

DETROIT AREA AGENCY ON AGING
1333 Brewery Park Blvd., Suite 200
Detroit, Michigan 48207-4544
Tel. (313) 446-4444
Fax (313) 446-4445

Grants
Part 1 of 2

REQUEST FOR PROPOSALS (RFP)
FISCAL YEARS 2010 - 2012

CORE SUPPORTIVE SERVICES

Instructions
(Part 1 of 2)

Home Care Assistance, Respite Care and Chore Services

Funded through Federal and State Funds

Planning and Service Area for Region 1-A:

**Detroit, Grosse Pointe, Grosse Pointe Farms,
Grosse Pointe Park, Grosse Pointe Shores,
Grosse Pointe Woods, Hamtramck, Harper Woods,
and Highland Park**

WAYNE W. BRADLEY, SR.
Chairperson,
Board of Directors

PAUL BRIDGEWATER
President and CEO

**DETROIT AREA AGENCY ON AGING
REQUEST FOR PROPOSALS
INSTRUCTIONS
FISCAL YEARS 2010 -2012**

**INSTRUCTIONS
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SCHEDULE OF ACTIVITIES

The Detroit Area Agency on Aging is accepting proposals for selected Access, Community, and In-Home Services to be funded through the Older Americans Act, including National Family Caregiver Support Program (Federal), State, and/or Wayne County Funds for Fiscal Year 2010, covering the period October 1, 2009, to September 30, 2010.

FISCAL YEAR 2010 - 2012 REQUEST FOR PROPOSALS CALENDAR

RFP Notices mailed/published (Sunday Edition)	Sunday, May 31, 2009
RFP available on DAAA Website*	Monday, June 1, 2009
Technical Assistance Workshop (At Historic Trinity Lutheran Church, 1345 Gratiot, Detroit, MI 48207. Please call (313) 446-4444 ext. 5343 to R.S.V.P. your attendance.)	June 10, 2009 (10:00 a.m.)
Limited Technical Assistance (by appointment only)	June 11 – 19, 2009

Proposals Due at DAAA Office** (Typed original and four copies) <i>Any proposal not received by this date and time will be rejected</i>	Monday, July 6, 2009 5:00 p.m.
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Proposal Review Process	July 7 – September 3, 2009
Award/Denial Notifications	September 4, 2009
Contract Negotiations and Contract Completion	September 2009
Contract Distribution	October 2009

* DAAA Website is www.daaa1a.org.

** DAAA Office is located at 1333 Brewery Park Blvd., Suite 200, Detroit, MI 48207-4544.

INTRODUCTION

This Request for Proposals (RFP) contains the information and instructions required for submitting an application to the Detroit Area Agency on Aging (DAAA) for services to seniors 60 years of age and older and/or their caregivers (as indicated). The funding period will be for fiscal year 2010 covering the period October 1, 2009, to September 30, 2010. Service categories approved for Multi-Year Contracting are detailed on page I-13 of this RFP.

The Detroit Area Agency on Aging is a private, non-profit organization responsible for planning, coordinating, developing, and funding elder care services in the cities of Detroit, Grosse Pointe, Grosse Pointe Farms, Grosse Pointe Park, Grosse Pointe Shores, Grosse Pointe Woods, Hamtramck, Harper Woods, and Highland Park.

Founded in 1980, it is one of sixteen area agencies on aging in Michigan authorized under the Older Americans Act (OAA) of 1965, as amended. Under this federal act, all area agencies on aging receive federal funding and are responsible to their state unit on aging and indirectly to the Administration on Aging for the delivery of services to the older adults within their particular region. In the State of Michigan, Public Act 180 of the Older Michiganians Act of 1981 authorizes the Michigan Office of Services to the Aging to serve as the designated state unit on aging and specifically outlines the responsibilities of the state's sixteen area agencies on aging. It also authorizes the State to augment federal Older Americans Act dollars with funding from the state's general revenue budget.

Within planning and service area (PSA) 1-A, DAAA plans, coordinates, and monitors services to 147,806 older adults and their families through the distribution of federal and state funds to human services agencies. Currently, twenty-three different services are provided through OAA (including National Family Caregiver Support Program), Older Michiganians Act, or Wayne County funding. In addition, DAAA also provides additional services to older adults, professionals in the field of aging, and others through public and private grants and contributions.

REPOSITIONING FOR THE FUTURE

Today's economic environment is presenting leaders of for-profit and not-for-profit organizations with unprecedented challenges. The organizations likely to survive and thrive will do so by infusing new thinking into their organizational planning and implementing innovative initiatives for growth. Organizational leadership can no longer plan for or expect to succeed by relying on existing practices in an environment in which the trend is toward diminishing traditional funding levels.

Even before the current national economic crisis, funding in the Aging Services Network had been stagnant or declining steadily. Historically, Older American Act dollars represented a majority of funding to Area Agencies on Aging. Today, this funding stream represents a smaller proportion of total funding. In Michigan since the state's income tax base is intricately linked to the automobile industry, state tax revenues are caught in the same downward spiral. This means less state funding is available for services.

Yet, there is cause for hope on the horizon. Plans are underway for federal relief in the form of

legislative policy and the realignment of resources to help offset declines in funding and increase the efficiency of available funding. In addition, opportunities to collaborate with health and long term care providers may have a positive impact on the Aging Services Network. While these opportunities are as yet undetermined, the one certainty is that more emphasis is being placed on the value of home and community-based services. It is anticipated that demand will increase for local service providers with a high quality, cost-effective array of options to enhance consumer choice. From all evidence, home and community-based service providers will play an integral role in national and state goals to reduce the overall costs of long term care. The value of the local provider network has been clearly established. Future growth is imminent. The caveat, however, is that new operating strategies must be in place for local providers take advantage of these opportunities for growth.

The Detroit Area Agency on Aging is among the leading agencies to announce bold, new initiatives to modernize its service delivery system and reposition the network for increased future opportunities. The initiatives will, in effect, serve to reposition the Detroit Area Agency on Aging and its service provider network as stronger and better able to operate efficiently and cost-effectively in the current turbulent environment. Furthermore, the new direction being proposed will align us with the anticipated direction of future funding streams.

