



PART I - GENERAL INFORMATION

1. INTRODUCTION

Sourcewise is a nonprofit organization designated by the State of California Department of Aging as the Area Agency on Aging (AAA) for Santa Clara County. As the AAA, Sourcewise is responsible for planning, advocacy, coordination, and community development for senior programs and the contract administration of Older Americans Act and Older Californians Act funds allocated for seniors in Santa Clara County. The goal of SOURCEWISE is to provide a comprehensive system of services to older persons in order to allow them to live independently and avoid inappropriate institutional placement.

Sourcewise's annual planning process identifies the needs of older persons in Santa Clara County and develops Area Plan objectives to address these needs. The objectives are accomplished, in part, through the purchase of services from community-based organizations. SOURCEWISE is permitted to renegotiate annual service contracts up to a maximum of three years. After four years, an open competitive bid process must be conducted for all programs receiving an allocation of more than \$10,000. For the 2016-2017 fiscal year (July 1, 2016 through June 30, 2017), SOURCEWISE has Older Americans Act funds available and invites the submission of proposals for the provision of the following supportive services: **Adult Day Care, Case Management, Legal Assistance, Transportation, Congregate Meals, Home Delivered Meals, Disease Prevention & Health Promotion, Elder Abuse Prevention, Ombudsman Initiative, and Ombudsman.** The minimum amount requested per application shall be \$25,000.

2. GLOSSARY OF TERMS

AAA: Area Agency on Aging. SOURCEWISE is an AAA.

Bidder: Refers to the applicant organization responding to the Request for Proposal. This term is used interchangeably with 'applicant.'

CDA: California Department of Aging

Contract: An official document binding both parties regarding the program and services to be provided. The selected proposal budget and work program become a part of the contract along with a complete statement of terms and conditions.

Focal Point: A designated senior center that provides a broad spectrum of senior services.

Greatest Economic Need: having an income at or below the federal official poverty line defined by the federal Bureau of the Census and published annually by the Department of Health and Human Services.



Greatest Social Need: the need caused by noneconomic factors which include any of the following:

- (1) Physical and mental disabilities.
- (2) Language barriers.
- (3) Cultural, social, or geographical isolation, including isolation caused by racial or ethnic status that does the following:
 - A. Restricts the ability of an individual to perform normal daily tasks.
 - B. Threatens the capacity of an individual to live independently.

Matching Share: The cash and/or in-kind contribution provided by the bidder organization; each bidder is required to match at least 11.11% of the total program grant allocation. The match requirement relates to Title IIIB and Title IIIC funding.

Minority Provider: A not for profit organization whose controlling board is comprised of at least 51% minority individuals who are African American, Hispanic origin, American Indian/Native Alaskan/Native Hawaiian, or Asian American/Pacific Islander.

Minority Status: means an ethnic person of color who is any of the following:

- a) Black - a person having origins in any of the Black racial groups of Africa.
- b) Hispanic - a person of Mexican, Puerto Rican, Cuban, central or South American, or other Spanish or Portuguese culture or origin regardless of race.
- c) Asian/Pacific Islander - a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Trust Territories of the Pacific including the Northern Marianas.
- d) American Indian/Alaskan Native - an American Indian, Eskimo, Aleut, or Native Hawaiian.

Non-Profit: Any agency, institution or organization which is owned and operated by one or more corporations or associations with no part of the net earnings benefiting any private shareholder or individual.

Older Americans Act: The Older Americans Act is the federal funding source for supportive service programs funded under this RFP.

Older Californians Act: The Older Californians Act is the state funding source for Community Based Services Programs.

Open and Competitive Process: Formal SOURCEWISE process followed to solicit proposals for the provision of services.

Request for Proposal: An official document that requests community organizations to respond to a formal invitation to provide a specific program

of services. It contains the terms and conditions an operating organization must comply with in order to fulfill its contract with SOURCEWISE.

Target Population: Persons 60 years and older who are in the greatest social need, the greatest economic need, and a proportionate number of low-income ethnic minority elderly for the area served.

Technical Assistance and Coordination:

(a) Sourcewise shall furnish information in a timely manner and provide technical assistance, both on-site and through written communications, to service providers under contract with the AAA. The assistance shall be based upon both of the following:

(1) The AAA's assessment findings of the service providers.

