THREE RIVERS
AREA AGENCY ON AGING
PO BOX 1600
FRANKLIN, GA 30217-1600

REQUEST FOR PROPOSAL
FOR
GENERAL SERVICES
Elder Legal Assistance Program (ELAP)

Home & Community Based Services (HCBS)
Homemaker
Personal Care
Respite Care
Adult Day Care

RFP
20212024-B
For all questions about this RFP contact:
JOY Y. SHIRLEY, AAA DIRECTOR
JYSHIRLEY@THREERIVERSRC.COM

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Due On:
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1. INTRODUCTION

a) Purpose of Procurement Process: The Three Rivers Regional Commission Area Agency on Aging is requesting proposals from qualified offerors capable of providing

- Elder Legal Assistance Program (ELAP) services
- Home and Community Based Services (HCBS)
    - Homemaker
    - Personal Care
    - Respite Care
    - Adult Day Care

The successful offeror will provide programs and services throughout the ten county Three Rivers service delivery area (DHS DAS Region 4). **SEE APPENDICES**

b) AAA Vision, Mission, and Values –
Vision: Three Rivers Area Agency on Aging (TRAAA) aligns its vision, mission and values with the Administration on Aging, Administration for Community Living and the State of Georgia Division of Aging Services. TRAAA's vision is for persons to live longer, safer and well through the continuation of a vibrant aging services network at all levels through funding of low-cost, non-medical services and supports to provide means by which more seniors can maintain their independence.

Mission: Three Rivers Area Agency on Aging's mission is to work with Federal, State and other partners to assist older individuals, at-risk adults, persons with disabilities, their families and caregivers to achieve and maintain their health, well-being and self-reliant lives.

Values: Three Rivers Area Agency on Aging's values fall in line with those set forth by the State of Georgia Division of Aging Services and the Administration on Aging.

1. A Strong customer focus: TRAAA is driven by customer needs, not organizational needs. Our decisions involve our customers and includes choices.
2. Accountability and results: TRAAA is a steward of trust and resources that have been placed with us. Decisions are based on data analysis. TRAAA strives for quality improvement
3. Teamwork: TRAAA knows teamwork is how business is done. Decision-making is shared and everyone's opinion is valued. From teamwork comes innovation, creativity and opportunity. Collaboration is valued and ways to include others is sought after.
4. Open Communication: Communication is crucial; TRAAA uses open, two-way and responsive communication. Listening to customers and partners to provide accurate and timely information.
5. A Proactive Approach: TRAAA anticipates the needs of our customers and advocates on their behalf.
6. Dignity: The rights and self-worth of all people are respected.

7. Our Workforce: TRAAA realizes the vital importance of the workforce and volunteers. The workforce is treated with fairness and equity.
8. Trust: TRAAA is honest with its workforce and customers. Compassion and integrity underlie what we do and who we are.
9. Diversity: TRAAA values diversity in the workplace because it broadens perspective and enables customers to be better served.
10. Empowerment: TRAAA believes in customer self-determination. The rights of our customers and workforce are supported by giving choice and allowing them to assume responsibility for their decisions.
11. Positive Work Environment: TRAAA maintains a learning environment with opportunities to increase professional growth, knowledge and stimulate creative thinking. A shared sense of family is important.

c) Overview of the RFP Process – The objective of this RFP is to select one (or more) qualified Offeror's (as defined by Section - "Purpose of Procurement" to provide the services as outlined in the RFP to the Area Agency on Aging. This RFP process will be conducted to gather and evaluate responses from Offerors for potential award. All qualified Offeror's are invited to participate by submitting responses, as further defined below. After evaluation, all Offerors responses received prior to the closing date of this RFP and following negotiations (if any) and resolution of any contract exceptions, the preliminary results of the RFP process will be publicly announced, including the names of all participating Offeror's and evaluation results.

d) Schedule of Events – The schedule of events set out herein represents the Area Agency's best estimate of the schedule that will be followed. However, delays to the procurement process may occur which may necessitate adjustments to the proposed schedule. If a component of this schedule, such as the close date is delayed, the rest of the schedule may be shifted as appropriate. Any changes to the dates up to the closing date of the RFP will be publicly posted prior to the closing date of this RFP. After the close of the RFP, the Area Agency reserves the right to adjust the remainder of the proposed dates, including the dates of evaluation, negotiations, awards and the contract term on an as needed basis with or without notice.

Description	Date or Date Range	Time
Release of RFP	11/4/2019	
Deadline for written questions sent via email to the Issuing Officer	12/9/2019	5:00 PM
Bidder Conference at Three Rivers 13273 GA Highway 34, Franklin, GA 30217	12/17/2019	10:00 AM
Responses to written questions	12/11/2019	10:00 AM
Uniform Cost Methodology T/A Three Rivers, 13273 GA Highway 34, Franklin, GA 30217	12/17/2019	11:00 AM
Proposals Due/Close Date & Time	01/15/2020	10:00 AM
Proposal Evaluation Completed (on or about)	01/31/2020	10:00 AM

Negotiations with Identified Offerors (on or about) discretionary process, if needed	01/31/2020	10:00 AM
Final Evaluation (on or about)	01/31/2020	10:00 AM
Negotiation of Contractual Terms (on or about)	01/31/2020	10:00 AM
Notice of Award (on or about)	02/27/2020	10:00 AM

e) Restrictions on Communication with Staff – From the issue date of this RFP until a contractor is selected and the selection is announced, Offerors are not allowed to communicate for any reason with any AAA staff, except through the Issuing Officer named herein, or during the Offeror's conference, or as provided by existing work agreements. The AAA reserves the right to reject the proposal of any Offeror violating this provision. All questions concerning this RFP must be submitted in writing (fax or email may be used) to the Issuing Officer. No questions will be accepted except in written format. Only written responses will be binding upon the AAA.

