title III-B (Supportive Services), Title III-C (Nutrition Services), Title III-D (Health Promotion Services), and Title VII-B (Elder Abuse Prevention Services). Applicants may apply for one or more services and/or locations, but preference will be given to applications that propose to provide the most services to the most locations.

2. Applications must be submitted in the format described in this Section. Applications are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and completeness and clarity of content.
3. Applications must be complete in all respects as required in this Section. An application may not be considered if it is conditional or incomplete.
4. Applications must be received at the designated location, specified in Section V.B -Correspondence, no later than the date and time specified in Section V.F - Application Submission Deadline.
5. All applications and materials submitted become the property of K/T AAA.

B. Application Presentation

1. Applications may be submitted by email to K/T AAA Unit Manager Risë VanTichelt at the following email address: RVanTichelt1@tularecounty.ca.gov, submission email should include a clear subject line including the RFP # plus your organizations name; the email should include the attached application with a clear file name including "Application –" plus RFP number, plus your organizations name.
2. Hardcopy submission must include One (1) original, which may be bound, and seven (7) unbound copies of the written application are required. The original copy must be clearly marked "Master Copy." If discrepancies are found between two or more copies of the application, the Application may be rejected. However, if not rejected, the Master Copy will provide the basis for resolving such discrepancies. If one copy of the application is not clearly marked "Master Copy," the application may be rejected.
 - i. The package containing the original and copies must be sealed and marked with the Applicant's name and "CONFIDENTIAL – Senior Services Programs." Include RFP # on all documents, including the outside of the envelope.
3. All applications must be typewritten on 8 1/2" by 11" white paper, single-sided printing, and double-spaced using a 12-point or larger font, with 1" margins on all sides. Each page, including attachments and exhibits, must be clearly and consecutively numbered at the bottom center of the page.

C. Application Requirements

Responses to this RFP must be in the form specified in Attachment C-Application for Project Award for Senior Services Programs, and must include the following:

1. Completed Application for Senior Services Programs (Older Americans Act Titles III-B, III-C, III-D, and VII-B Funds), signed by a duly authorized officer, employee, or agent of the organization, and:
2. Financial Statements

Applicant must submit a copy of Applicant's most recent financial audit of not more than eighteen months old at the time of submission. If application is submitted in hardcopy format, seven (7) copies of the audited financial statements must be included.

Although it is in the best interest of the Applicant to submit audited financial statements, if the Applicant has not undergone a single audit by a licensed independent auditor in the last eighteen months, a compilation of unaudited financial statements will be accepted.

Section VII – Application Evaluation and Award

A. Evaluation Process

All applications will be subject to a standard review process developed by K/T AAA.

B. Evaluation Criteria

1. Initial Review - All applications will be initially evaluated to determine if they meet the following minimum requirements:
 - a. The application must be complete, in the required format, and be in compliance with all the requirements of this RFP.
 - b. Applicants must meet the requirements as stated in Section III.B – Contractor Requirements.

Failure to meet these requirements may result in a rejected application. No application shall be rejected, however, if it contains a minor irregularity, defect, or variation if the irregularity, defect, or variation is considered by K/T AAA to be immaterial or inconsequential. In such cases, the Applicant will be notified of the deficiency in the application and given an opportunity to correct the irregularity, defect, or variation, or provide additional information if requested; or K/T AAA may elect to waive the deficiency and accept the application.

C. Evaluation – Applications meeting the above requirements will be evaluated by an independent evaluation panel on the basis of the following criteria:

1. Administrative Capabilities
2. Multi-Service Capability
3. Program Description
4. Relevant Experience
5. Service Categories Provided
6. Efficient use of Funds

The evaluation panel will be made up of five (5) individuals selected by K/T AAA staff. The evaluation panel will consist of Health and Human Services (HHS) staff, K/T AAA Advisory Council members, and cohorts from nearby local agencies.

D. Negotiations

After selection of a proposal, the K/T AAA may negotiate modification of the proposal with the Contractor to assure that all necessary program requirements are covered before the contract is signed. Following negotiations and prior to finalizing a contract, K/T AAA will provide a detailed budget form to be completed by the Contractor for all contracted services. This budget will detail by line item all personnel and operating costs summarized in the proposal budget summary.

E. Contract Award

Contract(s) will be awarded based on a competitive selection of applications received. The contents of the proposal/application will become contractual obligations, and failure to accept these obligations in a contractual agreement may result in cancellation of the award.

F. Final Authority

The final authority to award a contract(s) rests solely with the K/T AAA Governing Board.

Section VIII – Contract Requirements

A. General

The selected proposal/application shall be made a part of any contract resulting from this procurement. Contracts may include the terms contained below. If the Applicant has any objections to these terms, these objections must be addressed in the application or the objections will be deemed to have been waived. The recitals and the attachments to this Agreement are fully incorporated into and are integral parts of this Agreement.

1. Representation of K/T AAA

In the performance of the contract, Contractor, its agents, and its employees shall act in an independent capacity and not as officers, employees, or agents of K/T AAA or the County of Tulare.

2. Contract Assignability

Without the prior written consent of K/T AAA, the contract is not assignable by Contractor either in whole or in part.

3. Subcontracting

Contractor agrees not to enter into any subcontracts for work contemplated under the contract without first obtaining written approval from K/T AAA. Any subcontractor shall be subject to the same provisions as Contractor. Contractor shall be fully responsible for the performance of any subcontractor.

4. Contract Amendments

Contractor agrees any alterations, variations, modifications, or waivers of the provisions of the contract shall be valid only when they have been put in writing, duly signed, and approved by the required persons and organizations.

5. Conflict of Interest

Contractor shall make all reasonable efforts to ensure that no conflict of interest exists between its officers, employees, or subcontractors and K/T AAA or the County of Tulare. Contractor shall make a reasonable effort to prevent employees, consultants, or members of governing bodies from using their positions for purposes that are, or give the appearance of being, motivated by a desire for private gain for themselves or others, such as those with whom they have family, business, or other ties.

In the event that the K/T AAA determines that a conflict of interest situation exists, any increase in costs associated with the conflict of interest situation may be disallowed by K/T AAA, and such conflict may constitute grounds for termination of the contract.

6. No Third-Party Beneficiaries Intended

Unless specifically set forth, the parties to this Agreement do not intend to provide any other party with any benefit or enforceable legal or equitable right or remedy.

7. Confidentiality

Contractor shall be required to protect from unauthorized use or disclosure names and other identifying information concerning persons receiving services pursuant Government Code 11019.9 (http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=GOV§ionNum=11019.9) and to the contract, except for statistical information not identifying any participant. The Contractor shall not use or disclose any identifying information for any purpose other than carrying out the Contractor's obligations under the contract, except as may be otherwise required by law. This provision will remain in force even after the termination of the contract.

The Contractor will be required to sign a Contractor/Vendor Confidentiality Statement CDA 1024 form. This is to ensure that Contractor/Vendors are aware of, and agree to comply with, their obligations to protect CDA information assets from unauthorized access and disclosure.

8. Security Awareness

The Contractor must provide ongoing education and training, at least annually, to all employees and subcontractors who handle personal, sensitive or confidential information. Contractor employees, subcontractors, and volunteers must complete the required Security Awareness Training module located at www.aging.ca.gov within 30 days of the start date of the Contract/Agreement or within 30 days of the start date of any new employee, subcontractor or volunteer. The Contractor must maintain certificates of completion on file and provide them upon request. Training may be provided on an individual basis or in groups. A sign-in sheet is acceptable documentation for group training in lieu of individual certificates. If internet access is not available, a hardcopy of the training module may be provided to employees and/or volunteers for their completion.

Contractor may substitute CDA's Security Awareness Training program with its own Security Training provided such training meets or exceeds CDA's training requirement.

Contractors/Vendors shall maintain documentation of training and education provided to their staff, volunteers, and/or subcontractors.

All employees and volunteers who handle personal, sensitive or confidential information relating to CDA's programs must participate in Security Awareness Training.

9. Grievance Procedure

Contractor will ensure that staff are knowledgeable on the Client Complaint and Grievance Procedures, and ensure that any complaints by clients are referred to the K/T AAA in accordance with the procedure. Contractor agrees to document, investigate, and resolve any and all client or potential client complaints relating to K/T AAA services. The procedure must be in writing and posted in clear view of all recipients. (Refer to Attachment B)

10. Health Insurance Portability and Accountability Act (HIPAA)

The Contractor agrees to comply with the privacy and security requirements of the HIPAA to the extent applicable and to take all reasonable efforts to implement HIPAA requirements. Contractor will make reasonable efforts to ensure that subcontractors comply with the privacy and security requirements of the HIPAA.

11. Security Incident Reporting

A security incident occurs when CDA information assets are accessed, modified, destroyed, or disclosed without proper authorization, or are lost, or stolen. The Contractor must report all security incidents to K/T AAA immediately upon detection. A Security Incident Report form (CDA 1025) must be submitted to K/T AAA within five (5) business days of the date the incident was detected.

12. Licenses and Permits

Contractor will ensure that it has all necessary licenses and permits required by the laws of the United States, State of California, K/T AAA, and all other appropriate governmental agencies, and agrees to maintain these licenses and permits in effect for the duration of the contract. Contractor will notify K/T AAA immediately of loss or suspension of any such licenses and permits.

13. Conviction Records

Any Contractor who provides congregate and home-delivered meals shall obtain from the Department of Justice (DOJ) records of all convictions involving any sex crimes, drug crimes, or crimes of violence of a person who is offered employment or volunteers for all positions in which he or she would have contact with a minor, the aged, the blind, the disabled, or a domestic violence client, as provided for in Penal Code Section 11105.3, prior to providing any services. This includes licensed personnel who are not able to provide documentation of prior Department of Justice clearance. A copy of a license from the State of California is sufficient proof. The K/T AAA must be immediately notified of any records showing a conviction. The K/T AAA may instruct Contractor to take action to deny/terminate employment or terminate internship and/or volunteer services where the records show the person is unsuitable for employment, internship, or volunteer services.

14. Adult Abuse Reporting Law

Contractor must comply with all applicable provisions of Welfare and Institutions Code, Sections 15630 and 15658(a)(1) [<https://law.justia.com/codes/california/2019/code-wic/division-9/part-3/chapter-11/article-9/section-15658/>]. Reports of suspected incidents of abuse of an elder or

dependent adult must be documented on a State-approved form (i.e. SOC 341).
https://cdss.ca.gov/MandatedReporting/story_content/external_files/SOC341.pdf

15. Americans with Disabilities Act

Contractor shall comply with all applicable provisions of the Americans with Disabilities Act (ADA)
[\[http://www.dol.gov/esa/regs/statutes/ofccp/ada.htm\]](http://www.dol.gov/esa/regs/statutes/ofccp/ada.htm).

16. Health and Safety

Contractor shall comply with all applicable local health and safety clearances, including fire clearances, for each site where program services are provided under the terms of the contract.

17. Environmental Regulations

EPA Regulations – If the amount available to Contractor under the contract exceeds \$100,000, Contractor shall comply with all applicable orders or requirements issued under the following laws:

- a. Clean Air Act, as amended (42 USC 1857)
- b. Clean Water Act, as amended (33 USC 1368)
- c. Federal Water Pollution Control Act, as amended (33 USC 1251 et seq.)
- d. Environmental Protection Agency Regulations (40 CFR, Part 15 and Executive Order 11738)
- e. Public Contract Code Section 10295.3

18. Debarment, Suspension, and Other Responsibility Matters

As required by Executive Order 12549, Debarment and Suspension, and other responsibilities implemented at 45 CFR Part 92. <https://www.govinfo.gov/app/details/CFR-2014-title45-vol1/CFR-2014-title45-vol1-sec92-35/context>, the Contractor certifies that it and any potential subcontractors:

- a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;
- b. Have not within a three-year period preceding this Application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction, violation of federal or state antitrust statutes, or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c. Are not currently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state, or local) with commission of any of the offenses previously enumerated in this RFP; and
- d. Have not within a three-year period preceding this Application had one or more public transactions (federal, state, or local) terminated for cause or default.

- e. Where the Contractor is unable to certify as true any of the statements in this certification, he or she shall include an explanation in the Application.

19. Records

The Contractor shall maintain accounting records for all funds received from the K/T AAA. These records shall be separate from those for any other funds administered by the Contractor and shall be maintained in accordance with generally accepted accounting principles and procedures and the Office of Management and Budget's Cost Principles. (OMB Circulars A-102 and A-133, 2 CFR 215, 225, and 230; <https://www.whitehouse.gov/omb/information-for-agencies/circulars/>)

Contractors expending \$750,000 or more in federal funds annually shall have a single audit or program-specific audit performed. A copy of the audit shall be maintained as part of the program's fiscal records.

All records shall be complete and current and comply with all contract requirements. Failure to maintain acceptable records per the preceding requirements shall be considered grounds for withholding payments for billings submitted and for termination of the contract.