(2) Requests made by service providers.

(b) In addition to (a), the AAA shall provide technical assistance to other organizations concerned with the needs of older individuals upon the request of such an organization.

(c) Sourcewise shall:

(1) Undertake coordination activities designed to develop or enhance the development of community-based systems of care in, or serving, each community, as defined by the AAA, in the Planning and Service Area. These coordination activities shall include, but not be limited to, all of the following:

(A) Coordination with services provided under both of the following:

(1) Title VI, Part A, Grants for Native Americans, commencing with 42 U.S.C. 3057b.

(2) Title VI, Part B, Grants for Supportive and Nutrition Services to Older Hawaiian Natives, commencing with 42 U.S.C. 3057g.

(B) Programs described in 42 U.S.C. 3013(b).

(C) The coordination of access, in-home and legal assistance services, with community-based organizations established to benefit individuals with Alzheimer's disease and their families.

(D) Agencies that provide services related to health, social services, rehabilitation and mental health services.

(2) Require the service providers with which it contracts to both:

- (A) Coordinate services with other appropriate services available in the community.
- (B) Ensure that no service constitutes a duplication of a service provided by other entities.

(3) Conduct efforts to facilitate both of the following:

- (A) The coordination of community-based long-term care services designed to allow individuals to stay in their homes.
- (B) The involvement of long-term care providers in the coordination of community-based long-term care services.
- (C) The community awareness of and involvement in addressing the needs of residents in long-term care facilities, including residential care facilities and skilled nursing facilities.

Unit of Service: The activity which describes the type of service to be contracted for; all SOURCEWISE funded programs must provide a required number of units for the program area.

3. GENERAL INFORMATION FOR BIDDERS

- A. Estimated Program Funding
Proposals must be limited to the amount of funds that correspond to the specific program as stated in the renewal. Each of the allocations represents a planning estimate provided by the California Department of Aging and is subject to change. Funding is contingent upon the availability of state and federal funds.
- B. Required Program Match
All bidders must provide a share of the program cost. The match must directly relate to the project and expansion activities being proposed. A minimum match is required for Title IIIB and Title IIIC funding. The Older Americans Act funding is not intended to be sole support for any service provided. Funding from other sources is necessary to effectively provide services. Additional points for otherwise responsive proposals will be awarded for applicants who exceed the minimum matching requirements and who utilize Older Americans Act funding for primary gap filling purposes.
- C. Equipment Availability
List the model numbers, cost, age and condition of equipment that has been purchased with Older Americans Act one-time-only funds.
- D. Contract Period
The contract period for programs included in this renewal is the twelve-month period from July 1, 2016 through June 30, 2017. Contracts

awarded as a result of this process may be renewed annually for the next three consecutive contract periods and are subject to annual renegotiation and availability of federal, state and local funds. SOURCEWISE will issue a new RFP for services every four years.

- E. Multiple Contract Awards
SOURCEWISE reserves the right to enter into multiple contracts for any program at a lesser amount than stated in the non-competitive renewal.
- F. Eligible Organizations
All interested applicants, whether public, private, non-profit or profit-making agencies are eligible organizations. Contract awards made to profit-making organizations must be approved by the California Department of Aging. All recipients of funds that are private agencies must be incorporated in order to safeguard the interests of the California Department of Aging and SOURCEWISE.

4. FEDERAL AND STATE PROGRAM REQUIREMENTS

Before completing the proposal forms, bidders should review the following minimum program requirements. Bidders have no discretion in modifying these requirements; these requirements become a condition of any contract awarded for this service. The selected proposal shall become a part of the contract.

- A. Program Support
Bidders must assure that Older Americans Act funds are not used to replace funds from non-federal sources and must take steps to obtain support from private sources and other public organizations for services. The intent of this funding is to serve as a catalyst for receipt of additional funding.
- B. Coordination
Bidders must form and administer cooperative agreements with other community agencies and organizations in order to ensure comprehensive and coordinated service delivery and to prevent duplication of services.
- C. Public Information and Outreach
Bidders must have planned public information and outreach activities, including distribution of a brochure, to ensure the participation of those eligible older persons in the target population.
- D. Recruitment and Training
Bidders must demonstrate recruitment and appropriate training of staff and volunteers to support the funded services.