The Detroit Area Agency on Aging's 2010 – 2012 Request for Proposals for Core Supportive Services reflects a funding strategy to bundle the in-home services of Home Care Assistance, Chore Services and Respite Care and to establish five (5) service areas within PSA 1-A. Each provider must offer all three services: Home Care Assistance, Chore Services, and Respite Care. These Core Supportive Services provider contracts will be negotiated on a fee-for-service agreement with capitation. The intended results of this funding strategy will be to strengthen the service provider network and prepare it to meet new opportunities arising in partnership with DAAA and from their own initiatives.

Going forward, we consider DAAA funding as “seed money” meaning funding upon which providers can position their organizations for growth. It is our expectation that the selected service providers will be part of a viable and credible provider network with each organization having the capacity to develop the following marketable competencies:

- ✓ Flexible, Adaptive Entrepreneurial Leadership
- ✓ Multi-Disciplinary Product Line
- ✓ Accreditation Suitable for Medicare Environments
- ✓ Fee-for-Service, Cost-Sharing, and Private Pay Capabilities
- ✓ Technologically Advanced Financial and Data Tracking Systems
- ✓ Services Based on Best Practices
- ✓ Evidence-based Programming
- ✓ Person-Centered Planning
- ✓ Overall High Quality, Cost-Effective, and Efficient Service Delivery

A. PLANNED FUNDING FOR SERVICE CATEGORIES

Applicants may submit proposals for providing the following services during fiscal year 2010: Home Care Assistance, Respite Care and Chore Services. **Under this Core Supportive Services Request for Proposals, successful applicants will be required to provide all three (3) services; grants will not be awarded for individual service**

categories. Definitions of these services are provided below. Applicants must review and adhere to the service definition and minimum standards for each service category as defined by the Michigan Office of Services to the Aging Operating Standards for Service Programs and Detroit Area Agency on Aging. Copies of these standards are available upon request at the DAAA office. **Service delivery must occur within DAAA’s geographic planning and service area.**

Service Area	60+ Population	ZIP Codes	Funding Capitation	
Northwest	32,572	48219, 48223, 48227, 48228, 48235	Home Care Assistance	\$160,724
			Respite Care	\$ 46,859
			Chore Services	<u>\$ 25,212</u>
			Total	\$232,795
Southwest	34,910	48204, 48206, 48208, 48209, 48210, 48216, 48217, 48238	Home Care Assistance	\$175,335
			Respite Care	\$ 51,119
			Chore Services	<u>\$ 27,504</u>
			Total	\$253,958
North	39,364	48203, 48205, 48211, 48212, 48213, 48221, 48234	Home Care Assistance	\$197,252
			Respite Care	\$ 57,509
			Chore Services	<u>\$ 30,942</u>
			Total	\$285,703
East	26,952	48201, 48202, 48207, 48214, 48215, 48224, 48226	Home Care Assistance	\$131,502
			Respite Care	\$ 38,340
			Chore Services	<u>\$ 20,628</u>
			Total	\$190,470
Far East	13,361	48225, 48230, 48236	Home Care Assistance	\$ 65,750
			Respite Care	\$ 19,170
			Chore Services	<u>\$ 10,314</u>
			Total	\$ 95,234

1. **HOME CARE ASSISTANCE** (In-Home)

Total Planned Level of Funding for All Service Areas: \$730,563

Unit: One hour spent performing allowable activities.

Provision of in-home assistance with activities of daily living and routine household tasks to maintain an adequate living environment for older persons with functional limitations. **Home care assistance does not include skilled nursing services.**

Allowable personal care activities include assistance with bathing, dressing, grooming, toileting, transferring, eating, and ambulation. Allowable homemaking tasks include laundry, ironing, meal preparation, shopping for necessities including groceries and light housekeeping. The service also includes observation, recording,

and reporting changes in clients' health status and home environment.

2. **RESPITE CARE** (In-Home)

Total Planned Level of Funding for All Service Areas: \$212,997

Unit: Each hour of respite care provided.

Provision of companionship, supervision, and/or assistance with activities of daily living for persons with mental or physical disabilities and frail older persons in the absence of the primary caregiver(s). Respite care may be provided at locations other than the client's residence.

3. **CHORE SERVICES** (In Home) – *Funded only by Wayne County*

Total Planned Level of Funding for All Service Areas: \$114,600

Unit: One hour spent performing allowable chore tasks.

Non-continuous household maintenance tasks intended to increase the safety of the individual(s) living at the residence. Allowable tasks are limited to the following:

- Replacing fuses, light bulbs, electrical plugs, and frayed cords.
- Replacing door locks and window catches.
- Replacing/repairing pipes.
- Replacing faucet washers or faucets.
- Installing safety equipment.
- Installing screens and storm windows.
- Installing weather stripping around doors.
- Caulking windows.
- Repairing furniture.
- Installing window shades and curtain rods.
- Cleaning appliances.
- Cleaning and securing carpets and rugs.
- Washing walls and windows, scrubbing floors.
- Cleaning attics and basements to remove fire and health hazards.
- Pest control.
- Grass cutting and leaf raking.
- Clearing walkways of ice, snow, and leaves.
- Trimming overhanging tree branches.

NOTE: Finalization of contracts is subject to the availability of funding.
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B. TARGETING SERVICES

The Older Americans Act requires AAAs to target service provision to persons considered to be in the greatest economic or social need, with emphasis on serving **low-income, minority** individuals. The Older Americans Act includes the following statement:

Providers of service shall:

Specify how the provider intends to satisfy the service needs of low-income minority

individuals in the area served, including attempting to provide services to low-income, minority individuals at least in proportion to the number of low-income, minority older persons in the population served by the provider.

Factors that could be indicative of need include: low-income, minority status, frailty, age 75 and over, homebound, mental or physical disability, non-English speaking, cultural or social isolation, living alone, lack of access, or inability to access community resources.

NOTE: Contracts with DAAA will emphasize that Care Management clients are to be given service priority.

C. REVIEW / SELECTION PROCESS

Proposals must address the components outlined in the RFP, which were developed by DAAA in accordance with governing policies and authorizing rules, standards, and regulations. Proposals must contain the authorized organizational signatures, complete and accurate information as requested, and appropriate documentation as required.