20. Notification

In the event of a problem or potential problem that will impact the quality or quantity of work or the level of performance under the contract, notification will be made within one working day, in writing, sent by email to K/T AAA Unit Manager Risë VanTichelt at RVanTichelt1@tularecounty.ca.gov and by telephone (559) 623-0191 to K/T AAA.

21. Copyright

The K/T AAA shall have a royalty-free, non-exclusive, and irrevocable license to publish, disclose, copy, translate, and otherwise use, copyright, or patent, now and hereafter, all reports, studies, information, data, statistics, forms, designs, plans, procedures, systems, and any other materials or properties developed under the contract, including those covered by copyright, and reserves the right to authorize others to use or reproduce such material. All such materials developed under the terms of the contract shall acknowledge K/T AAA as the funding agency and Contractor as the creator of the publication. No such materials or properties produced in whole or in part under the contract shall be subject to private use, copyright, or patent right by Contractor in the United States or in any other country without the express written consent of K/T AAA. Copies of all educational and training materials, curricula, audio/visual aids, printed material, and periodicals assembled pursuant to the contract must be filed with K/T AAA prior to publication. Contractor shall receive written permission from K/T AAA prior to publication of said training materials.

22. Attorney Fees

Contractor agrees to bear its own attorneys' fees and costs regardless of who prevails in the event of a contractual dispute and not charge such fees as an expense under the contract.

23. Contractor Primary Contacts

The Contractor will designate an individual to serve as the primary point of contact for the contract. Contractor shall notify K/T AAA when the primary contact will be unavailable/out of the office for one (1) or more workdays. Contractor or designee must respond to K/T AAA inquiries within two (2) K/T AAA business days.

Contractor shall maintain a dedicated telephone line at Contractor's facility to receive informational inquiries from 8:00 a.m. to 5:00 p.m., Monday through Friday.

24. Change of Address

Contractor shall notify K/T AAA in writing of any change in mailing address within ten (10) calendar days of the address change.

25. Fraud and Abuse

Contractor will report immediately to K/T AAA in writing any incidents of alleged fraud and/or abuse by either Contractor or Contractor's subcontractors, and will maintain any records, documents, or other evidence of fraud and abuse until notified by K/T AAA.

26. Use of Federal Funds

If the amount available to Contractor under the contract exceeds \$100,000, Contractor shall certify to the best of his or her knowledge and belief that no federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

27. Expenditure of Funds

The K/T AAA reserves the right to refuse payment to the Contractor or disallow costs for any expenditure, as determined by K/T AAA to be: out of compliance, unrelated, or inappropriate to contract activities, when adequate supporting documentation is not presented, or where prior approval was required but was either not requested or not granted.

28. Laws

Contractor is required to comply with all applicable state and federal laws.

29. Nondiscrimination

The contractor shall comply with all federal statutes relating to nondiscrimination.

30. Termination Without Cause

The K/T AAA may terminate performance of work without cause, in whole or part, if it is determined that termination is in the best of interest of K/T AAA.

31. Termination with Cause

The K/T AAA may terminate with cause by providing the Contractor 30 days written notice. The termination shall be effective 30 days from the delivery of the Notice of Termination unless ground for termination is due to threat of life, health, or safety of the public, and in that case, the termination shall take effect immediately.

32. Termination by Contractor

Contractor may terminate with cause by providing K/T AAA 120 days advance written notice in order for K/T AAA to transition services to a new service provider. K/T AAA will continue paying compensation for work performed and not previously paid for up to the 120 days.

33. Termination Plan

The Contractor will develop and submit a transition plan to the K/T AAA within fifteen (15) days of delivery of a written Notice of Termination of a service funded either by Title III or Title VII. The transition plan must be approved by the K/T AAA and shall at a minimum include the following:

1. Description of how clients will be notified about the change in their service provider.
2. A plan to communicate with other organizations that can assist in locating alternative services.
3. A plan to inform community referral sources of the pending termination of the service and what alternatives, if any exist for future referrals.
4. A plan to evaluate clients in order to assure appropriate placement.
5. A plan to transfer any confidential medical and client records to a new contractor.
6. A plan to dispose of confidential records in accordance with applicable laws and regulations.
7. A plan for adequate staff to provide continued care through the term of the contract. [22 CCR §7206(e)(4)]
8. A full inventory and plan to dispose or transfer or return to the State all equipment purchased during the entire operation of the contract.
9. Additional information as necessary to effect a safe transition of clients to other community service providers.

The Contractor shall implement the transition plan as approved by the K/T AAA. The K/T AAA will monitor the Contractor's progress in carrying out all elements of the transition plan.

34. Non-Supplantation

Funds made available under this Agreement shall supplement, not supplant, any federal, State, or local funds expended by a State or unit of general purpose local government to provide Title III-B, Title III-C, Title III-D, and Title VII-B services.

35. Further Assurances

In addition to assurances set forth in this RFP and a resulting contract, each party will execute any additional documents and perform any further acts as may be reasonably required to effect the purposes of the contract.

36. Licensing and Certification

Contractor represents that it maintains necessary licensing and certification to provide the services under contract and agrees to notify K/T AAA immediately should that status cease or should any action be initiated that may affect that status.

37. Equipment

All equipment purchased with K/T AAA funds shall be the property of K/T AAA. If the cost of such equipment exceeds in whole or in part five hundred dollars (\$500), Contractor shall request written pre-approval by the K/T AAA before acquisition. Equipment owned by K/T AAA may not be sold, leased, rented, exchanged, licensed, loaned, or encumbered in any way without written permission in advance from K/T AAA. Contractor shall maintain all equipment in good operating condition for the normal life of the equipment.

B. Indemnification and Insurance Requirements

- Indemnification

The Contractor agrees to indemnify, defend, and save harmless K/T AAA and County of Tulare, and their officers, agents, and employees from any and all claims and losses, including any costs or expenses incurred by K/T AAA and County of Tulare, accruing or resulting to any contractors, vendors, suppliers, laborers, and any other person, firm, or corporation furnishing or supplying work services, materials, or supplies in connection with any activities performed for which funds from this contract were used and from any and all claims and losses accruing or resulting to any person, firm, or corporation who may be injured or damaged by the Contractor in the performance of this contract, except where such indemnification is prohibited by law.

- Insurance

Contractor shall provide and maintain the following insurance for the duration of the contract against claims for injuries to persons and damage to property, which may arise from, or in connection with, performance under the contract by the Contractor, its agents, representatives, employees, or subcontractors, if applicable:

- a. Minimum Scope and Limits of Insurance

1. Coverage at least as broad as Commercial General Liability Insurance of \$1,000,000 combined single limit per occurrence. If the annual aggregate applies, it must be no less than \$2,000,000.
2. Comprehensive Automobile Liability Insurance of \$1,000,000 per occurrence.
3. Workers' Compensation and Employer's Liability Insurance as required by law.
4. Professional Errors and Omissions Insurance of \$1,000,000.

- b. Specific Provisions of the Certificate

1. The Certificates of Insurance for General Liability and Comprehensive Automobile Liability Insurance must meet the following requirements:
 - Name Kings/Tulare Area Agency on Aging and the County of Tulare, its officers, agents, employees, and volunteers, individually and collectively, as additional insured by endorsement to the policy.
 - State that such insurance for additional insureds shall apply as primary insurance, and any other insurance maintained by Kings/Tulare Area Agency on Aging and the County of Tulare shall be excess.

- Provide that coverage shall not be suspended, voided, canceled, reduced in coverage, or otherwise materially changed except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the County.

2. The Certificate of Insurance for Worker's Compensation should include the following:

Waiver of Subrogation. Contractor waives all rights against Kings/Tulare Area Agency on Aging and the County of Tulare and their agents, officers, and employees for recovery of damages to the extent these damages are covered by the worker's compensation and employer's liability by endorsement of the policy.

3. Deductible and Self-Insured Retentions

The County of Tulare Risk Manager must approve any deductible or self-insured retention that exceeds \$1,000,000.

4. Acceptability and Self-Insured Retentions

Insurance must be placed with insurers with a current rating given by A.M. Best and Company of no less than A (-) from a company admitted to do business in California. Any waiver of these standards is subject to approval by the County of Tulare Risk Manager or County of Tulare Risk Manager's designee.

5. Verification of Coverage

Prior to approval of this Agreement by the Kings/Tulare Area Agency on Aging and the County of Tulare, the Contractor shall file certificates of insurance with original endorsements effecting coverage in a form acceptable to Kings/Tulare Area Agency on Aging and the County of Tulare. The Kings/Tulare Area Agency on Aging and the County of Tulare reserve the right to require certified copies of all required insurance policies at any time.

C. Right to Monitor and Audit

1. Right to Monitor

The K/T AAA or any subdivision or appointee thereof, and the State of California or any subdivision or appointee thereof, including the Auditor General, shall have absolute right to review and audit all records, books, papers, documents, corporate minutes, and other pertinent items as requested, and shall have absolute right to monitor the performance of Contractor in the delivery of services provided under the contract. Full cooperation shall be given by Contractor in any auditing or monitoring conducted.

Contractor shall cooperate with K/T AAA in the implementation, monitoring, and evaluation of the contract and comply with any and all reporting requirements established by K/T AAA.

2. Availability of Records

All records pertaining to service delivery and all fiscal, statistical, and management books and records shall be available for examination and audit by K/T AAA, federal, and state representatives for a period of three years after the final payment under the contract or until all pending K/T AAA, state, and federal audits are completed, whichever is later. Program data shall be retained locally (in Tulare County) and

made available upon request or turned over to K/T AAA. If said records are not made available at the scheduled monitoring visit, Contractor may, at K/T AAA's option, be required to reimburse K/T AAA for expenses incurred due to required rescheduling of monitoring visit(s). Such reimbursement will not exceed \$50 per hour (including travel time) and will be deducted from the following month's claim for reimbursement.

Records of the Contractor that do not pertain to the program shall not be subject to audit unless provided for in another agreement.

ATTACHMENT A-1

SCOPE OF WORK: TITLE III-B: SUPPORTIVE SERVICES (REQUIRED)

INFORMATION AND ASSISTANCE

I. Program Goal

To provide individuals aged 60 years or older with current information on opportunities and services available to the individuals within their communities, including information relating to assistive technology; assess the problems and capacities of the individuals; link the individuals to the opportunities and services that are available; and ensure (to the extent practical) individuals receive the services needed, and are aware of the opportunities available, by establishing adequate follow-up procedures.

II. Unit of Service

One (1) Contact qualifies as one (1) Unit of Service

- Information: To give information about resources, programs, and services. (Does not include facilitating appointments or other arrangements between the consumer and service provider). Calling an agency to request information about its locations or hours of operation, etc., would not be counted as a service unit.
- Referral: Screening inquirers to identify needs and appropriate resources, indicating organizations capable of meeting those needs; helping callers for whom services are unavailable by locating alternative resources and, if necessary, actively participating in linking the inquirer to needed services.
- Follow-Up: Determining the outcome of a referral by contacting the consumer and/or the organization to which he/she was referred. Follow-up must be performed within 30 days of referral.

III. Area To Be Served

Services must be provided within Tulare County, based on demands of the targeted population.

IV. Scope of Service

- A. Provide comprehensive assessment and referral services to older persons with social and health needs.
- B. Develop and maintain a comprehensive list of resources available for seniors within Tulare County in accordance with Title 22 CCR, Div. 1.8, Chapter 4.(1), Article 2, § 7531. The Resource List shall contain information on available community resources including information on assistive technology.
- C. Maintain a close working relationship with service providers and an ongoing referral relationship through outreach and follow-up reporting.
- D. Accessibility

- Be accessible to older individuals with disabilities.
- Be conveniently located to public transportation and have parking available in the vicinity.
- Be open during established hours of operation, as negotiated with the K/T AAA.
- Be equipped with a telephone system, office equipment and furniture.
- Provide the older individual with the requested I&A service(s) no later than one working day after the individual's visit to the I&A facility.

E. Confidentiality

- Provide privacy when interviewing individuals to ensure confidentiality of information.

LEGAL SERVICES

I. Program Goal

To provide legal information, advice, counseling and representation by an attorney or other person acting under the supervision of an attorney, who is a member of the California State Bar. The goal of legal services is to ensure the rights and entitlement of older persons by providing or securing legal assistance.

II. Unit of Service

1 Hour is counted as (1) Unit of Service

- Legal Assistance: To provide legal information, advice, counseling, administrative representation, and judicial representation to an individual or to a group by an attorney.
- Community Education/Advocacy: To educate groups of older persons, their families, friends, and community organizations/facility staff on rights, benefits, and entitlements for older persons either residing at home or living in an institutional setting.

III. Area To Be Served

Services must be provided within Tulare County, based on demands of the targeted population.