f) Definition of Terms – Request for Proposal (RFP); Three Rivers Area Agency on Aging (TRAAA); Area Agency on Aging (AAA), Notice of Award; Uniform Cost Methodology (UCM). For more definitions and terms, see Department of Human Services (DHS) Online Directives Information System (ODIS) Division of Aging Services (DAS) Manual (MAN5300 Revised 10/20/2015) located online at http://odis.dhs.ga.gov/ChooseCategory.aspx?cid=817 § 204 Definitions and Taxonomy of Services.

g) Contract Terms - The contract term will coincide with the State of Georgia fiscal year (SFY) basis (July 1- June 30). The contract will have options to renew annually through the end of the current Area Plan cycle (July 1, 2020- June, 2024); additional contract periods will have a contract end date of June 30 each year. The annual renewal of the Offeror's contract shall be based on the availability of funds and the Offeror's successful contract performance the preceding year. Contract award will be by the issuance of a Notice of Award. Renewals will be accomplished through the issuance of Notice of Award Amendments.

2. MANDATORY REQUIREMENTS

This section identifies all mandatory requirements which must be present in the proposal before further consideration will be given. Offeror's response indicates the page number(s) where each mandatory requirement is substantiated.

a) Offeror's Qualification Requirements - Offeror must have a minimum of four (4) years' experience providing general services as outlined in the corresponding service appendices.

b) Business Requirements – Offeror must meet all requirements set forth in the Department of Human Services (DHS) Online Directives Information System (ODIS) Division of Aging Services (DAS) Manuals located online http://odis.dhs.ga.gov/ChooseCategory.aspx?cid=811. See Access to Services Manual 5200, Administration Manual 5600, Home and Community Based Services Manual 5300, and all pertinent directives provided therein.

c) Mandatory Submission Requirements – Offeror must have completed all budget documents and narrative; must have responded to all sections of the proposal; must have signed all required forms.

d) Budget Requirements – Offeror must submit a narrative to discuss costs and/or revenue and persons/units served. Must have completed UCM spreadsheet.

3. TECHNICAL PROPOSAL

Offeror must demonstrate the ability to satisfy all qualifications and technical requirements to perform services. The technical proposal must be structured in the following order and labeled with the corresponding titles stated below using the same outline numbers.

a) Company Structure – Offeror must submit an organizational chart displaying its overall business structure.

1. Offeror shall include in the proposal the legal name of their business organization, the state of incorporation (if a corporation), the business office location, hours of operation, and the contact name during the term of any resulting contract.

2. Offeror shall submit a list of Board of Directors and/or Advisory Board members, including their occupations and addresses.

b) Experience – The Offeror must have at least four (4) full consecutive years' experience as a senior services provider. The Area Agency on Aging reserves the right to verify all information submitted regarding Offeror's experience, education and other qualifications.

1) The Offeror will provide a list of all organizations for whom similar services, as detailed in the RFP, have been provided during the past four (4) years. This list will include:
   a) Name of contact person
   b) Title of contact person
   c) Phone number of contact person
   d) Description of the work performed
   e) Time period of the project or contract
   f) Staff months required
   g) Contract Amount
   h) Customer reference (including contact person, e-mail address and current telephone number)

2) The Offeror will also disclose any services terminated by the organizations and the reasons for termination and dates of service.

3) Offeror will provide details of its experience, minimum of four (4) years, as required above. Information submitted should demonstrate the Offeror has sufficient experience to successfully meet requirements of this program or service.
4) Offeror will submit detailed documents of its experience as required above, to include two (2) letters of recommendation from the state or local agency where the experience was obtained which shall meet the following requirements:
   a) Must be submitted on letterhead of the party submitting the recommendation and must contain current telephone numbers, mailing address, and e-mail addresses for points of contact.
   b) Contact individuals submitting recommendations must be current employees of the organization and authorized to make recommendations on behalf of the organization.
   c) Contact individuals should be able to attest to the Offeror's qualifications relevant to experience in providing services similar to those contained in this RFP.
   d) Letters of Recommendation shall be dated no more than six months (6) prior to the proposal submission date.

c) Financial Stability and Cash Flow – The Offeror will provide financial information that would allow proposal evaluators to ascertain the financial stability of the agency.
- i) A copy of the Offeror's most recent audit report.
- ii) If a private company, the Offeror will provide a copy of their most recent internal financial statement, and a letter from their financial institution, on the financial institution's letterhead, stating the Offeror's financial stability.
- iii) Offeror's financial plan to maintain adequate cash flow without interruption to services pending reimbursement from this contract.
- iv) A description of any cash flow problems in the past that could not be resolved within 90 days.

d) **Business Litigation** – The Offeror will disclose any involvement by the organization or any officer or principal in any material business litigation within the last five (5) years. The disclosure will include an explanation, as well as the current status and/or disposition**.** Failure to fully disclose or accurately state litigation may result in the proposal not being further reviewed.

f) **Scope of Services – See Appendix**

4. BUDGET PROPOSAL

a) Offeror must provide a Budget Narrative to explain projected cost and local revenue leveraged on behalf of the program.

b) Offeror completes the Revenue Plan and Unit/Persons Served and details the revenue available to support each program or service. If this is a unit cost reimbursed service, then it must match the unit cost as detailed on the Uniform Cost Methodology Spreadsheet. If this is a line item reimbursed service, then the total allowable costs should be the same as detailed on the Uniform Cost Methodology Spreadsheet.

c) Offeror completes the Uniform Cost Methodology Spreadsheet as required.