Proposals will be reviewed and evaluated using established criteria. Proposals will also be evaluated and selected for reasonableness and competitiveness of costs and services; a program design that meets the needs as indicated in the proposal; equitable geographical distribution in our planning and service area; severity of need; past performance, if applicable; and availability of funding.

All applicants will be notified in writing of the funding decisions.

Information provided by the applicant that is willingly, knowingly, and purposely false, inaccurate, or misleading will be grounds for not considering a proposal for funding, for not awarding a contract, or for canceling a contract, if awarded.

D. SUBMISSION DATE

Proposals are due not later than Monday, 5:00 p.m. EST, July 6, 2009, at the Detroit Area Agency on Aging office, 1333 Brewery Park Blvd., Suite 200, Detroit, MI 48207-4544.

NOTE: A Pre-Proposal Conference will be held on Wednesday, June 10, 2009, at 10:00 a.m. at Historic Trinity Lutheran Church, 1345 Gratiot, Detroit, MI 48207. This conference is the primary means of addressing questions and comments concerning this RFP. Limited technical assistance after the conference will be provided by appointment until Friday, June 19, 2009 from 10:00 a.m. until 4:00 p.m., Monday through Friday. NO ASSISTANCE WILL BE PROVIDED AFTER THIS TIME.

Submit one (1) original AND four (4) copies. (Late applications will be rejected).

E. FUND DISTRIBUTION IN PSA 1-A FOR FISCAL YEAR 2010

As in past years, the DAAA will utilize a competitive bid process for distribution of funds within PSA 1-A. The figures indicated in the AIP for fiscal year 2010, and in the Planned Funding for Service Categories section of the RFP, are subject to change due to Congressional and/or State or County legislative action with regard to appropriations. The figures included are provided as a means to show what this region may receive.

The DAAA Board of Directors' awards shall be made to the responsible bidder whose bid is responsive to the RFP and is most advantageous to the area agency with all factors, including cost, being considered. All bids may be denied at the determination of the DAAA Board of Directors and a second request for proposals issued.

The DAAA Board of Directors has the discretionary authority to restructure the priority ranking of service objectives and/or the anticipated dollar amounts which apply to the services listed. Further, the Board has the authority to add or delete service objectives that are to receive funding for fiscal year 2010.

Contracts will be awarded to agencies whose applications best meet the stated criteria and are most advantageous to the DAAA goals of effective delivery of quality services.

Should the DAAA Board of Directors feel this is not reflected in applications received, it reserves the right to deny all applications and issue a second request for proposals for the specific service. All applicants have the responsibility for identification of goals, the development of a project plan to meet those goals, and the identification of gaps in current services. Well-planned and realistic service elements should be able to be implemented with a minimum of delay. Proposals must give priority to developing those activities and services which will assist and benefit seniors and their caregivers, as applicable, who are in the greatest social and economic need; low income and/or minority; frail elderly; physically and/or mentally impaired; and non-English or limited English speaking. Planning functions and the preparation of the grant application should be coordinated with participatory community groups and agencies.

APPLICATION GUIDELINES

The Request for Proposals process is to ensure that a fair and objective method is used for acquiring services for older persons and their caregivers with the public funds administered by Detroit Area Agency on Aging.

This RFP, however, does not commit DAAA to award a contract, to pay any cost incurred in the preparation of an application in response to this request, or to procure a contract for services or supplies.

DAAA reserves the right to accept or reject any or all proposals received as a result of the request, to negotiate with all qualified sources, or to cancel, in part or in its entirety, this RFP if it is in the best interest of this planning and service area. Further, all requested funds are subject to reduction based upon final award selections.

Funding is dependent upon the continuing availability of Older Americans Act, including National Family Caregiver Support Program (Federal) and/or State and County funds, contractor performance and determinations of need, services, activities, and delivery methods.

Budget development should reflect reasonable costs to implement the program or service proposed. In the case of an ongoing project, the applicant's existing financial commitment must be maintained during the period of Area Agency support. For new contracts, the local match is 10% for the first year for both State and Federal funds. In the second year of ongoing funding, the local match requirement is 15%, or maintenance of effort.

In addition, all proposals shall have outcomes that are measurable and consistent with the service standards developed by the Michigan Office of Services to the Aging. These standards are available through the Detroit Area Agency on Aging and will also be available at the Pre-Proposal Conference.

Once a contract is issued to an applicant agency, that organization becomes fully responsible for administration of the program and activity and expenditures of awarded funds according to Federal and State Regulations and other policies or regulations. Each organization will be liable for any disallowed expenditures of funds and should discuss in the proposal how disallowed costs will be repaid to DAAA by the contractor, from non-Older Americans Act, including National Family Caregiver Support Program and/or State and County funds.

A. ELIGIBLE APPLICANTS

A public, private non-profit, for-profit corporation, or organization/institution which is incorporated in accordance with State statutes and which is authorized to conduct business in the State of Michigan is eligible to apply, providing the following conditions are also met:

- ✓ **The applicant agency has been in existence for a minimum of three (3) years;**
- ✓ **The applicant agency must be financially viable, as evidenced by a positive fund balance or net worth in its financial position;**
- ✓ **The applicant agency is current on all Federal, State and Local taxes, or is**

current on any payment arrangements for previously delinquent taxes.

All proposers, including current and previous contractors, must submit a copy of the incorporation papers with this proposal, with the exception of local units of governments.

B. CRITERIA FOR ACCEPTANCE AND REVIEW OF APPLICATIONS

1. The utilization of the DAAA format is required.
2. All applications submitted to DAAA for Federal, State, and/or County funding must meet the following basic criteria if an application is to be considered:
 - a. Each agency must submit a *Section I: Agency Information* packet and a *Section II: Program Information* packet.
 - b. Applications **must** be typed. Handwritten applications are unacceptable and will not be reviewed.
 - c. An **original** and **four copies** of the *Section I: Agency Information*, and an **original** and **four copies** of *Section II: Program Information* of the proposal are required.
 - d. Proposals must be received in the DAAA office at 1333 Brewery Park Blvd., Suite 200, Detroit, MI 48207-4544 by **5:00 p.m. EST, Monday, July 6, 2009**. (Late applications will be rejected.)
 - e. Proposals must address published service categories only, as included and described in this RFP.
 - f. All required documentation requested in the application and listed on the application checklist must be included with the proposal.
 - g. A copy of the insurance certificates, audit finding information, certified audit (or financial statements), IRS Form 941 with proof of payment, IRS Form 990 or 1120, Articles of Incorporation, 501 c(3) notification letter, and the agency annual report are required.
 - k. The applicant is required to submit a completed Unit Cost Analysis with application.
 - l. Authorized personnel must sign the application.