IV. Scope of Service

- I. Implement a plan to provide legal services and community education/advocacy that include the following service areas:
 1. Income maintenance (SSI and Social Security)
 2. Health care (Medi-Cal, Medicare, Qualified Medicare Beneficiary (QMB), long term care issues, and private health insurance. Includes coordinating assistance to clients with the Health Insurance Counseling and Advocacy Program (HICAP)
 3. Housing (tenant rights, evictions, foreclosures)
 4. Elder abuse (financial, physical, emotional)

5. Incapacities (managing affairs, counseling, Durable Power of Attorney/health care)
 6. Counseling on Wills and estate planning
 7. Other legal services as appropriate.
- II. Legal services provider shall, with the approval of the K/T AAA, set priorities for the categories of cases for which it will provide legal representation in order to concentrate on older persons with the greatest economic need. The provider will give preference to those seniors with no other options, provided needed legal services are within the service areas above.
 - III. The Legal Services plan must include provision of legal services:
 1. At out-stations in the community (e.g., senior centers, senior housing complexes, nutrition sites, etc.)
 2. To institutionalized, isolated and homebound elderly
 - IV. Legal services must be provided in compliance with the statewide standards for legal assistance as promulgated by the California Department of Aging. For additional information please go to:
 - V. <https://aging.ca.gov/download.ashx?IE0rcNUV0zZ0T1cUFuHdDg%3d%3d>
 - VI. Ensure service quality and maintain professional standards by:
 1. Establishing a system of filing, record keeping, docket control and updating case activities.
 2. Providing for the supervision of legal workers by an attorney;
 3. Establishing a system of review to evaluate the quality of legal work, determine what pertinent issues have been identified, to assure the timely handling of cases, and to ensure that clients are involved in establishing case objectives and are kept informed of developments in the case.
 4. Setting optimum caseloads for legal workers based on their experience and specialization;
 5. Providing training for legal workers based on responsibilities and skills; and
 6. Ensuring the confidences of clients are preserved from unauthorized disclosure.
 - VII. Coordinate advocacy efforts with the state-designated Long Term Care Ombudsman Program.
 - VIII. Make efforts to involve the private bar in legal assistance activities.

OUTREACH

I. Program Goal

Outreach: Interventions (one-on-one contact) with individuals initiated by an agency or provider for the purpose of identifying potential clients (or their age 60+ caregivers) and encouraging their use of existing services and benefits

II. Unit of Service

One (1) Service Unit = 1 Contact

III. Area To Be Served

Services must be provided within Tulare County, based on demands of the targeted population.

IV. Scope of Service

- A. Implement a plan to provide outreach to older individuals, specifically the target population, of ways in which to access available services.
- B. Develop a system of counting the number of individual clients served. Examples include keeping track of the number of fliers handed out at a health fair event.

SENIOR CENTER ACTIVITIES

I. Program Goal

Provide activities designed to enable older individuals to attain and/or maintain physical and mental well-being. Activities must be provided at Senior Congregate Meal locations, and may also be offered at other locations.

II. Unit of Service

One (1) Service Unit = One Hour. A one hour session of a given activity provided to a group of 10 persons qualifies as 10 Service Units.

III. Area To Be Served

Services must be provided within Tulare County, based on demands of the targeted population.

IV. Scope of Service

- A. Provide activities such as recreation, music, dancing, creative arts, physical activity, education, and leadership development.
- B. Exercise classes and bingo, activities currently provided through the K/T AAA, are of the participants favorites. The K/T AAA encourages providers to seek participant recommendations of preferred activities, and supports new and innovative activities.
- C. Entertainment costs such as tickets to shows or sporting events, meals, lodging, rentals, transportation and gratuities, are not allowable.

TRANSPORTATION

I. Program Goal

To secure or provide transportation to assist older persons in obtaining essential services.

II. Unit of Service

One-way trip qualifies as one (1) Service Unit

Transportation is provision of a means of transportation for a person who requires help in going from one location to another. Does not include any other activity.

III. Area To Be Served

Services must be provided within Tulare County, based on demands of the targeted population.

IV. Scope of Service

- A. Provide one-way trips for low-income seniors for medical and supportive services access.
- B. Service may include the use of subsidized taxi, ADA paratransit rider subsidy, and the purchase of public transit bus passes.

ATTACHMENT A-2

SCOPE OF WORK: TITLE III-B: SUPPORTIVE SERVICES (CATEGORY A)

I. Program Goal

To provide supportive services to seniors 60 years of age or older that help to maintain or improve their physical, psychological, and social well-being.

II. Area To Be Served

Services must be provided within Tulare County, based on demands of the targeted population.

III. Program Description - Supportive Services

A. Personal Care, Homemaker, and Chore programs provide assistance for individuals who otherwise could not remain in their homes.

- Personal Care: Providing personal assistance, stand-by assistance, supervision or cues, (such as with eating, bathing, toileting, transferring in/out of bed/chair, walking, dressing, grooming).
- Homemaker: Providing assistance with preparing meals, shopping for personal and household items, managing money, using the telephone or doing light housework.
- Chore: Providing assistance with heavy housework, yard work or sidewalk and other home maintenance for a person

One (1) Service Unit = 1 Hour

B. Residential Repairs/Modifications: providing repairs or modifications of homes that are necessary to facilitate the ability of older individuals to remain at home.

Providing minor repair/renovations in order to meet safety, health issues, and code standards.

One (1) Service Unit = 1 modification

C. Telephone Reassurance: Contacting clients by telephone to provide reassurance, safety checks and support to older individuals.

One (1) Service Unit = 1 Contact

D. Visiting: Conducting home visits to clients to provide reassurance, safety checks and support older individuals.

One (1) Service Unit = 1 hour

ATTACHMENT A-3

SCOPE OF WORK: TITLE III-B: SUPPORTIVE SERVICES (CATEGORY B)

I. Program Goal

To provide supportive services to seniors 60 years of age or older that help to maintain or improve their physical, psychological, and social well-being.

II. Area To Be Served

Services must be provided within Tulare County, based on demands of the targeted population.

III. Program Description - Supportive Services

- A. Assisted Transportation: Providing assistance and transportation, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation.
One (1) Service Unit = 1 one-way trip
- B. Cash/Material Aid: Providing and arranging assistance for participants in the form of commodities, surplus food distribution, emergency cash assistance, and vouchers.
One (1) Service Unit = 1 Assistance
- C. Community Education: Providing education services to groups of older persons, their families, friends, and community organizations/facility staff about rights, benefits, entitlements, and health and wellness information for older persons either residing at home or in an institutional setting.
One (1) Service Unit = 1 Activity
- D. Personal Affairs Assistance: Provides assistance in writing letters and with the completion of financial forms, including tax forms, and other written or electronic documents.
One (1) Service Unit = 1 Contact
- E. Personal/Home Security: Providing services for the security and safety of the home environment of older individuals.
 - Providing safety features such as: medical alert, alarms, assistive devices (including provision of assistive technology services and devices).One (1) Service Unit = 1 Product
- F. Public Information: Contacting multiple current or potential clients or caregivers through publications, publicity campaigns, and other mass media campaigns including Internet websites.
One (1) Service Unit = 1 Activity

ATTACHMENT A-4

SCOPE OF WORK: TITLE III-C SENIOR NUTRITION SERVICES

This Scope of Work contains the measurable objectives mandated by the Kings/Tulare Area Agency on Aging (K/T AAA) and the California Department of Aging (CDA) required of the Senior Nutrition Program (SNP)

A full description of the senior nutrition program is available at:

California Code of Regulations; Title 22; Div.1.8; Chapter 4; Article 5

<https://regulations.justia.com/states/california/title-22/division-1-8/chapter-4-1/article-5/>

1. Program Goal

The goal of the Senior Nutrition Program is to provide nutrition services to individuals sixty (60) years or older that promote physical, psychological and social well-being, and reduce isolation through programs coordinated with nutrition-related supportive services.

2. Unit of Service

Congregate Nutrition: One (1) meal is counted as one (1) Service Unit

Home-Delivered Nutrition: One (1) meal is counted as one (1) Service Unit

Nutrition Education: One (1) session provided to one (1) person is counted as one (1) service unit. (i.e. 1 session of nutrition education with 50 persons = 50 service units)

3. Area To Be Served

Services must be provided within Tulare County.

Congregate Meal Services must be provided, at a minimum, in the following Tulare County communities:

- Cutler-Orosi
- Earlimart
- Exeter
- Goshen
- Lindsay
- Porterville
- Woodlake

Home Delivered Meals shall be provided throughout the County of Tulare, based on assessed needs of clients.

4. Scope of Services

A. *Eligibility for Nutrition Services*

1. Congregate Meals – Individuals eligible to receive a meal at a congregate nutrition site are:
 - Any older individual
 - The spouse of any older individual
 - A person with a disability, under age sixty (60) who resides in housing facilities occupied primarily by older individuals at which congregate nutrition services are provided.
 - A disabled individual who resides at home with and accompanies an older individual who participates in the program
2. Volunteer Meals – A volunteer under age sixty (60) may be offered a meal if doing so will not deprive an older individual of a meal.
3. Home-Delivered Meals – Individuals eligible to receive a home-delivered meal are:
 - Any older individual who is frail, as defined below, and homebound by reason of illness, disability, or isolation:
 1. “Frail” means that an older individual is determined to be functionally impaired because the individual either:
 - i. Is unable to perform at least two (2) activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision.
 - ii. Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.
 - A spouse of a person in sub-section (a.1) above, regardless of age or condition, if an assessment concludes that it is in the best interest of the homebound older individual.
 - An individual with a disability who resides at home with older individuals if an assessment concludes that it is in the best interest of the homebound older individual who participates in the program.
 - Priority shall be given to older individuals in sub-section (a.1) above.

B. Requirements for Nutrition Services

1. Congregate Meals

- Each Congregate Meal Provider shall:
 1. Not preclude the service of a meal to a participant who has failed to make a reservation when food is available.
 2. Ensure that a Client Intake Sheet (provided by K/T AAA) is completed for each participant on the first day of service and annually thereafter.
 3. Ensure that a Nutritional Risk Assessment (provided by K/T AAA) is completed for each participant on the first day of service and annually thereafter.
 4. Maintain appropriate documentation on each client. Documentation shall be kept on file to be monitored by K/T AAA.
- Each Congregate Meal site shall meet all of the following:
 1. Have a paid staff or volunteer designated to be responsible for the day-to-day activities at each site, and physically be on-site during the time that SNP activities are taking place.
 2. Have restrooms, lighting, and ventilation, which meet the requirements of CRFCL.
 3. Have equipment, including tables and chairs that are sturdy and appropriate for older individuals. Tables shall be arranged to assure ease of access and encourage socialization.

2. Home-Delivered Meals

- Determine the level of need for home-delivered nutrition services of each eligible participant.
 1. Ensure that a Client Intake Sheet (provided by K/T AAA) is completed for each participant on the first day of service and quarterly thereafter. An initial determination of eligibility may be accomplished by telephone. Subsequent quarterly contact to complete the Intake Sheet is primarily to determine if there have been changes in the participant's living situation and level of need. Quarterly contact must be made in the home of the client at least every other quarter, and intervening quarterly contacts made by telephone.
 2. Ensure that a Nutritional Risk Assessment (provided by K/T AAA) is completed for each participant at initiation of services and annually thereafter. Annual reassessment should coincide with the quarterly contact being made to update the client's Intake Sheet, in the home of the client. Participants in need of nutrition-related supportive services should be referred as necessary.

- Provide written instructions, in the language of the majority of the participants, for handling and re-heating of the meals.
- Establish a waiting list for home-delivered meals whenever the home-delivered meal providers are unable to provide meals to all eligible individuals. The decision to place eligible recipients of a home-delivered meal on a waiting list, and their position on such a list, shall be based on greatest need and-or in accordance with policy established by the home-delivered meal provider, in consultation with K/T AAA.
- Provide home-delivered meals in pre-packaged divided trays (hot or frozen meals).
- Maintain appropriate documentation on each client. Documentation shall be kept on file to be monitored by K/T AAA.

C. Intergenerational Activities

1. Facilitate a minimum of three intergenerational activities by December 31, 2023, that support and promote connections between older adults and children, youth, or young adults.

Eligible activities include:

- Development or maintenance of partnerships and collaborative efforts with programs serving children to foster intergenerational connections between older adults and children.
- Planning, development, or implementation of shared sites with programs serving meals to children to promote intergenerational socialization among the participants.
- Planning, development, or implementation of intergenerational cooking demonstrations or classes to support healthy eating habits.
- Planning, development, or implementation of a shared garden site(s) and intergenerational gardening activities and nutrition education.
- Virtual or in-person lunch companion for OCNP participants to socialize with children,
- youths, or adults while enjoying a meal.
- Virtual or in-person intergenerational social activities related to the nutrition program.

2. Comply with all data tracking and reporting requirements including providing a brief narrative describing the successes and challenges of the program.

3. Additional guidelines can be found via the link below:

<https://www.aging.ca.gov/download.ashx?IE0rcNUV0zZjIMRsFCwWMbA%3D%3D> .

D. Nutrition Education Services

1. Services will be provided by the K/T AAA Registered Dietitian (RD). The Contractor will work with the RD to schedule delivery of these services.
2. Nutrition Education shall be provided a minimum of four (4) times per year to participants in congregate and home-delivered meal programs.