- E. Client Contribution
Bidders must provide clients with the opportunity to contribute voluntarily and confidentially to the cost of the service.
- F. Client Input
Bidders must have procedures for obtaining the views of the participants of the service being provided.
- G. Targeting
 - (a) Sourcewise (and thereby the contracted providers of Sourcewise) shall target services to older individuals within the County of Santa Clara with the following characteristics:
 - (1) Older individuals with the greatest economic need, with particular attention to low-income minority and geographically isolated individuals.
 - (2) Older individuals with the greatest social need, with particular attention to low-income minority individuals.
 - (3) Older Native Americans.
 - (b) Shall use outreach efforts to identify individuals eligible for assistance under federal law. Special emphasis shall be given to the following groups. Older individuals:
 - (1) Who reside in rural areas or in areas distant from major population centers.
 - (2) Who have greatest economic need, with particular attention to low-income minority individuals.
 - (3) Who have greatest social need, with particular attention to low-income minority individuals.
 - (4) With severe disabilities.
 - (5) With limited English-speaking ability.
 - (6) With Alzheimer's disease or related disorders with neurological and organic brain dysfunction and the caretakers of these individuals.
 - (c) For the purposes of (a), targeting of services within the County of Santa Clara shall be addressed as follows:
 - (1) Determine the number, location, and needs of older individuals with these characteristics.

(2) Consider the needs of the targeted groups in planning the services to be included in the Area Plan.

(3) If possible, locate the provision of services in areas where a significant number of the targeted groups resides.

(4) Develop methods specific to the local community to serve the targeted group.

(d) For the purposes of (b), outreach means to provide information and encouragement about existing services and benefits to individuals.

5. LOCAL SOURCEWISE POLICIES

A. Priorities and Preferences

Preference will be given to those agencies meeting the definition of minority agency, specifically those applying for service provision to geographic areas with high concentrations of low-income minority elders.

Single Agency Subcontracts with Minority Agencies

Where a program is offered on a countywide basis for a single agency contract, preference will be given to agencies that subcontract with minority agencies/organizations for services to low-income minority persons.

B. Late Proposal Submissions or Revisions

Proposals submitted anytime after the deadline will not be accepted.

C. Contract Award Requirements

Following are additional contractual obligations for all SOURCEWISE contractors that will influence the submission of a proposal:

1. Performance-Based Contracting

Contract awards include a performance standard clause with a specific, negotiated unit cost reimbursement rate and remedies if performance (quality or quantity) falls below a specified level in a specified period of time.

2. Program and Fiscal Reporting and Record Keeping

Service providers will be required to submit monthly reports of various aspects of program activities according to a standard format. All records of the service provider relating to the contract award must be maintained at the project site or local office and be made available for SOURCEWISE review.

Service providers will be required to establish and maintain a financial management system that assures control over the use of

contract funds in accordance with federal and state requirements.

Monthly detailed fiscal reports will be required for request of contract funds. All costs reported by the provider in monthly and final fiscal reports must be supported by appropriate accounting documentation.

3. A written grievance process for reviewing and attempting to resolve complaints of older individuals shall be included under Part D Supporting Documentation of the proposal.
4. A transition plan for the termination or transfer of services shall be included under Part D Supporting Documentation of the proposal.
5. Insurance
Prior to commencement of any work under this Agreement, the Contracted Service Provider will be required to procure and maintain comprehensive general liability insurance of not less than \$1,000,000 per occurrence for bodily injury and property damage combined. Higher limits may be required in cases of higher than usual risks.

Workers compensation, as prescribed by the laws of California and certificates of insurance will be requested.

Automobile liability, including non-owned auto liability, of not less than \$1,000,000 for volunteers and paid employees providing services supported by the contract.

If applicable, or unless otherwise amended by future regulations, the provider shall comply with the Public Utilities Commission General order No. 115-F which requires higher levels of insurance for charter-party carriers of passengers and is based on seating capacity as follows:

- a. \$750,000 if seating capacity is under 8
- b. \$1,500,000 if seating capacity is 8-15
- c. \$5,000,000 if seating capacity is over 15

6. Bonding
Service provided will be required to secure and maintain during the contract period a commercial fidelity bond in the penalty of either \$10,000 or 20% of the total contract award, whichever is larger, to protect against misappropriation of funds by any employee or volunteer or the agency.