* The DAAA staff will determine the adequacy of proof. If proof submitted is deemed insufficient, staff will contact the applicant and will give the applicant three working days (72 hours) from the time of notification to provide the necessary proof. If this is not provided, the application will be returned promptly to the applicant by registered mail.

C. PROPOSAL REVIEW CRITERIA

Proposals received in response to this RFP will be reviewed and scored in four categories as follows:

1. **AGENCY QUALIFICATIONS AND EXPERIENCE** will be evaluated for the agency's ability to demonstrate their proficiency to operate the program or service for which it is applying, including, but not limited to, its legal status, mission, governance, leadership, experience in serving the population to be served by this proposal, experience in providing the proposed service.
2. **MANAGEMENT AND FINANCIAL CAPACITY** will be evaluated for the agency's ability to demonstrate their capability to perform all contract requirements, including, but not limited to, its financial viability, entrepreneurial activities, organizational structure, administrative qualifications, management information system, technological capabilities, accounting system, audit procedures, internal control systems, past and pending legal issues, and previous audit/monitoring findings, if applicable, etc.
3. **PROGRAM DESIGN** will be evaluated for completeness of the program, given the problems identified and described in the problem need statement, and given the requirements of the service definition. Also, the staffing positions, qualifications of the program staff, and their ability to implement the proposed program or service will be reviewed for reasonableness, in addition to any current implementations of best practices research and models. Program design will also be evaluated for:
 - a. Adherence to Minimum Standards
Proposed program designs are to be in compliance with the provisions of the Older Americans Act, and with OSA Operating Standards for Service Programs.
 - b. Consideration of Clients' Rights
Clients' access to service, respect for clients' rights, responsiveness to needs, solicitation of feedback, provision of client-oriented service, etc. will be evaluated.
 - c. Targeting
Outreach to those in greatest economic and social need, and prioritization of service to those with most substantial unmet need is required.
 - d. Coordination / Networking / Non-Duplication
The ability to assist clients to access the service delivery network in ways which avoid unnecessary duplication of effort will be evaluated.
4. **UNIT COST AND OTHER RESOURCES** will be evaluated for reasonableness in

assigning costs (i.e., reasonable costs to implement the program or services proposed), the unit and client costs, the staffing and administration costs, and the overall budget relationship of costs to program design. Proposals will also be evaluated on their strength in procuring and developing other resources to assist with the implementation of the program (i.e., the utilization of cash and in-kind non-federal resources to pool with DAAA funds) and the agency's ability to repay any disallowed cost to the program.

<p>NOTE: Past and currently funded contractors will also be evaluated based on:</p> <ul style="list-style-type: none">◆ Contractor performance.◆ Submission of timely and accurate program and financial reports.◆ Programmatic and financial assessment findings, including corrected compliance recommendations.◆ Client feedback.

D. REVIEW PROCESS

1. GRANT REVIEW COMMITTEE

The Grant Review Committee, selected by the Chairperson of the DAAA Board, includes members of Board of Directors and Advisory Council.

- ◆ The committee will make funding recommendations that will be forwarded to the DAAA Board Executive Committee and then submitted to the Board of Directors for approval.
- ◆ The Advisory Council will be informed of funding decisions made by the Board of Directors.

2. EXECUTIVE COMMITTEE

The DAAA Board Executive Committee will review the recommendations for final report of recommendations to the DAAA Board of Directors.

3. BOARD OF DIRECTORS

The DAAA Board of Directors will review recommendations at an open meeting. They will select fiscal years 2010 through 2012 providers, funding levels, levels of service to be provided, and contract conditions (if any).

The Board of Directors reserves the right to:

- a. Reject any and all proposals.
- b. Modify, during the course of the bidding, selection, and contracting process, any and all parts of the process for valid reasons, as determined by the Board.
- c. Accept any proposal for specified reasons regardless of scoring or evaluation by any committee or other entity.
- d. Offer a contract to any applicant for a service or service area different from that proposed.
- e. Require any applicant to resubmit or modify a proposal under specified conditions.
- f. Reject any proposal as incomplete or non-responsive, as determined by the Board.
- g. Contact an applicant for additional information or clarification.

4. NOTIFICATION TO APPLICANTS AND APPEALS

After funding recommendations have been approved by the Board, all applicants will be notified of funding decisions made by the Board. Any applicant shall have the right of appeal. The Appeals Procedure will be sent to all applicants. Notification to bidders will be sent to the person so identified in the application.

5. CONTRACTS

Contracts will be signed, and reimbursement will take place when all the contract conditions (stipulations) noted have been satisfactorily resolved. DAAA staff will be available to discuss with contractors negotiable contract conditions after the DAAA Board of Directors awards contract funds.

E. REPORTING REQUIREMENTS

1. MONTHLY REPORTS

- a. Financial Status Report (FSR).
- b. Program Performance Report (PPR).
- c. National Aging Program Information System (NAPIS) Reports, as required.

2. DUE DATES

All reports are due in the DAAA office on the tenth of the month following the end of the report period. If the tenth falls on a day the DAAA is closed, the reports are due the first working day thereafter. Failure to provide accurate and timely reports will delay reimbursement and may lead to probationary status, as defined in the contract.

F. ASSESSMENTS AND TECHNICAL ASSISTANCE

DAAA conducts an assessment of all contractors each year. The first aspect of the assessment focuses on how the service is provided. It involves a review of records and forms, the management information system, progress towards meeting program objectives, compliance with service standards, and so on. It may include contact with a sampling of clients.

The second aspect of the assessment focuses on financial issues. It involves a review of the financial management system, verification of reported income expenditures and units, compliance with Federal and State standards, compliance with Generally Accepted Accounting Principles, etc.

The assessment is conducted at the appropriate contractor site(s) and usually takes several hours to complete, during which contractor staff must be available as needed. If problem areas are identified, follow-up visits may be necessary.