- Nutrition Education for congregate sites is defined as demonstrations, presentations, lectures or small group discussions, all of which may be augmented with printed materials.
- Nutrition Education for home-delivered meal participants may consist solely of printed material that is in conjunction with a congregate meal Nutrition Education presentation.

3. Nutrition Education shall be based on the particular need of congregate and home-delivered meal participants.

E. Special Events

Provide as needed or required by K/T AAA special catered meals to senior groups and/or meetings at pre-designated locations. The K/T AAA will provide a minimum advance notice of not less than 10 days. Additional funding will be included in the contract for this contingency.

F. Staffing

1. Manager or Director

- The SNP provider shall have a manager on staff who shall conduct the day-to-day management and administrative functions of the SNP, and either have at least one of the following qualifications:
 1. Possess an associate degree in institutional food service management, or a closely related field, such as, but not limited to, restaurant management, plus two (2) years' experience as a food service supervisor, or,
 2. Demonstrate experience in food service, such as, but not limited to, cooking in a restaurant, and within twelve (12) months of hire successfully complete a minimum of twenty (20) hours specifically related to food service management, business administration, or personnel management at a college level. Prior to completion of meeting the hours, this individual's performance shall be evaluated through quarterly monitoring by a registered dietitian, or
 3. Two years' experience managing food services. Such experience shall be verified and approved by a registered dietitian prior to hire, or assuming the manager position.

2. Personnel – Paid Staff/Volunteers:

- There shall be sufficient qualified paid staff or volunteer staff with the appropriate education and experience to carry out the requirements of the SNP. The total number of staff should be based on the method and level of services provided and size of the service area.
- Contractor is encouraged to hire multi-lingual/multi-cultural staff to increase low-income and ethnic minority program participation in accordance with federal mandates.

- Preference shall be given to hiring older individuals subject to the qualifications of the position.
- Contractor shall recruit for vacant positions in an open and competitive application process free of discriminatory questions. Written job descriptions for all paid and volunteer staff shall be maintained.
- Contractor shall complete a written work performance evaluation on all paid and volunteer staff at least annually.
- All paid staff that will be handling food must possess a current Food Handlers Card. Volunteers used routinely in the food service operation should also possess a current Food Handlers Card.
- At each facility, at least one person (paid staff or volunteer) who is routinely involved in the food service operation in some way must have a Food Safety Certificate.
- Volunteers shall be recruited and used in any phase of the program operation where qualified.
- Volunteers shall be screened and selected through a formal process that assesses their capabilities.
- Volunteers that are paid through other job training programs are not considered volunteers and must be paid the agreed upon rate charged for regular paid staff.
- The SNP Provider shall maintain a written Volunteer Policy that describes how volunteers are recruited, screened, what topics they are taught at orientation, and how often their performance is evaluated.

3. Registered Dietitian

- The K/T AAA Registered Dietitian will provide assistance to the SNP Provider to establish and administer nutrition services in accordance with Section 339 of the OAA, and follow the general requirements in Title 22, Division 1.8, Section 7500.
- The Registered Dietitian will provide the following activities to meet the mandated requirements:
 1. At a minimum, quarterly inspection for safe food handling and sanitation practices of food facilities.
 2. Review and approve the content of staff training prior to presentation.
 3. Review and approve the cycle menus.
 4. Provide input, review, and approve the Nutrition Education Plan prior to presentation.
 5. Provide technical support and assistance as needed.

G. Staff Training Activities

1. A yearly written Staff Training Plan shall be developed, implemented, and maintained on file by the SNP Provider, as required in Title 22, Division 1.8, Section 7636.7 (c).
2. The K/T AAA Registered Dietitian shall review and approve the content of the Plan prior to its presentation.
3. The Staff Training Plan must identify who is to be trained, who will conduct the training, content of the training, and when it is scheduled.
4. A copy of the Staff Training Plan that has been approved by the K/T AAA's Registered Dietitian must be submitted to K/T AAA by September 1st of the FY in which services are being provided. The K/T AAA approved Staff Training Plan must be kept on file.
5. A minimum of four (4) hours of staff training shall be provided annually for paid and volunteer food service staff, including congregate and home-delivered meal staff.
6. Training sessions shall be evaluated by those receiving the training.
7. The SNP Provider shall maintain documentation of each training session on file. Documentation includes, but is not limited to, sign-in sheets, agendas, handouts, and completed evaluations.
8. All staff, paid and volunteer, shall be oriented and trained to perform their assigned responsibilities and tasks. Training, at a minimum, shall include:
 - Food safety, prevention of food borne illness, and HACCP principles.
 - Accident prevention, instruction on fire safety, first aid, choking, earthquake preparedness, and other emergency procedures.
 - Elder Abuse Law and reporting procedures.

H. Senior Participants

1. Satisfaction Survey

- The SNP Provider shall conduct a Client Satisfaction Survey at least annually. The Survey instrument must be approved by K/T AAA prior to its use, and all findings from the Survey must be used to improve services. The Provider must keep the completed Surveys and the tabulated results on file made on file upon request
- The SNP Provider shall conduct Meal Satisfaction Surveys on a pre-designated frequency. The K/T AAA will provide assistance to the SNP Provider in establishing this process.

2. Complaint Procedures

The Contractor shall have a written Complaint Procedure for seniors who wish to file a complaint or grievance about the provision of services from the Contractor, pursuant to CCR Title 22, Section 7400.

[https://www.law.cornell.edu/regulations/california/22-CCR-7400#:~:text=\(a\)%20Each%20AAA%20shall%3A,or%20volunteers%20of%20such%20programs.](https://www.law.cornell.edu/regulations/california/22-CCR-7400#:~:text=(a)%20Each%20AAA%20shall%3A,or%20volunteers%20of%20such%20programs.)

The Contractor will follow the K/T AAA complaint resolution procedures provided in Attachment B.

I. Menu Planning

1. Contractors will comply with all Meal Guidelines and Nutritional Requirements (refer to Item N of this Attachment)
2. A copy of the certified menu must be posted in a spot conspicuous to clients at each congregate site.
3. Copies of menus shall be made available to the participants upon request.

J. Food Procurement

1. Food procurement procedures shall comply with Title 22, CRFC standards, and HACCP best practices guidelines.
2. All food shall be of good quality and shall be obtained from sources that conform to Federal, State, and local regulatory standards for quality, sanitation, and safety.
3. To the extent possible, providers are encouraged to participate in group food purchasing.
4. A comparative cost analysis shall be performed either by the SNP Provider or its group purchasing organization on an on-going basis to obtain the highest quality food for the lowest price available.

K. Food Storage

1. Food storage procedures shall comply with Title 22, CRFC standards, and HACCP best practices guidelines.
2. Adequate and suitable space free from vermin, dirt, and contamination or adulteration shall be provided for the storage of food and beverages, and cooking, serving, and eating supplies.

L. Food Production

1. Food production procedures shall comply with Title 22, CRFC standards, and HACCP best practices guidelines.
2. Food production and meal service shall be under the supervision of a trained staff in food service management to ensure food service sanitation and the practice of hygienic food handling techniques are followed. This person shall function with the advice of a Registered Dietitian.
3. Meals shall be served as indicated on the certified menus. In the event that a menu substitution must occur, the following procedure must be followed:
 - A Registered Dietitian must approve all menu substitutions.
 - A Menu Substitution Form must be completed and signed by a Registered Dietitian.
 - The completed Menu Substitution form shall be kept on file for K/T AAA review.

4. Production Control

- Production schedules or worksheets must be available in the food preparation area.
- Food shall be prepared in sufficient quantities to serve all participants. Careful planning shall minimize the leftover food and prevent waste.
- Standardized recipes shall be used to ensure consistency of quality and quantity and adherence to menu guidelines.
- Appropriate utensils for correct and consistent portion control shall be available and used at each site.

5. Meal Service/Temperature Monitoring

- All food for congregate sites shall be packaged and transported in a manner in which it is protected from potential contamination and maintains appropriate hot and cold food temperatures.
- Meals shall be served to seniors “offer versus serve” – meaning participants are to be given an opportunity to decline a menu item. Food trays shall not be served ahead of time.
- Temperature Checks
 1. All hot, cold, and frozen potentially hazardous meal components, including milk, shall be checked daily immediately prior to dispatch from the central kitchen.
 2. All hot, cold, and frozen potentially hazardous meal components, including milk, shall be checked at satellite congregate sites upon delivery and at all congregate sites immediately before meal service.
 3. The SNP Provider must have written procedures for monitoring food temperature.
 4. The SNP Provider must use a form to document food temperatures daily (i.e. Food Temperature Log).
 5. The SNP Provider shall have a staff member review the completed Food Temperature Logs at random a minimum of every other month. If problems are discovered, an action plan must be developed to resolve the issue.
 6. All completed Food Temperature Logs must be maintained on file for K/T AAA review.
- To maintain quality in prepared foods, holding times shall be kept to a minimum. Long periods of holding hot foods diminishes the nutrient content and palatability of foods.

- Holding time shall not exceed 4 hours between the end of production and the beginning of food service at the congregate site. If prepared at the Congregate Meal site, holding time should not exceed 2 hours.
- Milk and milk products shall be provided in individual, commercially filled containers, or shall be poured by a staff member directly from commercially filled bulk containers into the glass or cup from which it is consumed.
- Single service utensils and tableware shall be used one time only and then discarded.
- 'Take home' meals from a congregate meal site may be authorized only under limited circumstances. The SNP Provider must first develop a clear written policy and process for this contingency based on criteria established by the K/T AAA.

M. Food Service Requirements

1. The SNP Provider shall maintain the following records at each nutrition site, and retain them for a pre-designated period.
 - Food Temperature Log – one should be available for congregate meals and one for home delivered meals if hot foods are delivered to the client.
 - Cleaning Schedule.
 - Equipment Temperature Log – for all dish machines, refrigerators, and freezers.
 - Production Schedule – applicable only if food is cooked at the site.
2. The current Environmental Health inspection shall be available at the site for review.
3. Staff who are handling food shall possess a current Food Handlers' Card that shall be available for review. Volunteers used routinely in the food service operation should also possess a current Food Handlers Card.
4. Meal delivery vehicles and meal delivery equipment shall be maintained to meet sanitary food standards for the delivery of food.

N. Program Requirements

1. Client Intake Sheets

- The SNP Provider will ensure that each participant completes the Client Intake Sheet and Nutritional Risk Assessment form (provided by K/T AAA) to determine his or her level of nutritional risk.

Client Intake Forms shall be completed:

1. Congregate Meal Participants – at the beginning of service and then annually thereafter for clients who remain on the program.
2. Home-Delivered Meal Participants – at the beginning of service and then quarterly thereafter for clients who remain on the program.

Nutritional Risk Assessment Forms shall be completed:

3. Congregate and Home-Delivered Meal Participants – at the beginning of service and then annually thereafter for clients who remain on the program.

- SNP Providers will enter quarterly and annual intake data into the CARS System in a timely manner, which will be defined by the K/T AAA during initial training.

2. Outreach/Marketing Activities

- SNP Providers are required to provide outreach in the community through community organizations and other groups. All outreach and marketing activities shall be documented and kept on file for the annual monitoring visit conducted by K/T AAA.
- SNP Providers shall develop and have handouts, brochures, and/or signs available in languages other than English and posted in locations such as churches, community service locations, and small stores serving the minority communities.

3. Emergency Procedures

- SNP Providers shall have a written Emergency/Disaster Plan.
- Each nutrition site shall have an evacuation plan posted identifying the emergency exits and assembly areas.
- Staff must be knowledgeable of emergency procedures.
- Where feasible and appropriate, SNP Providers shall make arrangements for the availability of meals to participants during a major disaster, as defined in 42 U.S.C., Chapter 68, Section 5122(2). Such arrangements shall be included in the Emergency/Disaster Plan.

4. Contributions and Confidentiality

- An eligible individual who receives a meal shall be given the opportunity to contribute to the cost of the meal. The established suggested contribution amount is \$2.50 per meal.
- Guests will pay actual cost for a meal.
- A sign indicating the suggested contribution for eligible individuals and for guests shall be posted near the contribution container at each congregate meal site.
- The SNP provider shall inform Home Delivered Meal clients of the opportunity to contribute contributions and shall maintain a process for collecting contributions from them.
- No eligible individual shall be denied participation because of failure or inability to contribute. This shall be posted in a visible location.

- The SNP Provider shall ensure that the amount of the eligible participant's contribution is kept confidential.
- The SNP Provider shall establish written procedures to protect contributions and fees from loss, mishandling, and theft (i.e. Contribution/Donation Procedures). Such Procedures shall be kept on file for K/T AAA review.
- All contributions and fees shall be identified as program income and used to increase the number of meals served, to facilitate access to such meals, and to provide nutrition-related supportive services.

5. "No Soliciting" Sign

- The SNP Provider shall ensure that a "No Soliciting" sign is posted on the door leading to the congregate nutrition site. No soliciting of any kind is permitted on the premises during the lunch hours for services or goods promoted by businesses.