4. PROPOSAL SUBMISSION

a) **Packaging of Proposals** – The Applicant's proposal in response to this RFP must be divided into two appropriately labeled sections, Technical and Financial, and in sealed packages. Return address must include Contact Name, Name of Company, address, RFP #, and phone number. Do not include cost information in the technical proposal – must have separate copies. Include an electronic copy of the Technical Proposal and Budget Proposal (on USB drive).

b) **Number of Proposal Copies** – Submit the following:
- Technical Proposal – one (1) original marked original; two (2) copies marked copy.
- Budget Proposal – one (1) original marked original; two (2) copies marked copy.
- One (1) USB drive with the Technical Proposal in MS Word format and the Budget Proposal in MS Excel format.

c) **Submission of Proposals**
1. **Issuing Office** – The Three Rivers Regional Commission Area Agency on Aging, located at 13273 GA Highway 34, Franklin, GA 30217-1600, issues this Request for Proposal (RFP). The Area Agency on Aging is the sole point of contact for this RFP and subsequent revisions.
2. **Rejection of Proposal**: The Three Rivers Area Agency on Aging reserves the right to reject any or all proposals, or to award in whole or in part if deemed to be in the best interest of the AAA to do so. The Director of the Area Agency shall have authority to award orders, contracts or agreements to the Offeror's that offer the best proposal to the AAA, cost and other factors considered.
3. **Questions and Inquiries**: It is the policy of the Area Agency to accept questions in writing or by e-mail from any and all Offeror's interested in implementing the services identified in the RFP. Questions should be submitted to Joy Y. Shirley, AAA Director, jyshirley@threeriversrc.com. The AAA will transmit to all responders all questions and the Area Agency's responses according to the Schedule of dates.
4. **Response Date**: In order to be considered for selection, proposals must arrive at the issuing office on or before the date and time specified. Offerors choosing to mail proposals should allow for normal mail delivery to ensure timely receipt of their proposal by the Area Agency. **Proposal received after the identified due date and time or submitted by any other means**

than those expressly permitted by the RFP will not be considered. Proposals must be complete in all respects, as required in each section of this RFP.

5. **Revisions to Request for Proposals**: The Area Agency reserves the right to revise the Request for Proposal at any time prior to award. In the event it becomes necessary to revise any part of this RFP, information regarding revisions will be provided to all Offerors.
6. **Submitted Proposals**: In order be considered for selection, offerors must submit a complete response to this RFP including, at a minimum, all the mandatory requirements, technical proposal, budget proposal, and letter of transmittal concerning assurances. One original and two (2) copies of each proposal must be submitted to the issuing office if mailed or hand-delivered. The submitting agency shall make no other distribution of the proposals.
7. **Acceptance of Proposal Content** – The contents of the proposal of the successful bidder will become a part of any contract awarded as a result of these specifications.

5. ASSURANCES

a) Letter of Transmittal

All offerors are required to submit a transmittal letter, which shall be in the form of a standard business letter, which shall be signed by an individual authorized to legally bind the offer. The terms and conditions of the procurement are included. The Letter of Transmittal shall include:

1. If a corporation, a statement indicating that the offeror is registered and in good standing with the Georgia Secretary of State to do business in the State of Georgia as stated in §3.0. All proposed subcontractors must be identified, and a statement included indicating the exact nature and amount of work to be done by the prime contractor, and by each subcontractor, as measured by price.
2. A Statement that the offeror does not discriminate in its employment practices with regard to race, religion, age (except as provided by law), marital status, political affiliation, national origin, or disability. (Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, as amended; the Americans with Disabilities Act of 1990).
3. A statement that the proposal meets the requirements set forth in the RFP plus any amendments. Amendments, if any, must be specified.
4. A statement that the person signing the proposal is the person in the offeror organization responsible for, or authorized to make, decisions as to the prices quoted.
5. Certifications that prices proposed have been arrived at independently without collusion, communication, or agreement relating to such prices with any other offeror or competitor.
6. If the proposal deviates from the detailed requirements of this RFP, the transmittal letter must identify and explain all such deviations that appear in the body of the proposal. The Area Agency on Aging reserves the right to reject any proposal containing deviations, or require modifications before acceptance.