The assessments are to ensure that contractors are providing and managing services in the best interests of both the clients being served and the taxpayers whose funds are supporting the service. It is both our responsibility and desire to help all contractors achieve this goal. For that reason, part of the assessment process is to identify and provide (or arrange for) technical assistance to contractors.

G. CONTRACT PERIOD

In most cases, the contract will be executed for the period from October 1, 2009, through September 30, 2010. Unless the contract specifies such a part-year period, contractors must maintain the capacity to provide service during the entire contract period. Contractors providing levels of service below projected levels may be subject to a reduction of funding.

H. MULTI-YEAR CONTRACTING

The DAAA Board of Directors approved a policy of contracting with successful applicants for the following services on a three-year basis to coincide with the three-year Area Plan Cycle:

For fiscal years 2010 - 2012, all services in this RFP will be eligible for multi-year contracting.

Successful applicants will be given an exclusive right to continue a multi-year contract if all of the following conditions are satisfied:

1. A proposal to provide any of these services during fiscal year 2010 was received and that proposal, including unit cost, is approved by the DAAA Board.
2. DAAA's monitoring and assessments indicate that quality service is being provided.
3. The continuation is subject to availability of funds.
4. The service category is still approved and retained as an allowable and funded service in DAAA's Annual Implementation Plan.

A new RFP can be issued prior to or during fiscal years 2010 through 2012 under the following instances:

1. Inadequate contract performance as verified by DAAA assessments during fiscal years 2010 through 2012;
2. In the event of any subsequent amendment to the Multi-Year Plan or Annual Implementation Plan;
3. In the event of any significant change in the policies, scope, or nature of the service to be provided as related to State, Federal, or DAAA requirements;
4. If contractor's actual unit cost is unacceptable to DAAA;
5. If the DAAA Board determines that there is a need for an additional contractor(s);
6. If a service category was not approved for multi-year funding.

Assuming a Multi-Year Contract has been awarded and is in effect, services will not be open for bids in fiscal years 2011 - 2012, except for the above conditions.

Contractors will not be expected to resubmit a complete proposal for fiscal years 2011 through 2012. The contractors will, however, need to submit a budget for fiscal years 2011 through 2012, indicate changes in their operation from those described in their fiscal year 2010 application, and provide an updated work plan and information as required by DAAA.

I. CONDITIONS AND DISCLAIMERS

1. All funding allocations and planned levels of services are exclusively for the Planning and Service Area (PSA) of the Detroit Area Agency on Aging.
2. DAAA will accept no fiscal responsibility for costs related to the preparation of any

proposal. Contracted levels of service are not to be adversely affected by proposal preparation.

3. All copies of proposals become the property of DAAA upon submission. Proposals will be available for public inspection upon selection of contractors by the Board of Directors of DAAA unless an applicant demonstrates that DAAA is obligated to maintain confidentiality. At the time of submission, the applicant must designate and label all confidential material and submit a statement as to why it is confidential. All requests for continued confidentiality are subject to approval of DAAA.
4. Procurement of all equipment and supplies for a service under contract with DAAA will be the responsibility of the applicant. Title to all equipment with costs in excess of \$5,000 and with a useful life of more than one year will remain with the State of Michigan. At the conclusion of the contract period of any contractor whose contract is not renewed in whole or in part by DAAA, any equipment purchased under any current or prior contract with DAAA shall be subject to repossession or redistribution by the state of Michigan or its authorized agent.

J. NON-DISCRIMINATION / FACILITY COMPLIANCE

Applicant agencies must assure compliance with the following:

Civil Rights Compliance

Programs must not discriminate against any employee, applicant for employment, or recipient of service because of race, color, religion, national origin, age, sex, height, weight, or marital status. Each program must complete an appropriate DHHS (Federal Department of Health and Human Services) form assuring compliance with the Civil Rights Act of 1964. Each program must clearly post signs at agency offices and locations where services are provided in English, and other languages as may be appropriate, indicating non-discrimination in hiring, employment practices, and provision of services.

Equal Employment

Each program must comply with equal employment opportunity and affirmative action principles.

Universal Precautions

Each program must evaluate the occupational exposure of employees to blood or other potentially hazardous materials that may result from performance of the employee's duties and establish appropriate universal precautions. Each provider with employees who may experience occupational exposure must develop an exposure control plan, which complies with Federal regulations implementing the Occupational Safety and Health Act.

Drug Free Workplace

Each program must agree to provide drug-free workplaces as a precondition to receiving a federal grant. Each program must operate in compliance with the Drug-Free Workplace Act of 1988.

Americans With Disabilities Act

Each program must operate in compliance with the Americans with Disabilities Act .

Workplace Safety

Each program must operate in compliance with the Michigan Occupational Safety and Health Act (MIOSHA). Information regarding compliance can be found at www.michigan.gov.

K. DEBARMENT AND SUSPENSION

With the completion of this application, the prospective recipient certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

L. AUDIT PROVISIONS

Successful applicants must, under certain circumstances, arrange to pay for audits of their organizations and programs. Therefore, it is important that each applicant determine what audits will be required and provide sufficient funds in its budget if it must conduct audits. Information relative to audit requirements may be obtained from your accountant, the IRS, and/or the DAAA Finance Department.

M. INSURANCE

Appropriate and required insurance coverage must be effective for all successful applicants. Minimum requirements are listed in the application. In those instances where consultants and/or contracted service affiliators are to be included, appropriate insurance must be required and documented.

N. APPEALS PROCEDURES

DAAA's Appeals Procedure will be sent to all unsuccessful bidders and is available upon request at the DAAA office.

O. CLIENT BILL OF RIGHTS (MODEL)

The services you have requested are funded under a contract with the Detroit Area Agency on Aging (DAAA), and are funded by the U.S. Older Americans Act, and/or the State Older Michiganians Act. Under the terms of this contract:

YOU HAVE THE RIGHT:

1. To be protected from discrimination or violation of your civil rights.
2. To contact the service provider by telephone without charge (that is, you may call

collect or get a toll-free number, if necessary).