6. Coordination

- If applicable, develop a fair and equitable policy and procedure for referring participants to the appropriate transportation provider for securing public transportation to and from nutrition sites and have the policy available for review by K/T AAA.
- Include the following statement on all advertising, brochures, poster, etc., "Funding for this service has been provided by the Kings/Tulare Area Agency on Aging through a grant award from the California Department of Aging."
- Coordinate service with other County departments and local agencies by providing time for presentations or special activities that promote a community based system of care for the participants attending nutrition sites.

O. Nutritional Requirements and Meal Guidelines

The contractor will need to ensure that the meal provider vendors are meeting the following guidelines and requirements. The K/T AAA registered dietician will assist the contractor with this requirement.

1. Guidelines and Requirements

When planning meals, the Older American's Act (Section 339), the California Daily Food Guide and the Dietary Guidelines for Americans (DGA) are to be considered.

<https://aging.ca.gov/download.ashx?IE0rcNUV0zZ%2FmnsWdwFAig%3D%3D>

- Each daily meal pattern shall meet the minimum one-third (1/3) of the Dietary Reference Intake (DRI) requirements.
- Menus must be written for at least a 5-week cycle and should be modified seasonally.

- C. Health, cultural, ethnic, and regional dietary practices shall be considered in menu planning, food selection, and meal preparation.
- D. When preparing the meals, the use of complex carbohydrates and high fiber foods should be increased, and the use of high fat and high sodium foods, such as meal flavorings, stocks, low-fat sauces, cheeses, and gravies, should be decreased.
- E. Baking, boiling, and steaming of foods is strongly recommended over deep-frying.
- F. Total fat intake should be kept between 20 to 35 percent of calories, with most fats coming from sources of polyunsaturated and monounsaturated fatty acids such as fish, nuts, and vegetable oil.
- G. An average of 550-750 calories per meal should be provided.
- H. The menu cycle must be reviewed and approved by K/T AAA's Registered Dietitian. Menus should be submitted to the Registered Dietitian forty-five (45) days prior to the menu start date. Menus will be returned to the Provider at least fifteen (15) days prior to the menu start date.
- I. Contractor shall provide a detailed nutritional meal analysis that complies with the dietary guidelines and DRI nutrition requirements as demonstrated by Table 1—Target Nutrients (below). Analysis shall be completed for each monthly meal plan and be reviewed and approved in advance by the K/T AAA dietitian. If a nutritional analysis is not feasible, then component menu planning may be used (reference Table 2, below). Providers should focus on:
 - Vitamin A
 - Vitamin C
 - Protein
 - Fat
 - Sodium
 - Fiber
- J. Not all nutrient guidelines will be met with each meal. However, areas that do not meet the requirements should be the focus of future menu revisions.
- K. The following nutrients should be included in the analysis when the computerized nutrient analysis method is used: calories; protein; carbohydrates; total fat; saturated fat; total fiber; vitamins A, C, D, E, K, thiamin, riboflavin, niacin, B6, folate, and B12; calcium; chromium; copper; iron; magnesium; sodium; and zinc.

2. Meal Requirements (Components)

- A. Protein - A minimum of 2.0 ounces of cooked, edible lean meat or alternative providing at least 14 grams of protein, such as meat, fish, poultry, legumes, eggs, or cheese.

- Ground beef shall not have a fat content in excess of 20% and may be used in entrees no more than twice a week.
- Roast meat, steak, or chops must be served once per week.
- Poultry must be served a least once per week (necks or wings may not be used).
- Legumes such as lima, kidney, navy, black, pinto, or garbanzo beans, lentils, black-eyed peas, and soybeans should not be counted as both vegetable and protein and should be served as often as possible in accordance with participant acceptance.
- Meats shall be fresh or frozen and shall have been slaughtered, processed, manufactured, and packaged in plants operated under the USDA Inspection Program and must bear an appropriate seal.
- Minimum grading requirements for all grade cuts are as follows:
 - Beef - USDA Choice
 - Lamb - USDA Choice
 - Variety Meats - Grade No. 1 from USDA inspected plants
 - Poultry –USDA Grade “A”
 - Fish/Seafood - Fresh or frozen, provided that frozen items are a nationally distributed brand, packed under continuous inspection of the US Department of Interior
 - Cheese - USDA Grade “A” non-processed cheese
 - Eggs - USDA or State Graded “A”
- Breaded food portions shall contain no more than one ounce of breading in addition to the 2 ounces protein portion required. Breaded food items shall be provided not more than once per week.
- Gravies and sauces served with entrée items must be prepared using a low-sodium base.

B. Vegetables – Fresh, frozen, or canned

- Each meal must contain a minimum of 1 - 2 half-cup servings.
- Vegetables as a primary ingredient in soups, stews, casseroles, or other combination dishes should total ½ cup per serving.
- Same/like vegetables should not be served on more than two days per week. Every effort should be made to serve different vegetables in each weekly meal package.

- Raw leafy vegetables (salads) should equal 1 cup if they are to be considered a serving.
- Canned vegetables shall be provided not more than twice per week.

C. Fruit – Fresh, frozen, or canned

- A serving of fruit equals:
 - 1 medium-sized whole fruit
 - ½ cup fresh, chopped, cooked, frozen, or canned drained fruit
 - ½ cup 100% fruit juice
- Fresh, frozen, or canned fruit should be packed in juice, light syrup, or without sugar.
- Canned fruit shall be provided not more than twice per week.

D. Bread/Grains – Bread, rice, or pasta

- Each meal must contain 1 - 2 servings of grains or enriched bread (1 oz) or bread alternate.
- Pasta or rice must contain a ½ cup serving portion. At least half of the daily intake of grains should be from whole grains. Grains that are processed (not whole) must be fortified.

E. Milk – Fortified skim, low fat, or buttermilk

- Each meal shall contain eight (8) ounces of fortified skim or low-fat milk, or buttermilk.
- Non-fat dry milk must not be reconstituted and repackaged as part of the meal package.

F. Dessert – Optional

- Dessert may be provided as an option to satisfy the caloric requirements or for additional nutrients.
- Fruit should be used as a dessert as often as possible and sweets should be limited. The fruit, grains, and dairy products served as dessert can count towards the fruit, grain, or dairy requirements.

G. Condiments and Product Substitutes

- Sugar substitutes, pepper, herbal seasonings, lemon, vinegar, non-dairy coffee creamer, salt, and sugar may be provided but should not be counted as fulfilling any part of the nutritive requirements.

- Condiments such as salad dressings, ketchup, soy sauce, mustard, and mayonnaise do not need to be counted in a menu analysis if they are served “on the side” and are not combined with the food.

H. Sodium

- The commitment to reduce sodium in the meals stems from the fact that nutrition-related chronic diseases remain the primary cause of death among people aged 65 and older. California has a diverse population, and Nutrition Programs in the state provide culturally appropriate meals for many ethnicities. Asian meals traditionally have higher sodium levels. Programs that choose to provide culturally appropriate meals but are concerned with the sodium content of the meals may consider:
 - Using low-sodium soy sauce or diluting soy sauce with water to produce low-sodium soy sauce;
 - Offering soy sauce as a condiment to be added by the senior;
 - Providing Nutrition Education on sodium;
 - Continuing to work with the sodium levels of meals, making small steps, to reduce the risk of developing kidney stones and possibly decrease bone loss with age;
 - Not providing potassium chloride salt substitutes;
 - Noting meals that have more than 1000 mg of sodium on the menu as such: “This meal contains more than 1000 mg of sodium,” or using an icon denoting a high-sodium meal; and
 - Using low-sodium versions of high-sodium foods when available and feasible within budget allowances.

TABLE 1 – TARGET NUTRIENT

Nutrient	Target Value Per Meal	Daily Compliance Range
Calories	>550 Kcal	> 550-700 Kcal
Protein	14 grams	14 grams (in the entrée)
Fat (% of total calories)	30%	<35% weekly average
Vitamin A (ug)	250 ug	>250 ug 3 out of 5 days/wk
Vitamin C (mg)	25 mg	25 mg
Vitamin B6 (ug)	0.5 mg	>0.5 mg
Vitamin B12 (ug) **	0.8 ug	0.8 ug**

Calcium (mg)	400 mg	>400 mg
Magnesium (mg)	140 mg	>140 mg
Zinc (mg)**	2.6 mg	>2.6 mg **
Sodium (mg)	< 750 mg	<1,200 mg (over, 1,000 place an icon on the menu)
Fiber (gm)	> 7 gm	> 7 gm
Potassium (gm) **	1565 mg	1565 gm**
Vitamin D	200 IU	200 IU
Vitamin E**	5 IU	Education**

* Target Value: This value represents one-third of the DRI for a 1600-calorie range. The 1600-calorie range was chosen based on the requirements for a 70-year old sedentary female.

** If these elements are not provided to the level noted as a weekly average, the program must educate the participants on how to obtain these elements. This can be recognized from the weekly meal nutrition analysis.

Note: Fortified foods should be used to meet vitamin B12 needs.

Table 2
Component Menu Planning
State of California Component Meal Pattern
Required Elements

Food Group	Required servings per meal	Serving sizes for 1600 calorie level
Lean meat or beans	1 serving 2 ounces per meal	2 ounces = 1 serving
Vegetable	1 – 2 servings	½ cup = 1 serving
Fruit	1 serving	½ cup = 1 serving
Bread or Grain	1 – 2 servings	1 slice Bread = 1 serving ½ cup of rice or pasta = 1 serving
Milk or milk alternate	1 serving	1 cup or equivalent measure
Fat	Optional	

Dessert	Optional - limit sweets, use fruit	Select foods high in fiber and low in fat and sugar
---------	------------------------------------	---

(1) The number of servings per meal estimates provision of 1/3 of the DRIs.

(2) Caloric value (1,600 Kcal/day) based on a 70+ year old female, "sedentary" physical activity level using Table 2 - Estimated Caloric Requirements in Each Gender and Age Group at Three Levels of Physical Activity, from the Dietary Guidelines for Americans, 2005.

(3) All menus that are provided through the Nutrition Services Incentive Program, whether prepared on-site, frozen, non-perishable, boxed, or catered, must meet the same requirements.

ATTACHMENT A-5

SCOPE OF WORK: TITLE III-D: HEALTH PROMOTION/DISEASE MANAGEMENT

I. Program Goal

To support healthy lifestyles and promote healthy behaviors. Evidence-based disease prevention and health promotion programs reduce the need for more costly medical interventions. Priority is given to serving elders living in medically underserved areas or who are of greatest economic need.

II. Unit of Service

One (1) contact is counted as one (1) Service Unit

III. Area To Be Served

Services must be provided within Tulare County, based on demands of the targeted population.

IV. Scope of Service

A. Contractor must provide a minimum of one (1) Evidence based program that has either:

1. Been included in the NCOA's list of approved programs <https://ncoa.org/evidence-based-programs>

2. Been approved by the U.S Department of Health and Human Services (DHHS). Included below are links to DHHS-approved evidence-based programs

- Administration on Community Living's (ACL), Aging and Disability Evidence-Based Programs and Practices. <https://acl.gov/programs/strengthening-aging-and-disability-networks/aging-and-disability-evidence-based-programs>
- Center for Disease Control and Prevention's (CDC) Compendium of Effective Interventions. <http://www.cdc.gov/homeandrecreationalsafety/Falls/compendium.html>
- Substance Abuse and Mental Health Services Administration's (SAMHSA), National Registry of Evidence-Based Programs and Practices. <https://www.samhsa.gov/resource-search/ebp>
- NIH's Cancer Control Evidence-Based Portal, Research-Tested Intervention programs. <https://ebccp.cancercontrol.cancer.gov/searchResults.do>

3. Meet **all** the five criteria listed below from the ACL definition of evidence based:

- Have demonstrated through evaluation that they are effective for improving the health and well-being or reducing the disability and/or injury among older adults.
- Have been proven effective with the older adult population, having used an Experimental or Quasi-Experimental Design.

- Have research/evaluation results that have been published in a peer-reviewed journal.
- Have been implemented previously at the community level (with fidelity to the published research) and shown to be effective outside a research setting.
- Includes program manuals, guides, and/or handouts that are available to the public.

V. Evidence-Based Services

Effective July 1, 2016, Title IIID funds shall only be used for health promotion programs that comply with ACL's new evidence-based program standards.

The Contractor shall select and deliver evidence-based disease prevention and health promotion services that comply with ACL's new evidence-based program standards. Therefore a written plan for selection and delivery of services must be submitted and approved by the K/T AAA prior to delivery of services.

ATTACHMENT A-6

SCOPE OF WORK: TITLE VII-B: ELDER ABUSE PREVENTION SERVICES

I. Program Goal

To develop, strengthen, and carry out programs for the prevention, detection, assessment, and treatment of, intervention in, investigation of, and response to elder abuse, neglect, and exploitation (including financial exploitation) (42 U.S.C. 3058i, OAA Section 721). For more information go to:

[https://www.law.cornell.edu/uscode/text/42/3058iUnit of Service](https://www.law.cornell.edu/uscode/text/42/3058iUnit%20of%20Service)

Elder Abuse Prevention Materials

One (1) product is counted as one (1) Service Unit

Community Education/Advocacy/Training

One (1) session is counted as one (1) Service Unit

II. Area To Be Served

Services must be provided within Tulare County, based on demands of the targeted population.