7. If the use of subcontractors is proposed, a statement from each subcontractor must be appended to the transmittal letter, signed by an individual authorized to legally bind the subcontractor, and stating:
   a. The general scope of work to be performed by the subcontractor;
   b. The subcontractor's willingness to perform the work indicated; and
   c. That the subcontractor does not discriminate in its employment practices with regard to race, religion, age (except as provided by law), sex, marital status, political affiliation, national origin, or disability.
8. A statement indicating the organization and its subcontractors, if any, will be compliant with the Health Insurance Portability and Accountability Act (HIPAA) (Public Law No 104-191, 110 Stat. 1936), including its Privacy, Security and Electronic Data Interchange standards and regulations and any and all signed business associate or other agreements for the Area Agency on Aging and the Department of Human Services. Failure to sign the business associate agreement or to be compliant with HIPAA laws and regulations or Division or AAA policy will be a basis for rejection. Additionally, since federal funds may be included, an RFP Signature page, Certification Regarding Lobbying and Certification Regarding Debarment are included for signature. Failure to sign these certification forms will be a basis for rejection.
9. Statement indicating that Contractual and Administrative Assurances required by the RFP are given.
10. Statement indicating the organization's solvency to meet performance requirements with the most recent certified financial audit attached.
11. The name, address, and telephone number of the individual(s) who can be contacted from 8:30 a.m. to 5:00 p.m. during business days for questions regarding the proposal.
12. A statement that the offeror accepts the Area Agency on Aging's sole right to cancel the RFP at any time or amend the RFP before the due date for proposals.
13. A statement that offeror accepts the Area Agency on Aging's sole right to alter the time tables for procurements as set forth in the RFP.
14. A statement that all responses become the property of the Area Agency on Aging and will not be returned to the offeror. The Area Agency on Aging will have the right to use all ideas or adaptations of ideas contained in any response received. Selection or rejection of the response will not affect this right.
15. A statement that the offeror accepts the terms, conditions, criteria and requirements set forth in the RFP.
16. The name and address of offeror to be used for all notices sent by the Area Agency on Aging.
17. A statement that no contact, direct or otherwise, has occurred with any employee of the Area Agency on Aging or DHS Division of Aging Services staff with direct involvement with the RFP process or program information, except as permitted by the RFP. Further, a statement that any subcontractor listed by the offeror complied with the restriction on communications as well.
18. A statement that no relationship exists nor will exist during the contract period, should offeror enter into a contract with the Area Agency on Aging that interferes with fair competition or is a conflict of interest.

19. A statement that no relationship exists between the offeror and another person or organization that constitutes a conflict of interest with respect to an existing contract with the AAA.
20. A statement that no claim will be made for payment to cover costs incurred in preparation of the submission of the proposal or any other associated costs.
21. Prior to award, the apparent successful Offeror will be required to enter into discussions with the Area Agency on Aging to resolve any contractual differences before an award is made. These discussions are to be finalized and all exceptions resolved within one (1) week of notification, if not, this could lead to rejection of the Offeror's proposal and discussions initiated with the second highest scoring offeror.
22. An award will be made to the offeror whose response is determined to be the lowest responsible bid and most advantageous to the Area Agency on Aging, taking into account price and other evaluation criteria. Staff or other agencies and consultants may be involved in the evaluation of the responses. The Area Agency on Aging reserves the right to reject any and all responses submitted.

6. TERMS AND CONDITIONS

The contract the Area Agency expects to award as a result of this RFP will be based upon the RFP, the successful Offeror's final response as accepted by the Area Agency and the contract terms and conditions, which are attached to this RFP. The successful Offeror's final response as accepted by the Area Agency shall mean the final cost and technical proposals submitted by the Awarded Offeror and any subsequent revisions to the Awarded Offeror's cost and technical proposals and the contract terms and conditions due to negotiations, written clarifications or changes made in accordance with the provisions of the RFP, and any other terms deemed necessary by the Area Agency, except that no objection or amendment by any Offeror to the RFP requirements or the contract terms and conditions shall be incorporated by reference into the contract unless the Area Agency, has explicitly accepted the Offerors objection or amendment in writing.

Please review the AAA's contract terms and conditions prior to submitting a response to this RFP. Offerors should plan on the contract terms and conditions contained in this RFP being included in any award as a result of this RFP. Therefore, all costs associated with complying with these requirements should be included in any pricing quoted by the Offerors. The contract terms and conditions may be supplemented or revised before contract execution and are provided to enable the Offerors to better evaluate the costs associated with the RFP and the potential resulting contract.

Exception to Contract

By submitting a proposal, each Offeror acknowledges its acceptance of the RFP specifications and the contract terms and conditions without change except as otherwise expressly stated in the submitted proposal. If an Offeror takes exception to a contract provision, the Offeror must state the reason for the exception and state the specific contract language it proposes to include in place of the provision. Any exceptions to the contract must be submitted with the Offeror's response. Exceptions must be in an original document using the track changes functionality and may not be submitted in the form of highlighted changes to the original contract. Proposed exceptions must not conflict with or attempt to preempt any mandatory requirements specified in the RFP.

In the event the Offeror is selected for potential award, the Offeror will be required to enter into discussions with the Area Agency to resolve any contractual differences before an award is made. These discussions are to be finalized and all exceptions resolved within the time identified in the schedule or events. Failure to resolve any contractual issues will lead to rejection of the Offeror. The Area Agency reserves the right to proceed to discussions with the Offeror ranked next best Offeror.

The Area Agency on Aging, reserves the right to modify the contract to be consistent with the apparent successful offer, and to negotiate other modifications with the apparent successful Offeror. Exceptions that materially change the terms or the requirements of the RFP may be deemed non-responsive by the Area Agency, in its sole discretion, and rejected. Contract exceptions which grant the Offeror an impermissible competitive advantage, as determined by the Area Agency, at its sole discretion, will be rejected. If there are any questions whether a particular contract exception would be permissible, the Offeror is strongly encouraged to inquire via written question submitted to the Issuing Officer prior to the deadline for submitting written questions as defined by the Schedule of Events.

a) **RFP Amendments** – The AAA reserves the right to amend the RFP prior to the proposal due date and provide notification of any amendments through written correspondence.

b) **Proposal Withdrawal** – A submitted proposal may be withdrawn prior to the due date by written request to the Issuing Officer. A request to withdraw a proposal must be signed by an authorized individual.

c) **Cost of Preparing a Proposal** – The cost for developing the proposal is the sole responsibility of the Offeror. The Area Agency will not provide reimbursement for such costs.