7. Audits
Service providers will be required to submit to SOURCEWISE an audit of expenditures made under the contract award. This audit must be conducted by an independent auditor or auditing firm in accord with Federal guidelines and specifically identify revenue, expenditures, matching funds and program income from the project.
Contracts that expend \$750,000 or more in federal funds shall arrange for an audit to be performed as required by the Single Audit Act of 1984 (Public Law 98-502); the Single Audit Act Amendments of 1996 (Public Law 104-156); and 2 CFR 200.501 to 200.521 (formerly OMB Circular A-133).
8. Other Applicable Regulations
Applicants must be in conformity with the rules and regulations of the U.S. Administration on Community Living and other applicable Federal and State mandates.
9. Contracts in Excess of \$100,000
If all funding provided herein exceeds \$100,000, the CONTRACTOR shall comply with all applicable orders and requirements issued under the following laws:
 1. Clean Air Act, as amended [42 USC 1857]
 2. Clean Water Act, as amended [33 USC 1368]
 3. Federal Water Pollution Control Act, as amended 33 USC 1251, et seq.]
 4. Environmental Protection Agency Regulations [40 CFR, Part 15] and [Executive Order 11738]
 5. Public Contract Code Section 10295.3
10. California Code Regulations relating to RFP process can be reviewed at:
[https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=I744DC110D4B711DE8879F88E8B0DAAAE&originationContext=documenttoc&transitionType=Default&contextData=\(sc.Default\)](https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=I744DC110D4B711DE8879F88E8B0DAAAE&originationContext=documenttoc&transitionType=Default&contextData=(sc.Default))
11. California Code Regulations relating to program information can be reviewed at:
[https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=I69FD3880D4B711DE8879F88E8B0DAAAE&originationContext=documenttoc&transitionType=Default&contextData=\(sc.Default\)](https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=I69FD3880D4B711DE8879F88E8B0DAAAE&originationContext=documenttoc&transitionType=Default&contextData=(sc.Default))

12. Federal Regulations relating to the Older Americans Act can be reviewed at:
http://www.aoa.gov/AoA_programs/OAA/index.aspx
13. Bidders can review Sourcewise's policy manuals, memorandums, and assessment/evaluation criteria and instruments with a written request submitted via regular mail or email to Sourcewise Chief Operating Officer, Manuel Altamirano (maltamirano@mysourcewise.com).

PART II - SUBMISSION OF PROPOSAL; GENERAL INFORMATION

6. SUBMISSION OF PROPOSAL

A. General Information

Each program in Part III of the RFP contains program standards. Part IV contains the application. A separate and complete application must be submitted for each program. An original and five copies should be submitted in the order in which it is presented. Each proposal shall include the following four sections:

- | | |
|--------------------------------------|------------------------------|
| (A) Program Description | (C) Program Budget |
| (B) Program Management Documentation | (D) Supporting Documentation |

Proposals may be withdrawn from consideration by written notice received at any time prior to award. An authorized bidder representative may withdraw proposals in person.

The bidder will bear all costs of developing the renewal and submitting one original and five copies to SOURCEWISE. SOURCEWISE reserves the right to reject all or part of any proposal if that proposal does not meet the minimum submission qualifications stated in the RFP document.

B. Process of Preparing and Submitting a Proposal

1. The steps in the RFP process and the timeline for this process are listed below:

(1) RFP available for applicants	3/30/2016
(2) Due date for proposals	5/13/2016
(3) RFP evaluation	5/16/2016 – 5/20/2016
(4) Board of Directors approval of Review Team recommendation	5/23/2016

- (5) Notification of contract awards 5/27/2016
mailed
- (6) Deadline for appeals 6/10/2016
- (7) Contract negotiations 6/20/2016 – 6/24/2016
- (8) Services begin 7/1/2016

2. Step-By-Step Instructions

The following instructions correspond with each of the steps above:

Step 1: Due Date for Proposal: All proposals must be submitted in a completed form no later than 4:00PM on 5/13/16. Proposals submitted after this deadline will **not** be accepted. Postmarked, faxed or e-mailed submissions are **not** acceptable.