III. Scope of Service

A. Elder Abuse Prevention Materials

1. Educational materials and guidance kits distributed for the prevention, detection, assessment, and treatment of, intervention in, investigation of, and response to elder abuse, neglect and exploitation (including financial exploitation).

B. Community Education/Advocacy/Training

1. Public education and outreach to identify and prevent elder abuse, neglect, and exploitation.
2. Public education and outreach to promote financial literacy and prevent identity theft and financial exploitation of older individuals
3. Training for individuals, including caregivers described in part E of Title III, professionals, and paraprofessionals, in relevant fields on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.

ATTACHMENT B

CLIENT COMPLAINT AND GRIEVANCE PROCEDURES

Kings/Tulare Area Agency on Aging Grievance Policy and Procedure

I. Purpose

To provide a means of identifying, addressing, and resolving a grievance with the Kings/Tulare Area Agency on Aging (K/T AAA). The K/T AAA is dedicated to improving the quality of service it offers and encourages its clients to voice their opinions which may include dissatisfaction with services, denial or discontinuance of a service, and/or complaint against service providers.

II. Scope

This policy applies to all K/T AAA operations, either operated directly or subcontracted. Covered programs include: Title III-B Supportive Services, Title III-C Senior Nutrition Program, Title III-D Health Promotion and Disease Management, VII-B Elder Abuse Prevention, Title III-E Family Caregiver, Title V Senior Community Service Employment Program (SCSEP), and HICAP.

III. Authority

As a federally funded agency, by law, the K/T AAA is required to provide equitable treatment and abide by the Civil Rights Act of 1964, the Americans with Disabilities Act, the Age Discrimination Act, 1975, and provisions of the rehabilitation Act of 1973. This is especially true of the K/T AAA, whose services as indicated in CCS (Article 2, §7310), target particular segments of the senior population. Many of these have special needs requiring accommodations.

References: California Code of Regulations (CCR) Title 22 Division 1.8

IV. Policy

The K/T AAA intends to provide for a safe and fair work and service place. All people – clients, contractors, and staff – are to be treated fairly, professionally, and with respect for their rights. The K/T AAA shall not condone or support improper or unfair treatment.

If any person (client, contractor, and/or staff) believe they have been discriminated against or that there has been a violation of any laws or regulations, or if they have a problem regarding services received or denied, they have the right to file a grievance. Grievances must be identified in writing within 1 week of discrimination/violation/problem.

V. Procedures

All Contractors/Service providers are required to have a grievance policy and procedure. When a complaint/grievance is filed the client must be notified of the Contractor/Service provider's policy and be made aware that if they are not satisfied with the decision made through those procedures or if they wish to not go through the Contractor/Service provider's procedure they may contact the K/T AAA directly.

The following procedures are to be followed by the K/T AAA when a grievance is filled:

1. Identify the complaint/grievance in writing and discuss it with the Contractor/Service Provider.

Time frame: Within 1 week of discrimination/violation/problem.

If resolved at this level, no further action is required. If no resolution is apparent within 21 days, proceed with step 2.

2. Contractor/Service Provider forwards the written complain/grievance to the K/T AAA Director at the following address:

Kings/Tulare Area Agency on Aging
5957 S. Mooney Blvd.
Visalia, CA 93277
ATTN: K/T AAA Director

Time frame: within 7 days of completing step 1.

K/T AAA Director will attempt to resolve the discrimination/violation/problem within 7 days of receipt. If resolved at this level, no further action is required. If the service recipient wishes to appeal the decision of the K/T AAA Director, proceed with step 3 within 21 days of the decision.

3. K/T AAA Director forwards the matter to the K/T AAA Governing Board. The Director will set the matter for hearing before the Board at its next regular meeting. The Board decision will be final. Written notification will be sent within 21 days of any actions being taken. Please note: Each of these steps must be completed in the sequence shown.

Please be advised information will only be released to a responding party when relevant to the complaint.

If you believe that your civil rights have been violated, please contact the Civil Rights Coordinator:

Tulare County Health and Human services Agency
Human Services Department
5957 S. Mooney Blvd.
Visalia CA, 93722
ATTN: Civil Rights Coordinator

All persons whether or not receiving a service from the K/T AAA (directly or through a subcontractor), must be made aware of the grievance policy upon request and when registering an individual for services.

When registering an individual for services the individual must receive a copy of the grievance policy of either the K/T AAA or Contractors/Service providers and a signed acknowledgment must be kept with the client's file.

These procedures are outlined on form titled ***K/T AAA Client Complaint and Grievance Procedures***, which Contractors may use to record client receive grievance policy and which client's may receive upon request.

K/T AAA Client Complaint and Grievance Procedures form is attached for reference.

K/T AAA Client Complaint and Grievance Procedures
Older Americans Act Programs

(Instructions: The service recipient is to read and sign Page 1, then complete Page 2 of this form. A copy will be retained in the service recipient's case file maintained by the Contractor. The original signed form will be routed as follows:)

If you believe you have been discriminated against, or that there has been a violation of any laws or regulations, or if you have a problem regarding services received, you have the right to file a grievance.

The following procedures are to be followed when filing a grievance:

1. Identify the complaint/grievance in writing and discuss it with the Contractor/Service Provider.

Time frame: Within 1 week of discrimination/violation/problem.

If resolved at this level, no further action is required. If no resolution is apparent within 21 days, proceed with Step 2.

2. Contractor/Service Provider forwards the written complaint/grievance to the Director, Kings/Tulare Area

Agency on Aging at the following address:

Kings/Tulare Area Agency on Aging
5957 So. Mooney Blvd.
Visalia, CA 93277
ATTN: K/T AAA Director

Time frame: Within 7 days of completing Step 1.

K/T AAA Director will attempt to resolve the discrimination/violation/problem within 7 days of receipt. If resolved at this level, no further action is required. If the service recipient wishes to appeal the decision of the K/T AAA Director, proceed with Step 3 within 21 days of the decision.

3. K/T AAA Director forwards the matter to the K/T AAA Governing Board. The Director will set the matter for hearing before the Board at its next regular meeting. The Board decision will be final.

You will be receiving written notification within 21 days of any actions being taken.

Please note: Each of these steps must be completed in the sequence shown.

Please be advised information will only be released to a responding party when relevant to the complaint.

If you believe that your civil rights have been violated, please contact the Civil Rights Coordinator:

Tulare County Health and Human Services Agency
Human Services Department
5957 S. Mooney Blvd.
Visalia, CA 93277
ATTN: Civil Rights Coordinator

GRIEVANCE PROCEDURE CERTIFICATION

This is to certify that I have read, understood, and received a copy of the Client Complaint and Grievance Procedures for Older Americans Act Programs.

Signature of Service Recipient

Date

Kings/Tulare Area Agency on Aging
CLIENT COMPLAINT AND GRIEVANCE PROCEDURES
Older Americans Act Programs
GRIEVANCE NOTICE

<i>Your Name:</i>	
<i>Date of Occurrence:</i>	
<i>Approximate Time of Occurrence:</i>	
<i>Name of Service Provider:</i>	
<i>Address of Service Provider:</i>	
<i>Nature of Grievance:</i>	
<i>Signature:</i>	<i>Date:</i>
<i>Resolution:</i>	

Resolved by: _____

Signature

Date

Signature of Service Recipient

Date

ATTACHMENT C



Application for Project Award for Senior Services Programs Older American Act

(Title III B, Title III-C, Title III-D, Title VII-B Funds)

Due: 5:00 p.m., April 21, 2023

**Dayna Wild, Director of K/T AAA
Kings/Tulare Area Agency on Aging
5957 So. Mooney Blvd.
Visalia, CA 93277**

Attachment C Application for Project Award-Senior Services Programs

APPLICATION CHECKLIST

Senior Services Programs
Older American Act
(Title III B, Title III-C, Title III-D, Title VII-B Funds)

Applications submitted in response to RFP KTAAA 23-01 for Senior Services Programs must be emailed to RVanTichelt1@tularecounty.ca.gov or delivered to the following address no later than **5:00 p.m., Monday, April 21, 2023**.

County of Tulare
Attention: K/T AAA
5957 S. Mooney Blvd
Visalia, Ca 93277

Each application must include the items listed below. Details are provided in RFP KTAAA 23-01, Section VI.C, Application Requirements, and Attachment C, Application.

Application Checklist: Each application package must include the following:

1. ☐ Application –Completed (One original and seven (7) copies). Includes:
 - ☐ Applicant Certification
 - ☐ Program and Budgetary Information

2. ☐ Financial Statements: One (1) Year; 7 copies

Applicant must submit most recent financial audit of not more than eighteen months old at the time of submission, financial audit may be submitted by email to iguardado@tularecounty.ca.gov or seven (7) hardcopies must be included with the application submission.

Although it is in the best interest of the Applicant to submit audited financial statements, if the Applicant has not undergone a single audit by a licensed independent auditor in the last eighteen months, a compilation of unaudited financial statements will be accepted.

Attachment C Application for Project Award-Senior Services Programs

APPLICATION

Senior Services Programs

Older American Act - (Title III-B, Title III-C, Title III-D, Title VII-B Funds)

APPLICANT CERTIFICATION

INSTRUCTIONS: Please answer all questions and submit all requested documents. Failure to do so may result in the application being rejected.

1. Agency Name: _____

Address: _____

Telephone: (____) _____ FAX: (____) _____

2. Agency SSN# or FID#: _____

3. Authorized Signature: _____

Name/Title: _____

Telephone: (____) _____

E-mail address: _____

4. Agency Contact Person: _____

Title: _____

Telephone: (____) _____

E-mail address: _____

5. Type of Organization: ☐ Government/Public Agency
☐ Private Not-for-Profit
☐ Private For-Profit
☐ Other: _____

6. Type of Legal Entity: ☐ Corporation
☐ Sole Proprietorship
☐ Partnership
☐ Other: _____

Attachment C Application for Project Award-Senior Services Programs

7. Is the Agency in good standing with the Secretary of State of California?

Yes ☐ No ☐

8. Does the Applicant agree to provide the services as described in the application for a one-year period beginning no later than July 1, 2017, with an option to renew the Contract for three additional one-year periods, if awarded a Contract?

Yes ☐ No ☐

9. Have all aspects of the application, including cost, been determined independently, without consultation with any other prospective Applicant or competitor for the purpose of restricting competition?

Yes ☐ No ☐

10. Are all declarations in the application and attachments true?

Yes ☐ No ☐

11. Does the Applicant understand and agree that all aspects of the RFP and the application submitted shall be binding if awarded a Contract?

Yes ☐ No ☐

12. Does the Applicant agree to provide the K/T AAA with any other information that the K/T AAA determines is necessary for an accurate determination of the Applicant's ability to perform services as proposed?

Yes ☐ No ☐

13. Does the Applicant agree to comply with all applicable local, State, and Federal rules, laws, and regulations, if awarded a Contract?

Yes ☐ No ☐

14. Does the Applicant employ any former K/T AAA or County of Tulare Administrative Officials and/or do any former K/T AAA or County of Tulare Administrative Officials represent the Agency?

Yes ☐ No ☐

If **yes**, list names and positions:

15. Does the Applicant have an organization that is adequately staffed and trained to perform the required services?

Yes ☐ No ☐

If no, does the Applicant have the capability for recruiting sufficient staff?

Yes ☐ No ☐

Attachment C Application for Project Award-Senior Services Programs

16. Does the Applicant agree to obtain insurance in the amounts and coverages listed in Section VIII.B, Indemnification and Insurance Requirements, if awarded a Contract, and submit proof prior to performing services?

Yes ☐ No ☐

17. Does the Applicant understand and accept the Client Complaint and Grievance Procedures for Older Act Programs, as defined in Section VIII.A.9, and Attachment B?

Yes ☐ No ☐

18. Does the Applicant certify that all statements in Section VIII.A.18, Debarment, Suspension, and Other Responsibility Matters are true?

Yes ☐ No ☐

If no, please explain.

19. Does the Applicant use subcontractors?

Yes ☐ No ☐

If **yes**, list subcontractor information, including name of each company, and type of work to be performed. (Note: Any subcontractor shall be subject to the terms and conditions of any resulting Contract, as defined in Section VIII.A.3) **All subcontracts must be approved by K/T AAA before service is contracted.**

Sub-Contractor Name	Type of Work Performed

I certify that the information contained in this application package is true to the best of my knowledge.

PRINT AUTHORIZED NAME: _____

TITLE: _____

SIGNATURE: _____

DATE: _____

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TOTAL POSSIBLE POINTS: 5
Evaluation Criteria: Applicant certifies the organization meets all standards required by law and the K/T AAA; and has the ability to comply with program and contracting requirements.