3. To be given a clear reason if you are denied service, placed on a waiting list, or terminated from service. You also have a right to request and receive this reason in writing.
4. To appeal a denial of service, placement on a waiting list, or termination of service to DAAA or to appropriate State or Federal agencies (a list of these agencies is available from DAAA).
5. To confidentiality (that is, no one except the service provider or DAAA staff may look at your records without your permission).
6. To be treated with courtesy and respect at all times.
7. To be given the opportunity to provide confidential feedback regarding the quality of service received.
8. To be given the opportunity to make a confidential donation to the program.
9. To continued service, funds permitting, even if you do not make a donation.
10. To file a formal or informal grievance about any matter related to the service.
11. To continued service, without retribution, even if you file a grievance (that is, the service provider may not terminate your service just because you filed a grievance).
12. To have your grievance resolved promptly, fairly, and confidentially.
13. To appeal the resolution of your grievance to the President and CEO of DAAA, if you are not satisfied with the resolution to the service provider.

NOTE: The service provider must have written procedures for handling such appeals.

14. To contact DAAA at any time and for any reason:

Detroit Area Agency on Aging
1333 Brewery Park Blvd., Suite 200
Detroit, MI 48207-4544
(313) 446-4444

15. To have these rights explained to you in a clear, understandable manner.

Model adopted by DAAA Board of Directors at its March 16, 1987 meeting.

P. HIPAA REQUIREMENTS

Agencies that receive funding from the Detroit Area Agency on Aging are required to be in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Specific requirements are described in the Business Associate Agreement that is to be signed and attached to the application as indicated in the application instructions.

Q. LEGAL REFERENCES

The following is a list of applicable legal references:

OAA Older Americans Act, as amended. This is the Federal legislation and primary authority for DAAA operations and services. This legislation was enacted by Congress in 1965 and has since been amended several times.

CFR Code of Federal Regulations, promulgated to effect the provisions of OAA and other Federal law, specifically:

45 CFR 1321 Interim Final Rules, issued April 1, 1985 and revised October 1, 2002, regarding Grants for State and Community Programs on Aging (i.e. Older Americans Act).

45 CFR 74 Department of Health and Human Services Administration of Grants (revised October 1, 2002).

OMB U.S. Office of Management and Budget circulars regarding management and use of Federal funds, specifically:

OMB A-102 Grants and Cooperative Agreements with State and Local Governments.

OMB A-110 Uniform Administrative Requirements for Grants and Other Agreements with Institutions of Higher Education, Hospitals, and other Non-profit Organizations.

OMB A-122 Cost Principles for Non-profit Organizations.

OMB A-133 Audits of States, Local Governments, and Non-profit Organizations.

OSA-MS Office of Services to the Aging minimum standards (pertinent parts are enclosed). Specific citations are coded as follows:

OSA-MS-General	General Requirements for All Service Programs
OSA-MS-Access	General Requirements of Access Service Programs
OSA-MS-In-Home	General Requirements of In-Home Service Programs
OSA-MS-(Letter)-(Number)	Service Definitions and Specific Minimum Standards for each service, subdivided into Access (letter "A"), In-Home (letters "B") and Community (letter "C").
OSA-OSAAA Operating	Standards for Area Agencies on Aging, specifically:
OSA-OSAAA-C-4	Contracting for Service Provision (referenced in OSA-MS-General #1).

All of these materials are available for inspection and copying (at a nominal cost) at the DAAA office. Most local libraries should have at least the Federal materials.

APPLICATION INSTRUCTIONS

The application packet has been designed to standardize and expedite the review of your grant application. **No other format will be accepted.** Long or elaborate responses will not enhance the prospects of approval. These forms ask pertinent questions with sufficient space provided in most cases to be answered concisely. Unless otherwise required by instructions, we urge constraint in attaching extra sheets or paper to answer these questions. If, however, additional pages are needed as an attachment to a particular form, these pages may be added.

Each applicant agency must submit
Section I: Agency Information and
Section II: Program Information

SECTION I: AGENCY INFORMATION

SECTION I - COVER SHEET

Complete the application cover sheet, page A-1, with agency information.

ASSURANCES AND COMPLIANCE WITH APPLICABLE LAWS/REGULATIONS

The forms on page A-2 and A-3 should be reviewed and signed by the person duly authorized to conduct the agency's legal responsibilities.

ASSURANCE OF COMPLIANCE WITH TAX REQUIREMENTS

Complete the table on page A-4 according to the instructions provided on the page. If necessary, attach additional information directly behind page A-4. Sign the page.

MINORITY CONTRACTOR STATUS/BOARD OF DIRECTORS

1. Indicate whether or not your agency is a minority contractor using the designated criteria on page A-5.
2. Indicate the total number of Directors on the Board and the frequency of meetings.
3. List the board members, noting those who are minority with an asterisk (*) and their credentials. Provide copies of the minutes from the last three (3) board meetings labeled as **Attachment A** at the end of the *Section I: Agency Information* portion of the proposal.

INSURANCE

Indicate on the chart on page A-6 the amount of insurance coverage that the applicant agency has. Attach copies of the cover page for each type of insurance, to be included as **Attachment B** at the end of the *Section I: Agency Information* portion of the proposal. If the agency does not currently

have the minimum requirements, indicate an intent to purchase the required insurance upon notice of a grant award.

AGENCY INFORMATION NARRATIVE

Provide a concise narrative addressing each question on pages A-7 through A-9. Long or elaborate responses will not enhance the prospects of approval. Unless otherwise required by instructions, we urge constraint in attaching extra sheets or paper to answer these questions. Label the narrative as **Attachment C**.

Agency Profile

Provide a brief description of the agency's background, mission, experience in serving the target population, experience providing the proposed service(s), and total services offered. Include an organizational chart as **Attachment D** at the end of the *Section I: Agency Information* portion of the proposal.

Financial Management

Provide a description of the agency's financial management of the agency. Include details regarding any audit findings as **Attachment E** at the end of the *Section I: Agency Information* portion of the proposal. Also include a copy of the certified audit (or financial statements) as **Attachment F**; IRS Form 941 with proof of payment as **Attachment G**; IRS Form 990 or 1120 as **Attachment H**; Articles of Incorporation as **Attachment I**; agency's 501 c(3) notification letter as **Attachment J**; and a copy of the most recent Annual Report as **Attachment K**.

Agency Administration

Provide a description of the agency's administrative capabilities, by answering each question concisely.