d) **Sample Contract** – The Sample Contract, which the Area Agency intends to use with the successful Offeror, is attached to this RFP for reference. Exceptions to the Contract should be identified and submitted with the Offeror’s proposal. Proposed exceptions must not conflict with or attempt to preempt mandatory requirements of the RFP. Prior to award, the apparent winning Offeror will be required to enter into discussions with the AAA to resolve any contractual differences before an award is made. These discussions are to be finalized and all exceptions resolved within one (1) week of notification. Failure to resolve contractual differences will lead to rejection of the Offeror’s proposal. The AAA reserves the right to modify the Contract to be consistent with the successful offer and to negotiate with the successful Offeror other modifications, provided that no such modifications affect the evaluation criteria set forth herein, or give the successful Offeror a competitive advantage.

e) **Conflict of Interest** – If an Offeror has any existing client relationship that involves the AAA, the Offeror must disclose each relationship.

f) **Minority Business Policy** – It is the policy of the AAA that minority business enterprises have a fair and equal opportunity to participate in the AAA procurement process. Therefore, the AAA encourages all minority business enterprises to compete for contracts for services.

g) **Reciprocal Preference Law (OCGA 50-5-60(b)** – For the purposes of evaluation only, Offerors resident in the State of Georgia will be granted the same preference over Offerors resident in another State in the same manner, on the same basis, and to the same extent that preference is granted in awarding bids for the same goods or services by such other State to Offerors resident therein over Offerors resident in the State of Georgia. NOTE: For the purposes of this law, the definition of a resident Offeror is one who maintains a place of business with at least one employee inside the State of Georgia. A post office box address will not satisfy this requirement.

8. EVALUATION PROCESS

a) **Administrative Review** – Proposals will be reviewed by designated staff for the following administrative requirements:
   1) Sealed Mandatory Requirements / Technical Proposal and Budget Proposal submissions.
   2) All required documentation has been submitted.
   3) The Technical Proposal does not include any information from the Budget Proposal.
   4) All documents requiring an original signature have been signed and are included.

b) **Technical Proposal Evaluation** – Mandatory Requirements Review and Scope of Services will be reviewed by the Technical Evaluation Team for quality. Technical proposal will be evaluated and scored based on a ratio of the total points available for technical and budget sections. (70% for technical and 30% for budget)

c) **Budget Proposal Evaluation** – Offeror will use only the Budget Proposal forms provided with this RFP. Budget proposals will be evaluated and scored based on a ratio of the total points available for technical and budget sections. (70% for technical and 30% for budget)

d) **Identification of Apparent Successful Offeror** – The resulting Budget Proposal scores will be combined with the Technical Proposal score. The Applicant with the highest combined technical and budget score will be identified as the apparent successful Applicant.

e) **Rejection of Proposals/Cancellation of RFP** – The Area Agency reserves the right to reject any and all proposals, to waive any irregularity or informality in a proposal, and to accept or reject any item or combination of items, when to do so would be to the advantage of the Area Agency. It is also within the right of the Area Agency to reject proposals that do not contain all elements and information requested in this document. The Area Agency reserves the right to cancel this RFP at any time. The Area Agency will not be liable for any cost/losses incurred by the Offerors throughout this process.

9. **APPENDICES**
   - **Elder Legal Assistance Program (ELAP)**
   - **Home and Community Based Services (HCBS)**
     - **Homemaker**
     - **Personal Care**
     - **Respite Care**
     - **Adult Day Care**

APPENDIX – ELDERLY LEGAL SERVICES PROGRAM (ELAP)

A. Purpose of Procurement

The Area Agency on Aging is requesting proposals from qualified offerors capable of providing Elderly Legal Assistance Program (ELAP).

The successful offeror will provide ELAP programs and services in the Three Rivers ten county service delivery area (DHS DAS Region 4) in accordance with all program specifications.

B. Program Legislation, Regulation, Program Standards and/or Guidelines:

- Administration on Aging web page for Older Americans Act **(http://www.aoa.gov/AoA_programs/OAA/index.aspx)**
- DHS/DAS Georgia Elderly Legal Assistance Program Standards and other rules, regulations, standards and transmittals promulgated by the State of Georgia and the Area Agency on Aging program directives.

C. Capacity - Outline offeror's background and capacity to provide this service effectively. Address sustainability and the qualifications of Offeror's organization and staff to provide services as proposed.

- Describe how the Offeror will interface with the Area Agency on Aging and/or Division of Aging Services to resolve issues effectively related to service delivery and clients.
- Discuss the qualifications and capability to provide effective services that will meet all program standards.
- Organizational chart to demonstrate effective lines of communication and program responsibility, and detail percent of staff time assigned to each service or program.
- State when (days and hours of operation) and where services will be provided, and if alternate delivery sites are used, identify each site and days and hours of operation.

D. Information and Referral

- Describe how Offeror will interface with the Area Agency on Aging (AAA) Gateway/ADRC Information and Assistance and the AAA management of the waiting list.

E. Special Initiatives or Collaborations:

- Describe any special initiatives, innovations that will enhance Offeror's program in the community.
- Describe any new or on-going plans to obtain additional financial support or resources for this program.
- Describe any partnerships or collaborations with other community organizations or private businesses that will strengthen the services provided by Offeror.

F. Outreach or Marketing Plan

- Describe the program awareness activities or marketing plan for agency.
- Describe the methods Offeror will use to provide outreach to persons in the community as well as minorities, homebound or otherwise isolated individuals.
- Describe any special materials or techniques Offeror has developed to reach special populations.
- Describe specific populations Offeror will target, if any.
- Describe methods to be used to provide services to Limited English Proficiency/Sensory Impaired (LEP/SI) clients.