20. Proposed Services

The following tables for Titles III-B, III-C, III-D, and VII-B list all of the Senior Services open for funding. Please check each service being proposed, and include estimated Service Units and estimated funding requested for that service. Please include activities to be provided where requested (if available).

A. Title III-B Supportive Services

For Supportive Services, the table includes all of the services that the K/T AAA has determined to be priority services based on the assessed needs of the PSA. Services are categorized as 'Required Services', 'Category A Services', and 'Category B Services'. Proposers must provide 'Required Services', and must provide a minimum of 1 additional Supportive Service from the Category A Services. Proposers may then choose to provide additional Supportive Services from the list of Category A or Category B Services.

- a. The proposer may also choose to provide additional Supportive Services as defined in the CDA Service Categories and Data Dictionary (Appendix I) and not identified in the RFP or the following tables. However, the K/T AAA preference is that priority services described in the RFP be provided before proposing to provide other additional services from the CDA Service Categories and Data Dictionary. If additional Supportive Services will be offered, please list them in the table titled 'Additional Services to be Provided'. Please copy this table if additional space is needed. (Refer to the CDA Service Categories and Data Dictionary

https://aging.ca.gov/Providers_and_Partners/Area_Agencies_on_Aging/CARS/

for all Supportive Service categories)

B. Title III-C Senior Nutrition Services

For Title III-C, Senior Nutrition Services, please check each location where services will be offered, and for Congregate Meals, estimated days and hours of operation at each location. It is the expectation of the K/T AAA that the proposed program will maintain or exceed current hours of operation (refer to the RFP, Section II.A.2).

C. Title III-D Health Promotion and Disease Management

For Title III-D, Health Promotion/Disease Management, a minimum of one service activity must be provided.

D. Title VII-B Elder Abuse Prevention

For Title VII-B, Elder Abuse Prevention, a minimum of one service activity must be provided.

NOTE: PROPOSED NUMBER OF UNITS OF SERVICE SHOULD BE REASONABLE AND COST EFFECTIVE.

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TOTAL POSSIBLE POINTS: 10

Evaluation Criteria: Applicant identifies all proposed services and service units, and funds requested for each service. Funding requested for service units proposed is considered reasonable. Demonstrates that the operational area best meets the needs of the K/T AAA.

TITLE III-B SUPPORTIVE SERVICES				
(Must provide 'Required' Services, and a minimum of 1 additional Supportive Service from Category A)				
Service(s) to be Offered (please check)	Service Category	Unit of Service	Annual Number of Units Service (Estimated)	Requested Annual Funding Amount For Service (Estimated)
REQUIRED SERVICES				
<input type="checkbox"/>	Information and Assistance	1 Contact	_____	\$ _____
	Provides and links individuals with information on services available within the communities			
<input type="checkbox"/>	Legal Services	1 Hour	_____	\$ _____
	Legal advice, counseling and/or representation by an attorney or other person acting under the supervision of an attorney.			
<input type="checkbox"/>	Outreach	1 Contact	_____	\$ _____
	Interventions (one-on-one contacts) with individuals initiated by an agency or provider for the purpose of identifying potential clients			
<input type="checkbox"/>	Senior Center Activities	1 Hour	_____	\$ _____
	Includes recreation, music, creative arts, physical activity, education, leadership development, volunteer opportunities and services, entertainment costs (not including			

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TITLE III-B SUPPORTIVE SERVICES (Must provide 'Required' Services, and a minimum of 1 additional Supportive Service from Category A)				
Service(s) to be Offered (please check)	Service Category	Unit of Service	Annual Number of Units Service (Estimated)	Requested Annual Funding Amount For Service (Estimated)
	tickets, meals, lodging, rentals, transportation and gratuities).			
	List Activities to be Provided			
<input type="checkbox"/>	Transportation Transportation from one location to another. Does not include any other activity. May include travel vouchers and transit passes	1 One Way Trip	_____	\$ _____
	CATEGORY A SERVICES			
<input type="checkbox"/>	Chore Includes heavy housework, yard work.	1 Hour	_____	\$ _____
	Homemaker Includes preparing meals, shopping for personal and household items, managing money, using telephone, light housework.	1 Hour	_____	\$ _____
	Personal Care	1 Hour	_____	_____

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TITLE III-B SUPPORTIVE SERVICES (Must provide 'Required' Services, and a minimum of 1 additional Supportive Service from Category A)				
Service(s) to be Offered (please check)	Service Category	Unit of Service	Annual Number of Units Service (Estimated)	Requested Annual Funding Amount For Service (Estimated)
<input type="checkbox"/>	Personal assistance, stand-by assistance, supervision or cues, (such as with eating, bathing, toileting, transferring in/out of bed/chair, walking, dressing, grooming)		_____	\$_____
<input type="checkbox"/>	Residential Repair/Modification Includes minor repairs/renovations to meet safety, health issues, and code standards	1 Modification	_____	\$_____
<input type="checkbox"/>	Telephone Reassurance Telephone a client to provide contact and safety checks for reassurance and support.	1 Contact	_____	\$_____
<input type="checkbox"/>	Visiting Visit a client to provide contact and safety checks for reassurance and support	1 Hour	_____	\$_____
CATEGORY B SERVICES				
<input type="checkbox"/>	Assisted Transportation Assistance and transportation, including escort, with regular vehicle, to a person with physical or cognitive difficulties.	1 One Way Trip	_____	\$_____
<input type="checkbox"/>	Cash/Material Aid Arrange for and provide commodities, surplus food	1 Assistance	_____	\$_____

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TITLE III-B SUPPORTIVE SERVICES (Must provide 'Required' Services, and a minimum of 1 additional Supportive Service from Category A)				
Service(s) to be Offered (please check)	Service Category	Unit of Service	Annual Number of Units Service (Estimated)	Requested Annual Funding Amount For Service (Estimated)
	distribution, emergency cash assistance, and vouchers List Assistance to be provided 			
<input type="checkbox"/>	Community Education Educating groups of older persons, their families, friends, and community organizations/facility staff on rights, benefits, entitlements, and health and wellness information for older persons either residing at home or in an institutional setting List Activities to be provided 	1 Activity	_____	\$ _____
<input type="checkbox"/>	Personal Affairs Assistance Provide assistance in writing letters and with the completion of financial forms, including tax forms, and other written or electronic documents	1 Contact	_____	\$ _____
	Personal/Home Security	1 Product		

Attachment C Application for Project Award-Senior Services Programs

TITLE III-B SUPPORTIVE SERVICES				
(Must provide 'Required' Services, and a minimum of 1 additional Supportive Service from Category A)				
Service(s) to be Offered (please check)	Service Category	Unit of Service	Annual Number of Units Service (Estimated)	Requested Annual Funding Amount For Service (Estimated)
<input type="checkbox"/>	Services for the security and safety of home environment, such as: medical alert, alarms, assistive devices.		_____	\$ _____
<input type="checkbox"/>	Public Information	1 Activity	_____	\$ _____
	Contact with multiple current or potential clients or caregivers through publications, publicity and mass media campaigns.			
	List Activities to be provided			

TITLE III-C SENIOR NUTRITION SERVICES				
Service(s) to be Offered (please check)	Service Category	Unit of Service	Annual Number of Units Service (Estimated)	Requested Annual Funding Amount For Service (Estimated)

Attachment C Application for Project Award-Senior Services Programs

<input type="checkbox"/>	Congregate Meals (REQUIRED)	1 Meal	_____	\$_____
	A meal provided in a congregate group setting, that meets all the requirements of the Older Americans Act, State/Local laws, and Dietary Guidelines for Americans			
<input type="checkbox"/>	Home Delivered Meals (REQUIRED)	1 Meal	_____	\$_____
	A meal provided to an individual at a residence, that meets all the requirements of the Older Americans Act, State/Local laws, and Dietary Guidelines for Americans			

Attachment C Application for Project Award-Senior Services Programs

Check Service(s) Offered	Proposed Service Areas	Availability							
			Mon	Tue	Wed	Thu	Fri	Sat	Sun
CONGREGATE MEALS									
<input type="checkbox"/>	<input type="checkbox"/> Cutler-Orosi	Hours of Operation							
<input type="checkbox"/>	<input type="checkbox"/> Earlimart	Hours of Operation							
<input type="checkbox"/>	<input type="checkbox"/> Exeter	Hours of Operation							
<input type="checkbox"/>	<input type="checkbox"/> Goshen	Hours of Operation							
<input type="checkbox"/>	<input type="checkbox"/> Lindsay	Hours of Operation							
<input type="checkbox"/>	<input type="checkbox"/> Porterville	Hours of Operation							
<input type="checkbox"/>	<input type="checkbox"/> Woodlake	Hours of Operation							
<input type="checkbox"/>	<input type="checkbox"/> _____	Hours of Operation							
<input type="checkbox"/>	<input type="checkbox"/> _____	Hours of Operation							
<input type="checkbox"/>	<input type="checkbox"/> _____	Hours of Operation							
<input type="checkbox"/>	<input type="checkbox"/> _____	Hours of Operation							

Note: Locations and hours of operation may be discussed and adjusted during contract negotiations.

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TITLE III-D HEALTH PROMOTION/DISEASE MANAGEMENT				
(Minimum 1 activity required)				
Service(s) to be Offered (please check)	Service Category	Unit of Service	Annual Number of Units Service (Estimated)	Requested Annual Funding Amount For Service (Estimate)
<input type="checkbox"/>	Health Promotion/Disease Management	1 Contact	_____	\$ _____
	Provide evidence-based disease prevention and health promotion programs/activities; Programs that provide adults with techniques and strategies to delay and/or manage chronic health conditions and include activities that promote, improved nutrition, emotional and social well-being, physical fitness and fall prevention.			
	If done as a group activity, each participant shall be counted a one contact unit.			
	List Evidence-Based ²			
	Activities to be Provided			

² Refer to Attachment 2 (Scope of Work) for description of evidence-based activities

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Title VII-B ELDER ABUSE PREVENTION (Minimum 1 activity required)				
Service(s) to be Offered (please check)	Service Category	Unit of Service	Annual Number of Units Service (Estimated)	Requested Annual Funding Amount For Service (Estimated)
<input type="checkbox"/>	Prevention Education Materials	1 Product		\$ _____
	Educational materials and guidance kits distributed for the prevention, detection, assessment, and treatment of, intervention in, investigation of, and response to elder abuse, neglect, and exploitation (including financial exploitation).			
	List Activities to be Provided			
<input type="checkbox"/>	Elder Abuse Prevention, Education and Training	1 Session		\$ _____
	Public education and training of professionals to develop, strengthen, and carry out programs for the prevention, detection, assessment, and treatment of, intervention in, investigation of, and response to elder abuse			
	List Activities to be Provided			

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ADDITIONAL SERVICES TO BE PROVIDED				
Service Category	Type of Activities to be Provided	Unit of Service	Annual Number of Units Service (Estimated)	Requested Annual Funding Amount For Service (Estimated)
			_____	\$ _____
			_____	\$ _____
			_____	\$ _____

Attachment C Application for Project Award-Senior Services Programs

Attachment C Application for Project Award-Senior Services Programs

21. Organization Description (double-spaced)	
Requirements	Evaluation Criteria
A. Describe goals of organization.	Goals are adequately described and tend to correlate with proposed services.
B. Describe experience in community based services. <ul style="list-style-type: none"> • Include how experience relates to the proposed program services. 	Applicant's experience in providing community based services indicates a level of understanding and knowledge to ensure the successful provision of services.
C. Describe the geographic area served by the organization.	Applicant adequately describes geographical area served by the organization. Evaluate if the area served will meet the K/T AAA objectives.
D. Describe the organization's current location of administrative and subsidiary offices.	Administrative and subsidiary offices in the program area will ensure access to the targeted client population in an effective manner.
E. Describe size and/or structure of the organization. <ul style="list-style-type: none"> • Attach Organizational Chart 	Evaluate if organization is staffed to ensure an effective program and satisfactory completion of administrative duties.
TOTAL POSSIBLE POINTS: 20	

22. Fiscal Capability (double-spaced)	
Requirements	Evaluation Criteria
A. Describe the accounting system, including the following: areas and frequency of accounting for receivables and payable, payroll processing, financial statement preparation and internal/external auditing.	Adequately demonstrates a detailed and efficient accounting system that will support proposed program reporting requirements.
B. List current and previous contracts completed during the past three (3) years, including name of funding agencies, dates, and dollar amounts.	A list of contracts is provided and adequately demonstrates experience with managing contracts.
C. Provide a three (3) year history of total income vs. total expense for the organization. Explain any significant fluctuations in income or expense. Provide an explanation for any deficit.	Provides a 3 year history of income and revenue; and adequately explains any fluctuation and/or deficits.