Client Grievance Procedures

Describe the agency's client grievance procedure and how clients will be made aware of this procedure. A sample Client Bill of Rights that may be adopted as is, or revised for your specific agency, has been included in the Instruction portion of the RFP. Provide, as **Attachment L** at the end of the *Section I: Agency Information* portion of the proposal, a copy of the agency's grievance procedure and indicate the agency's commitment to adopt the DAAB Model.

BUSINESS ASSOCIATE AGREEMENT

Attach a completed and signed copy of the Business Associate Agreement (Appendix A) to assure compliance with the Health Insurance Portability and Accountability Act (HIPAA) as **Attachment M**.

SECTION II: PROGRAM INFORMATION

SECTION II - COVER SHEET

Complete the program information cover sheet on page A-10. Be sure to indicate the appropriate Service Category and the amount of funding requested. Note the number of clients to be served and the number of units to be provided. Refer to the specific service definitions in the RFP Instructions for the definition of a unit of service.

PROGRAM NARRATIVE

Provide a concise narrative addressing each question on pages A-11 through A-12. Long or elaborate responses will not enhance the prospects of approval. Unless otherwise required by instructions, we urge constraint in attaching extra sheets or paper to answer these questions. Label the narrative as **Attachment 1** at the end of the *Section II: Program Information* portion of the proposal.

Statement of Need

Clearly state the specific need the proposed project will address. Demonstrate an understanding of how the proposed project will impact needs.

Service/Program Description

1. OVERVIEW - State the service to be delivered by your project to meet the need stated under Statement of Need. In completing this section, it is recommended that you reference the applicable service definition. Within the stated guidelines, please keep in mind that we are asking for a description of your proposed services and programs, and timeframe/process for start-up, if necessary.
2. PROGRAM DESIGN – Provide clear, concise responses to all the items listed.
3. COMMUNITY TO BE SERVED – If not serving the entire PSA, provide a sketch of a map showing the exact boundaries where your service(s) will be provided. Include this map as **Attachment 2** at the end of the *Section I: Program Information* portion of the proposal.
4. TARGET POPULATION - Plans for targeting frail, low-income, minority, and disabled older adults should be clearly developed and stated. Also, the statement must assure that elderly members of Native American tribes and organizations will be provided access to services.

NOTE: Successful applicants will be required to provide a comprehensive work plan including goals, objectives, and time lines.

Project Management and Staffing

Provide detailed management plans that clearly delineate each program member's area of responsibility and how key staff will be accountable for carrying out their responsibilities. Include job descriptions as **Attachment 3** at the end of the *Section I: Program Information* portion of the proposal. Describe the management and direct service experience of the program staff. Describe the duties and qualifications of current staff and of any staff to be filled. Describe the agency experience with turnover of program staff. If direct service staff are treated as independent contractors, attach a determination from the IRS that this designation is appropriate and acceptable. This documentation should be included as **Attachment 4** at the end of the *Section I: Program Information* portion of the proposal.

Programmatic Capacity

Indicate the number of clients served on a daily basis and an annual basis. Also describe plans to bring on new programs.

Procurement of Other Resources

Describe plans to procure other resources for support of the proposed program.

CONSULTANT/CONTRACTUAL SERVICE AFFILIATION AGREEMENT

Complete this form on page A-13 only if consultant services or an affiliate agency will assist in service provision under this project. If services are to be provided by an affiliate agency or consultant, the relationship of that agency or consultant to the applicant agency, and the individual service provided, must be clearly established. Use a separate form for each consultant. Each consultant should also be clearly indicated in the budget. This documentation should be included as **Attachment 5** at the end of the *Section I: Program Information* portion of the proposal.

GENERAL BUDGET INFORMATION

A. MULTI-YEAR CONTRACTS

When applicable, an updated Service Level & Cost Per Unit Analysis and work plan will be required for each subsequent funding year of the contract period.

B. LOCAL MATCH REQUIREMENTS

Non-Federal local match is the contribution of local share required to match Federal and/or State funds.

1. **Federal and State Funds**

The minimum required percentage of local match for Federal or State fund is 10% for the first year of funding; 15% for the second year and maintenance of effort, thereafter.

2. **Maintenance of Effort**

Federal policy requires maintenance of effort for local match established that was previously generated and above the minimum local match required.

An example of how to compute the amount of local match required is as follows (Note that the example used represents a 10% minimum match):

Step A

Grant Request divided (/) by 0.90 equals (=) Factor (in dollars)

$$\$54,387 / 0.90 = \$60,430$$

Step B

Factor minus (-) Grant Request equals (=) Minimum Local Match (in dollars)

$$\$60,430 - \$54,387 = \$6,043$$

$$\text{Minimum Match (10\%)} = \$6,043$$

C. ELIGIBLE AND INELIGIBLE EXPENSES

1. **Eligible Expenses**

The following list indicates generally allowable cost categories for which Title III funds may be expended:

Accounting	Exhibits
Advertising	Insurance and Indemnification
Audit Services	Maintenance and Repair Costs
Budgeting	Material Costs
Building Lease	Meetings and Conferences

Communications	Memberships
Compensations for Personnel Services (such as wages, salaries, and employee fringe benefits)	Printing and Reproduction Professional Services Training and Education
Data Processing	Travel
Disbursing Services	Volunteer Reimbursement Expenses
Equipment Cost (limited)	

2. Ineligible Expenses

Ineligible costs are generally the following:

Bad Debts	Labor Relations Costs
Construction	Losses
Contingencies and Miscellaneous Expenses	Organization Costs Purchase of Vehicles
Contributions and Donations	Relocation Costs
Fines and Penalties	Severance Pay
Interest and Other Financial Costs	

E. INDIRECT COSTS

Indirect costs are also ineligible. While it is recognized that DHHS does permit such costs, with regard to the administration of Title III programs, DHHS policy also permits individual state discretion on determining the eligibility of claiming such costs.

For the State of Michigan, the Commission on Services to the Aging has adopted a policy that does not permit an applicant agency to claim indirect costs to carry out the operation of a Title III funded project. Examples may include, but are not limited to, executive salaries, accounting, auditing, and budgeting salaries, clerical, receptionist, switchboard, and other clerical service salaries.