G. Professional Staff Development

- Describe how Offeror will provide new staff orientation and training and provide an outline of the orientation schedule and topics.
- Describe Offeror's plan for conducting on-going staff training including topics and number of training sessions to be held.
- Describe method Offeror will use to determine the training needs of staff.
- Describe the agency's staff recruiting practices and retention strategies. Indicate the annual staff turnover rate from the most recent fiscal year.

H. Client Confidentiality

- Describe policy or procedures concerning client confidentiality

I. Technology and Ability to Meet Reporting Requirements

- Describe agency's capacity for and use of technology, both in agency administration and delivering services.
- Describe agency's strategic plan for maintaining adequate stock including hardware, software and voice/data services.
- Indicate capacity or plan to interface with the Division of Aging Services Aging WellSky for reporting.
- Detail person(s) responsible for data validation, data entry and reporting.

J. Quality Assurance Program or Plan:

- Describe how Offeror will insure the quality of the program or services to clients.
- Describe how Offeror will measure the effectiveness of your program.
- Describe how Offeror will determine if the program had an impact on the clients.
- Describe how Offeror will determine the client's satisfaction with services.

K. ELDERLY LEGAL ASSISTANCE PROGRAM NARRATIVE

A. DESCRIPTION OF SERVICE DELIVERY MODEL

1. What qualifies this provider to be the entity best able to provide legal assistance to the elderly in this planning and service area? Your response should be more specific than the history of your office, practice or organization. That response is requested in Question #2. Tailor your response so that it clearly indicates that your office, practice and/or staff have experience in the provision of legal assistance to older Georgians in a defined service area, like the planning and service area that would be served and the current capacity to provide that service.

2. DESCRIPTION OF PROVIDER – Identify specifically, what office, practice or organization. Give a brief narrative description of the legal assistance program (e.g., a legal service corporation grantee, non-profit agency or private lawyer). Discuss who among attorneys, paralegal, interns, clerical support, students, etc. will provide which services and whether these persons will be full time or part time. What will be the regular hours of operation?

3. CLIENT INTAKE METHODS - Briefly describe the client intake process at the legal service office and at intake/outreach sites. Address whether standardized intake forms will be used and if the intake process is done on a "face to face" basis. Please describe how and who conducts the intake interview. Include in the description, the hours of intake and how potential clients are made aware of these specialized hours, if they differ from regular office hours. How will potential clients be notified of the availability of legal assistance? This description should detail the notification process that is to be used for each of the target populations. What is the specific plan for reaching the potentially eligible homebound?

4. COORDINATION & COUNTY COVERAGE - If you are not a Legal Services Corporation (LSC) grantee, describe how you will coordinate your efforts with the program in your area should you operate this Elderly Legal Assistance Program (ELAP). Regardless of whether you are a LSC grantee, discuss your coordination procedures with other ELAP providers if your client should have a legal problem outside of your planning and service area. How often does the provider conduct intake in each county of the planning and service area? Are there any counties **in which** legal assistance (intake or community education) is not provided? If so, how are seniors afforded an opportunity to access legal assistance? Describe any factors, which limit the ability of **this** provider to fully serve clients in every county, such as geographic location, subject matter of certain priorities or lack of access to an attorney.

5. METHOD OF CASE ACCEPTANCE - Describe the method by which the ELAP decides which cases to accept and which to reject. If a case acceptance meeting method is used, describe how often the meetings are held, with whom, and who makes the ultimate decision as to whether a case should be handled. Discuss how the case acceptance for Older Americans Act Title IIIB cases is or would be different

or similar to case acceptance for cases normally addressed by your office, organization or practice.

6. METHOD OF ATTORNEY SUPERVISION - Describe whether supervising attorneys for paralegals and staff attorneys are available on a regular or as-needed basis. Discuss whether contact between the supervising attorney and supervisee is made in person or by phone; whether and how often the supervising attorney is present during the client intake process; and, whether the supervising attorney reviews all advice given to a client or just the advice about which the provider thinks supervising attorney review is necessary. Discuss the situations that are normally subject to supervisory review and any specific time parameters. (i.e. all actions by a staff attorney during his/her first 3, 6, 9 (?) months of employment). Please provide the name and business address of the attorney who is responsible for supervision.

6. ATTORNEYS NOT LICENSED IN GEORGIA - If the direct providers of legal assistance are attorneys but are not licensed to practice in Georgia, discuss the method by which they are supervised by a Georgia licensed attorney. Discuss how clients with problems requiring the expertise of an attorney are handled in these specific situations.

7. ATTORNEY AND NON-ATTORNEY SERVICE DELIVERY –Discuss the timeframes for the client actually having access to the attorney and what types of information, legal assistance or other matters are provided by the non-attorney. In what instances or under what circumstances does the non-attorney provide legal assistance to clients without first discussing the issue with the supervising attorney?

8. METHOD OF CASE REFERRAL - Discuss how clients are referred to pro bono or reduced fee assistance programs. Does ELAP staff conduct follow-up for quality assurance purposes? If so, detail the follow-up process utilized.

9. METHOD FOR IDENTIFYING AND RESOLVING CONFLICTS OF INTEREST Describe each system and/or safeguard in place to identify and resolve conflicts of interest (e.g., adverse party files, review of outside employment by ELAP staff, possibility of opposing counsel in the same office, etc.)

10. DESCRIPTION OF QUALITY ASSURANCE SYSTEMS - Describe any office or organizational quality control systems in place or under development. This discussion may include details of case reviews, case limitations, internal monitoring, programmatic and/or fiscal audits or other systems in place to ensure quality services are being provided.