Attachment C Application for Project Award-Senior Services Programs

D. Financial Statements - Audited financial statements available for a fiscal period not more than eighteen (18) months old at the time of submission, OR, unaudited financial statement to cover the period from the last audited statement to present, ending no more than 120 days prior to the date of submission of this application.	Provides financial statements that demonstrate financial stability and capacity to administer proposed programs on a cash reimbursement basis.
TOTAL POSSIBLE POINTS: 15	

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23. Current Services (double-spaced)	
Requirements	Evaluation Criteria
A. Describe the services and activities that the organization is currently providing.	A description of services provided by the agency is included and demonstrates a capability of delivering services to clients, and seniors in particular.
B. Provide the number of persons currently served.	The number of persons served demonstrates ability of applicant to meet levels of seniors to be served.
C. Provide the demographics of persons currently served.	Evaluate demographic composition of clients to determine the capability of delivering services to culturally diverse, underserved, low-income, and limited English proficient populations.
TOTAL POSSIBLE POINTS: 5	

24. Proposed Program (double-spaced)	
Requirements	Evaluation Criteria
A. Briefly describe the program(s) for which you are seeking funds.	A description of proposed service model is provided and applicant demonstrates a detailed understanding of the specific model chosen.
B. List program goals and objectives.	Goals are clear and appropriate to the program, and are achievable if objectives are successfully implemented. Objectives are specific, measurable and if achieved result in a successful program.
C. Describe existing resources that will complement proposed services (i.e. facilities; staff experienced with proposed services; existing programs currently being administered; established partnerships with other community organizations; etc.).	Evaluate list of existing resources provided to determine the level of current resources that will correlate with proposed services.
TOTAL POSSIBLE POINTS: 15	

Attachment C Application for Project Award-Senior Services Programs

25. Proposed Service Delivery Description (double-spaced)	
Requirements	Evaluation Criteria
<p>A. Describe the components of the services. For each service being proposed, include:</p> <ul style="list-style-type: none"> How and where services will be provided <ul style="list-style-type: none"> Include how services will be provided to culturally diverse populations Who will provide the services <ul style="list-style-type: none"> Include necessary qualifications Include use of subcontractors, if applicable 	<p>Applicant's response contains a thorough description of the procedures and processes for each component and includes quantifying each component.</p>
<p>B. Describe intake procedures. Include methods that ensure preference is given to older individuals in greatest economic or social need; and to low-income, multi-ethnic individuals.</p>	<p>Applicant adequately describes intake methods, activities or procedures, including how preference will be given to targeted populations; and demonstrates an understanding of the Older Americans Act and its priorities.</p>
<p>C. Describe Client Assessment methods.</p>	<p>Clients will be adequately assessed to determine their need for the program and if that program can assist them. Client reassessment will determine if client continues to need services and, if not, is terminated from service and/or referred to another appropriate source for services. Frequency of reassessment is adequate.</p>
<p>D. Describe Referral methods.</p> <ul style="list-style-type: none"> Include follow-up methods 	<p>Referral methods will ensure that clients are connected to needed services</p>
<p>E. Describe use of community resources and interagency ties.</p>	<p>Applicant has described resources within the service area and provided adequate explanation of the relationship with resources that if implemented, will enhance capacity of the program to address need.</p>
<p>F. Describe how customer satisfaction will be measured, including frequency. Explain how program adjustments will be implemented based on results, if needed.</p>	<p>Customer satisfaction evaluation methods are sufficient to ensure clients have opportunity to provide opinions on program services; and effect changes, if needed.</p>
TOTAL POSSIBLE POINTS: 30	

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26. Staffing Plan (double-spaced)	
Requirements	Evaluation Criteria
A. Describe proposed staffing structure. Identify existing staff that can perform the scope of work and plans to add new staff positions. List the categories and number of staff, as well as, the number of hours per week proposed for each staff position.	The applicant's staffing structure includes the list of staff categories, number of staff, and hours per week for each staff position. Evaluate if the staff is sufficient to operate the program to achieve its goals and objectives.
B. Include a brief statement of the duties of each staff member.	Proposed staffing information includes comprehensive duty statements for each staff member.
C. Describe staff expertise to effectively administer program.	Applicant describes staffing expertise and demonstrates the capacity of staff to provide effective program administration and service delivery.
D. Describe Staff Training Plan.	Applicant describes content and schedule for staff training relevant to program implementation.
E. If Volunteers will be used, describe how they will be managed. Include: <ul style="list-style-type: none"> • Experience utilizing volunteers • Recruitment methods • Training plan • Supervision 	If applicant will utilize volunteers, applicant provides an adequate description of experience using volunteers and how volunteers will be effectively managed that ensures enhancement of proposed staffing plan.
TOTAL POSSIBLE POINTS: 15	

27. Transportation and Access (double-spaced)	
Requirements	Evaluation Criteria
A. Describe the various kinds of transportation available for participants to service sites.	Applicant demonstrates there are adequate transportation options for participants to access program service sites.

Attachment C Application for Project Award-Senior Services Programs

B. Describe how access to sites will be ensured to persons with disabilities (hearing, visual, physical and mental disabilities).	Plans and/or procedures ensure adequate accessibility to program sites by persons with disabilities.
TOTAL POSSIBLE POINTS: 5	

Attachment C Application for Project Award-Senior Services Programs

28. Program Management (double-spaced)	
Requirements	Evaluation Criteria
<p>A. Describe outreach plans to increase public awareness of program services.</p> <ul style="list-style-type: none"> • Include outreach to culturally diverse, underserved, low-income, and limited English proficient populations 	<p>Outreach plan demonstrates how maximum public awareness of the proposed services will be achieved; and how applicant will communicate with culturally diverse, underserved, low-income, and limited English proficient populations.</p>
<p>B. Describe how program performance will be monitored internally.</p>	<p>Methods for monitoring all aspects of service delivery components demonstrate there is adequate quality control of all components.</p>
<p>C. Describe how contributions will be handled.</p> <ul style="list-style-type: none"> • Include how clients will be provided opportunities to donate 	<p>Applicant describes a safe, secure, and confidential process for soliciting, collecting, and processing contributions. Description ensures compliance with OAA requirements.</p>
<p>D. Describe how confidential client records and program data will be handled.</p> <ul style="list-style-type: none"> • Include how these records will be stored 	<p>Applicant describes methods for collection and management of data that ensures confidentiality and security of all records.</p>
<p>E. Describe agency fundraising capacity and experience with leveraging funds.</p> <ul style="list-style-type: none"> • Include potential sources of additional funding for the program and a plan to secure these additional funds (if any). 	<p>Applicant demonstrates experience in fund raising and detailed fund raising plan appears feasible and realistic.</p>
TOTAL POSSIBLE POINTS: 15	

Attachment C Application for Project Award-Senior Services Programs

29. Budgetary Information

A. General Instructions

Complete the following budgetary forms following this page.

- Proposed Service Category Budget Form (one for each proposed service)
- Proposed Total Budget Summary Form (one for ALL proposed services)
- Schedule of Equipment Form (one for ALL proposed services)

Upon award of project funding, K/T AAA will provide a detailed budget form to the selected applicant(s) that must be completed prior to finalizing contract(s).

B. Matching Contributions

Local match amounts cannot include any other Federal/State Funds. Local match may be in cash, such as costs borne by the contractor and any and all third parties, i.e. company/private contributions, vendor general fund. Or Local Match may be in-kind support such as volunteer time (with a dollar value attached), donated supplies, loaned equipment, or facilities to hold meetings or conduct project activities, etc.

Matching contributions for Title III funds must meet or exceed 10.53%.

Matching contributions for Title VII funds are **not required**.

C. Indirect Cost

Indirect costs are costs incurred for a common or joint purpose that are not directly related to contracted services. **Claimed amount may not exceed 8% of direct cash costs. Actual Indirect costs that exceed 8% of direct cash costs may be used as a matching in-kind contribution. Applicants shall have an established method that justifies and supports how indirect cost is derived.**

Amount funded is contingent upon quality of application, availability of funding, and program needs.

NOTE: Funds made available under this Agreement shall not supplant, any federal, State, or local funds expended by a State or unit of general purpose local government to provide Title III-B, Title III-C, Title III-D, and Title VII-B services.

TOTAL POSSIBLE POINTS: 15
Evaluation Criteria: Applicant completes budget and equipment forms completely and accurately. Budgets are reflective of proposed services and units of service. Budgets provide appropriate matching contributions.

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Budget Items

Line Item	General Description of Allowable Costs
1. Personnel	Itemize by position, cost and provide a brief (one to two lines) position description. Also included in this category are payroll taxes which should be computed for FICA (Federal Insurance Contributions Act) for employers match, FUTA (Federal Unemployment Tax Act) and Fringe Benefits compute for health, worker compensation, SDI, etc.
2. Operating Expenses	
Staff Travel	Should be computed at your agreed upon travel rate and is for normal day-to-day travel.
Staff Training	Should include travel per diem for special training sessions or national conferences, etc.
Equipment	Schedule of Equipment Form: to itemize equipment to be purchased Items to be purchased for less than \$5,000 should not be listed as equipment.
Consultants	Purchased services such as a Nutritionist, Purchasing Agent, etc.
Other Costs	Includes all of the following:
Accounting/Audits	Accounting and outside audit services.
Advertising	Includes costs for placing advertisements in newspapers.
Equipment Rental	Equipment rented on a monthly basis or leased by the year.
Indirect Costs	Costs incurred for a common or joint purpose that are not directly related to contracted services. Claimed amount may not exceed 8% of direct cash costs.
Insurance	Includes insurance such a vehicle and bonding, etc.
Legal Services	Attorney fees, court fees, etc.
Memberships and Subscription	Should directly relate to the program.
Other Supplies	Includes office supplies and postage.
Printing	Includes the print costs of pamphlets, brochures, etc.
Repairs & Maintenance Space	Applies to maintenance on a facility.
Repairs & Maintenance Other	Applies to maintenance on equipment.
Rent/Building Space	Rental/lease fees.
Taxes & Licenses	Includes licenses for food handlers, business, vehicles, etc.
Telephone	Monthly telephone charge.
Utilities	Light, gas, water, and trash.
Vehicle Operations	Leasing and maintenance costs for gas, oil, repairs, tires, etc.
Volunteer Expenses	Agreed upon per diem and travel reimbursement rates for volunteers.

Appendix I CDA Service Categories and Data Dictionary

PROPOSED SERVICE CATEGORY BUDGET FORM

SERVICE CATEGORY:	FUNDING SOURCE - TITLE:
Proposed No. of Service Units:	TOTAL FUNDS REQUESTED:
(1) Cost Per Service Unit:	

	K/T AAA Funding Request	Match		Total Cost for Service
		Cash	In-Kind	
Paid Personnel (see schedule below)				
Operating Expenses				
GRAND TOTAL				

SCHEDULE OF PERSONNEL

Paid Employees					
Position Title	FTE to agency	Annual Salary	FTE to Program Service	Salary Charged to	Brief Position Description

Appendix I
CDA Service Categories and Data Dictionary

				Program Service (2)	
full-time example	1	40,000	0.7	28,000	
part-time example (3)	0.5	20,000	0.125	2,500	
TOTAL-Personnel Salaries					
TOTAL-Personnel Benefits/Taxes					
GRAND TOTAL PAID PERSONNEL					

In-Kind Personnel/Volunteers (4)					
TOTAL-Salaries					
TOTAL-Personnel Benefits/Taxes					
GRAND TOTAL IN-KIND PERSONNEL					

Appendix I CDA Service Categories and Data Dictionary

(1) Total program cost divided by the number of proposed service units
(2) Annual Salary x FTE to Program Service
(3) For staff working part-time for the agency: report full-time equivalent for the agency; total annual salary actually paid for the part-time position; portion of FTE to this program service. Example: A person working 20 hrs/wk for the agency and 5 hrs/wk for this program service would be considered 0.5 FTE to agency (20 hrs/40 hrs) and 0.125 FTE to program service (5 hrs/40 hrs).
(4) For Volunteers, a realistic pay equivalent must be assigned.

Appendix I CDA Service Categories and Data Dictionary

PROPOSED TOTAL BUDGET SUMMARY

	Column A	Column B	Column C	Column D	Column E
Funding Source	Total K/T AAA Funding Request	(1) Applicant Match			Total Cost for All Services (Columns A + D)
		Cash Match	In-Kind Match	Total Match (Columns B + C)	
TITLE III-B					
TITLE III-C					
TITLE III-D					
TITLE III Grand Total					

TITLE VII-B		NOT REQUIRED	
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	TOTAL K/T AAA FUNDS REQUESTED
--	-------------------------------

(1) For Title III Funds, Total Match must meet or exceed 11.77% of Total Funds requested from K/T AAA. Total Match may be met in any single Title III Service Category, or may be spread across all Title III Service Categories.

Appendix I CDA Service Categories and Data Dictionary

Instructions:

Equipment is tangible personal property with a useful life of more than one year and an acquisition cost of \$500 or more per unit. Items to be purchased that do not meet this definition should not be listed on this form. If known, list equipment to be purchased in the first contract year for all service categories that will be provided.

SCHEDULE OF EQUIPMENT				
Service Category	Item Description	Unit Cost	Quantity	Total Cost

Appendix I CDA Service Categories and Data Dictionary