If an applicant agency is awarded a grant but does not keep adequate and detailed time records of these expenses, DAAA will declare such expenses as indirect costs and will disallow them.

NOTE: Upon preparation of the Budget Forms, if there is a question as to the eligibility of an expenditure item, contact the DAAA Office (Finance Department) for clarification on the matter.

F. PROGRAM INCOME

3. Program income is that income which is dependent upon earnings or contributions provided for a service rendered and proceeds from program fund-raising activities. These earnings or contributions or proceeds from project-supported activities furnished in whole or in part with Federal grant funds must be used to expand the program as approved by the Prime Contractor.
4. **Program income cannot be used as local match by the Subcontractor.**
5. Program income must be used in accordance with the additive alternative and expended in the year in which it is generated. Agencies must report program income generated on a monthly basis.

Under the additive alternative, program income must be used for allowable costs under the program through which it is generated. It can be used to increase or expand the services offered.

6. Older persons may not be denied service because of their unwillingness or inability to contribute to the cost of service.
7. Agencies may not use a means test to determine eligibility for service.
8. Agencies must inform clients receiving service that they may donate to the specific service.
9. Agencies must establish procedures to ensure safe collection and handling of program income.

COST PER UNIT ANALYSIS INSTRUCTIONS

A. AGENCY NAME AND SERVICE AREA

Indicate the agency name and place a check mark next to the proposed service area. The ZIP codes associated with each service area are listed on page I-4.

B. SERVICE LEVELS

1. Indicate the funding requested for each service category (i.e., capitation). The capitation for each service category in each service area is listed on page I-4.
2. Indicate the proposed number of (unduplicated) clients to be served for each service category.
3. Indicate the proposed number of units to be provided for each service category.

C. UNIT COST ANALYSIS

Provide detail on the components of the cost per unit.

1. **Wages** – Includes wages paid to all permanent and part-time employees. Program staff describes those persons who carry out program functions: for example, program aides, chore workers, clerks, typists, custodians.
2. **Fringes** – Includes the employer's contributions for insurance, retirement, FICA, unemployment insurance, and other similar benefits for all permanent and part-time employees.
3. **Operating Costs** – Includes the direct expenses incurred in operating the program, such as supplies, mileage, etc.
4. **Administrative Costs** – Includes expenses incurred in directing an organization, but not directly involved in program operations, such as salaries of executives, costs of general services (accounting, human resources), etc. Administrative staff describes those persons who direct, plan, and/or supervise agency operations, and the administrative support staff, such as the executive secretary. **No more than 10% of the grant award should be used for Administrative costs.**

The **sum** of the costs of wages per unit, fringes per unit, operating costs per unit, and administrative costs per unit should equal the **total cost per unit**.

D. LOCAL MATCH

See the previous General Budget Information section for the minimum local match requirements.

1. **Amount** – Indicate the amount of non-Federal, cash or non-cash, resources to be

- provided by the agency as local match to support each service category.
2. **Item** – Indicate the purpose of allocation (i.e., line item).
 3. **Source** – Identify the source of local match.

NOTE:	<p>If the services of volunteers have been included as in-kind and as part of non-Federal participation for the proposed service, the applicant agency must identify the rate of pay and schedule used to compute their contributed participation.</p> <p>The value of anything donated in the performance of the service (office space, equipment, etc.) must be verified by supporting documentation (submittal of a statement from the agency's accountant, etc.). If other activities are occurring at the agency, all Federal costs must be prorated to the actual space, utilities, etc., used to operate the service.</p> <p>Attach statements from other groups which are contributing cash to support the proposed service (e.g., financial institutions, community block grant agency, etc.)</p>
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N. CHECKLIST

A “Checklist for Application Submission” is provided on the following page for use upon completion of your application. Please review the items to make sure you have complied with all appropriate requirements listed on the checklist, and that the application you are submitting is complete. **Documents should be labeled as indicated in the application, and fastened together in the order listed on the checklist.**

CHECKLIST FOR APPLICATION SUBMISSION

DOCUMENTS MUST BE SUBMITTED IN THE ORDER BELOW

(If an attachment is not applicable, insert a blank page labeled as the appropriate attachment and indicate that it is not applicable. ***Proposals AND copies MUST contain all the attachments listed.***)

REQUIRED DOCUMENTS	X	LABEL
SECTION I: AGENCY – (fasten documents together)		
A typed original and four copies (total of 5) of <i>Section I: Agency Information</i> .		Pages A-1 through A-6
Copy of minutes from last 3 board meetings		<i>Attachment A</i>
Copy of cover page from applicable insurances, indicating coverage amts.		<i>Attachment B</i>
Agency information narrative		<i>Attachment C</i>
Agency organizational chart.		<i>Attachment D</i>
Details of previous audit findings and resolution.		<i>Attachment E</i>
Certified audit (or specified financial statements if no certified audit).		<i>Attachment F</i>
Copy of IRS Form 941 with proof of payment.		<i>Attachment G</i>
Copy of current IRS Form 990 / 1120.		<i>Attachment H</i>
Copy of the Articles of Incorporation.		<i>Attachment I</i>
Copy of 501 c(3) notification letter.		<i>Attachment J</i>
Copy of most recent Annual Report.		<i>Attachment K</i>
Agency’s client grievance procedure/Bill of Rights.		<i>Attachment L</i>
Completed and signed Business Associate Agreement (Appendix A).		<i>Attachment M</i>
SECTION II: PROGRAM – (fasten documents together)		
A typed original and four copies (total of 5) of <i>Section II: Program Information</i> .		Page A-10
Program narrative		<i>Attachment 1</i>
If not serving entire PSA, map with street boundaries indicated.		<i>Attachment 2</i>
Job descriptions of key program management & professional staff.		<i>Attachment 3</i>
IRS determination for independent contractors.		<i>Attachment 4</i>
Consultant/Contractual Service Affiliation Agreement		<i>Attachment 5</i>
Service Level & Cost Per Unit Analysis		Page A-14
FINAL REVIEW PRIOR TO SUBMISSION		
Submitted proposal is for published service categories as indicated in this RFP?		
Proposal(s) reviewed for technical accuracy?		
All applicable questions answered and application complete?		
Required signatures on all documents?		
Proposal and 4 copies assembled in the order, and fastened, as outlined above?		