B. CASE PRIORITIES

1. METHOD OF SERVING CLIENTS IN THE TARGET POPULATIONS: GREATEST SOCIAL OR ECONOMIC NEED, RURAL AND LOW INCOME MINORITIES, LIMITED ENGLISH PROFICIENCY - Describe systems for meeting needs of clients in the target population. Include in the discussion, in what way(s) your office, practice

or organization would factor in the fact that a potential client has neither a social or economic need when considering whether or not to provide services to them.

2. RANKING OF CASE PRIORITIES - Describe any particular system of ranking that you may have prescribed or plan to prescribe to the mandated priorities. If you have no such system, indicate whether or not you have elected to handle all cases on a first come, first served basis. Discuss any systems of preferences utilized and their correlation to and potential affect upon the types of cases accepted or potential clients. What changes have you implemented, if any, to balance the requests for the preparation of Last Will and Testaments with the restrictions on the number of Last Will and Testaments that may be prepared in a fiscal year?

3. PROCEDURE FOR TREATMENT OF POTENTIAL CLIENTS WHO'S CASES FALL OUTSIDE OF CASE PRIORITIES LISTING - Describe how potential clients are to be handled if their case falls outside of priority listing or cannot be handled by the program. Include in this discussion, how individuals are or will be informed of this determination and what if any advice or assistance is or will be provided.

4. INABILITY TO HANDLE CERTAIN CASE PRIORITIES - Discuss your office, program, organization or practice's inability to handle certain case priorities and/or inability to handle certain case priorities in the manner prescribed by the program, including but not limited to defense of guardianship, assistance to grandparents raising grandchildren, Miller's Trusts, nursing home discharge, etc. Indicate upon what your inability is based (i.e. inexperience, lack of staff, disagreement that the case type should be handled by ELAP, conflict with other funding sources, etc.). Discuss what provisions you will implement or have in place that will assure potential clients still have access to legal assistance.

5. OUTREACH –

    a. a) Describe the capacity and method for effective outreach and assistance to institutionalized, isolated and homebound individuals. (Incumbent Providers Only)
    b. Discuss previously used methods of outreach and substantiate an assessment of their utility, benefit and an indication of whether any of the methods used are recommended for replication by other providers in other planning and service areas.
    c. c) Discuss any coalitions, teams, task forces, community groups or other entities with which the provider has partnered and relate any beneficial experiences realized.
    d. d) Discuss in detail any method of outreach that the provider would like to utilize but is unable to for some reason.

C. DESCRIPTION OF TRAINING REQUESTED BY THE LEGAL ASSISTANCE PROVIDER

1. (For Incumbent Providers Only) Indicate the last year that the provider's staff attended a training/conference provided by the Division of Aging Services for ELAP.

2. TRAINING - Briefly describe any anticipated legal training needs of the ELAP provider for the coming year. Discuss in what particular substantive or skill areas training is needed or desired and how not having that training is currently impacting staff in their ability to provide quality legal services to clients.

D. DESCRIPTION OF COORDINATION WITH OTHER ELDER RIGHTS SYSTEM PROGRAMS

1. GeorgiaCares - Briefly describe the capacity and method for providing legal support to the GeorgiaCares program in your planning and service area. Describe the process by which GeorgiaCares volunteers can make referrals. Describe any plans for ongoing interaction with the GeorgiaCares program in your area.

2. Elder Abuse Prevention – If you are not the elder abuse prevention provider, discuss how backup and support will be provided to the elder abuse prevention provider. If you are the elder abuse prevention provider, indicate how you will ensure that there will be no supplanting or duplicating of services.

3. Adult Protective Services – Discuss your plan to coordinate with Adult Protective Services (APS). Include any initiatives planned to increase awareness and understanding between the two programs with a specific focus on the legal needs of "wards" of APS.

E. DESCRIPTION OF NON-ENGLISH SPEAKING ELDERLY

1. ASSISTANCE TO NON-ENGLISH SPEAKING - Describe capacity and method for providing legal assistance for clients in your service area who do not speak English as their principal language. Add in this description, the manner in which the public is made aware of this assistance.

F. FEE GENERATING CASE

1. EMERGENCY SITUATION - Describe the method for identifying whether adequate representation is unavailable or an emergency situation exists which requires immediate action in a fee generating case as defined by 45 CFR Section 1321.71 (g)(1). Describe screening and intake processes with regard to this requirement.

2. REFERRAL - Describe how referrals for fee generating cases are made. List types and numbers of referral attorneys provided to clients. On what basis are the referrals selected to provide to persons presenting fee-generating cases? Are those

persons to whom referrals are given invited or instructed to return to the provider if their case is rejected by all of the referrals?

G. COMPLIANCE WITH STANDARDS

1. Discuss any inability to comply with the Georgia Elderly Legal Assistance Program Standards. Cite the section and paragraph or specific requirement that cannot or will not be met. Discuss how this has been brought to the attention of the State Legal Services Developer and/or the Area Agency on Aging.

2. Discuss any inability to meet or comply with the reporting requirements of the Georgia Elderly Legal Assistance Program. Identify who is responsible for completing the Quarterly Narrative Report, entering data in WellSky and ensuring the accuracy of the data reported.

3. Discuss any subcontractor agreements in place for another entity to provide services to any counties or areas within the planning and service area that you are serving. If you believe that you would only be able to serve a planning and service area with the assistance of another entity, detail that need. If arrangements have been made with another office, individual, program or entity to assist with providing legal services under the ELAP contract, detail those arrangements and explain why they should not be reflected in a subcontractor agreement as required by the Georgia ELAP Standards.

H. STAFFING PATTERN

1. Include a staffing pattern for the proposed Elderly Legal Assistance Program. Complete a table that includes names, titles, and percentages of time devoted to the program. Detail the roles and responsibilities of each staff member. This should include assignments to certain counties, case types or subject matter.

I. SAVINGS AND BENEFITS HISTORY

1. (For Incumbent Providers Only) What is the dollar amount of previous fiscal years savings and benefits to clients served by case representation? Include worksheet indicating how this figure was derived for specific case type categories.

J. FUNDING

1. (For Incumbent Providers Only) Has there been an increase or decrease in funding received to provide services in the past fiscal year? Provide details on this funding change and how it affected program.

2. Based upon your plan to provide services, how much of the services will the current level of funding actually provide?

3. How much additional funding would be required to increase services in all areas (legal information, community education and case representation) by 20%?

K. CLIENT SATISFACTION

1. What method is used or do you plan to use to measure client satisfaction and what elements of legal services do you expect to measure?

L. UNMET NEED

1. To what extent does the provider have the capacity to track the numbers of persons who must be denied services because of the ELAP provider's inability to meet their needs?

APPENDIX – HOME AND COMMUNITY BASED SERVICES – SCOPE OF SERVICES

A. Purpose of Procurement

The Area Agency on Aging is requesting proposals from qualified offerors capable of providing HCBS Homemaker, Personal Care and Respite Care Services as outlined in the DHS DAS Service Definitions.

The successful offeror will provide: HCBS Homemaker, Personal Care and Respite Care Services following provision for service outlined by DHS DAS ODIS Manual 5300 http://odis.dhs.ga.gov/ChooseCategory.aspx?cid=817.

B. Program Legislation, Regulation, Program Standards and/or Guidelines:

- Administration on Aging web page for Older Americans Act http://www.aoa.gov/AoA_programs/OAA/index.aspx
- DHS/DAS HCBS Manual http://odis.dhs.ga.gov/ChooseCategory.aspx?cid=817 and other rules, regulations, standards and transmittals promulgated by the State of Georgia and the Area Agency on Aging program directives.

C. Program Description

Program Description - Offeror to describe fully the method of provision for Home and Community Based Services**:**

- Detail how the specific service or services will be provided.
- Describe how priority for services to clients will be determined.
- Indicate if all counties in AAA will be covered.
- Indicate the target population that will receive services.

D. Capacity

Capacity - Outline offeror's background and capacity to provide this service effectively. Address sustainability and the qualifications of Offeror's organization and staff to provide services as proposed.

- Describe how the Offeror will interface with the Area Agency on Aging and/or Division of Aging Services to resolve issues effectively related to service delivery and clients.
- Discuss the qualifications and capability to provide effective services that will meet all program standards.
- Organizational chart to demonstrate effective lines of communication and program responsibility, and detail percent of staff time assigned to each service or program.
- State when (days and hours of operation) and where services will be provided, and if alternate delivery sites are used, identify each site and days and hours of operation.

E. Information and Referral

- Describe how Offeror will interface with the Area Agency on Aging (AAA) Gateway/ADRC Information and Assistance and their management of the waiting list.
- Describe how Offeror will handle clients that contact the agency directly.
- Describe how Offeror will follow up on referrals made to other agencies.
- Describe how Offeror will know that the client received the information requested.

F. Service Plan for Individual Services

- Describe individual client service admission and discharge policies, procedures and criteria. Describe how individualized service plans are designed for each person receiving HCBS services.
- Describe how the Offeror will resolve client issues effectively and timely
.

G. Special Initiatives or Collaborations:

- Describe any special initiatives, innovations that will enhance Offeror's program in the community.
- Describe any new or on-going plans to obtain additional financial support or resources for this program.
- Describe any partnerships or collaborations with other community organizations or private businesses that will strengthen the services provided by Offeror.

H. Outreach or Marketing Plan

- Describe the program awareness activities or marketing plan for agency.
- Describe the methods Offeror will use to provide outreach to persons in the community as well as minorities, homebound or otherwise isolated individuals.
- Describe any special materials or techniques Offeror has developed to reach special populations.
- Describe any specific populations Offeror will target, if any.
- Describe methods to be used to provide services to Limited English Proficiency/Sensory Impaired (LEP/SI) clients.

I. Professional and/or Volunteer Development

- Describe how Offeror will provide new staff orientation and training and provide an outline of the orientation schedule and topics.
- Describe Offeror's plan for conducting on-going staff training including topics and number of training sessions to be held.
- Describe method Offeror will use to determine the training needs of staff and/or volunteers.
- Describe the agency's staff recruiting practices and retention strategies. Indicate the annual staff turnover rate from the most recent fiscal year.

J. Client Confidentiality and Contributions

- Describe policy or procedures concerning client confidentiality.
- Describe process for soliciting and handling client contributions toward the cost of the services and/or fees. Describe how Offeror will account for cash contributions. Describe the billing procedures for fees. Attach copies of any materials used to solicit fees.

K. Technology and Ability to Meet Reporting Requirements

- Describe agency's capacity for and use of technology, both in agency administration and delivering services.
- Describe agency's strategic plan for maintaining adequate stock including hardware, software and voice/data services.
- Indicate capacity or plan to interface with the Division of Aging Services Aging Information Management System WellSky for reporting.
- Detail person(s) responsible for data validation, data entry and reporting.

L. Quality Assurance Program or Plan:

- Describe how Offeror will insure the quality of the program or services to clients.
- Describe how Offeror will measure the effectiveness of your program.
- Describe how Offeror will determine if the program had an impact on the clients.
- Describe how Offeror will determine the client's satisfaction with services.