Step 2: RFP Evaluation: SOURCEWISE RFP Evaluation Committee evaluates the proposals based on the criteria outlined in the RFP and submits the recommendations to Sourcewise governing board.

Step 3: Board of Directors Approval: The SOURCEWISE Board of Directors makes the final decision to select the contractors for award.

Step 4: Notification: Notification will be made by mail to both successful and unsuccessful applicants. A notice of adverse determination from the AAA shall meet all of the following conditions:

- (a) Be in writing and delivered by either of the following methods:
 - (1) Faxed or emailed with a mailed follow-up original.
 - (2) Certified or overnight mail, return receipt requested.
- (b) Description of the grounds for the adverse determination in sufficient detail to enable the entity to respond.
- (c) Include all of the following information:
 - (1) The reason(s) for the adverse determination.
 - (2) The evidence on which the adverse determination is based.
 - (3) The effective date of the adverse determination.
 - (4) The legal or contractual citation upon which the adverse determination is based.

(5) A citation to, or copy of, the hearing process to be followed, including the entity's right to a hearing and the time period in which to request a hearing.

(6) In addition, Sourcewise shall include in its final notice of adverse determination to an existing service provider or an applicant service provider a statement that all appeal procedures have been exhausted.

Step 5: Appeals must be made in writing to the CEO of SOURCEWISE within seven days of the notification of award. Appeals can only be filed based upon an applicant agency alleging disparate treatment in the review process not on the merits of a proposal.

Step 6: Contract Negotiations: As part of the review process, the review team, the SOURCEWISE Advisory Council and the Board of Directors may require modifications or revisions to a proposal. This assures that all necessary program requirements are covered before the contract is signed.

Step 7: Service Begins: This is the date on which funded services begin and the date for beginning program monitoring and evaluation.

C. RFP Evaluation Criteria and Weighting

Proposals will be evaluated according to the criteria outlined below for each section of the proposal.

1. Program Description (50%)

Adequacy of plan and methodology to provide proposed services within required program specifications.

Comparison of program objectives and units of service to those specified in the RFP.

Capability of proposed timetable and process for achieving objectives.

Minority persons in greatest economic need proportionate to the total elderly population served.

Adequacy of plan for client contributions.

Adequacy of plan for the recruitment and use of volunteer and staff resources.

Capability of agency process to work with and encourage client input in planning and program evaluation.

Demonstration of appropriate agency linkage and coordination, including subcontracts or agreements with other community organizations and resources to increase cost effectiveness and reduce duplication.

Adequacy of plan for expansion of existing service delivery.

2. Program Management (25%)

Structure of organization and staffing patterns of paid staff and volunteers and its potential impact on achievement of proposed objectives.

Experience of applicant agency, particularly in providing the proposed services.

Experience of applicant agency in serving older persons, particularly the target population.

Qualifications of personnel to achieve proposed objectives and access the target population.

Adequacy of training plan for staff and volunteers.

Adequacy of applicant's facility to accomplish the proposed program.

Adequacy of agency's system of record keeping and data collection for evaluation purposes.

Capability of agency plan to obtain additional funding support from private and other public sources.

Adequacy of agency plan to self-evaluate and monitor proposed objectives.

Status as a minority organization, or organizations serving the target population of highest social and physical need.

3. Budget (25%)

Reasonable estimated cost of proposed program.

Estimated agency match must directly relate to the project and expansion activities being proposed. Additional points of otherwise responsive proposals will be awarded for those who exceed the

required match. The required match is for Title IIIB and Title IIIC funding.

Percentage of program budget allocated for direct service costs vs. administration, overhead and indirect costs.

Comparison of total program costs with program objectives and units of service for geographic area to be served.

Competitive salary/benefit package. Supervision/Training built into budget.

PART III PROGRAM STANDARDS

7. LEGAL ASSISTANCE

- A. Program Name: Legal Assistance
- B. Program Goal: To ensure the rights and entitlement of older persons by providing or securing legal assistance.
- C. Program Definition: Legal Assistance consists of legal representation by a member of the California State Bar or by a non-attorney under the supervision and control of a member of California State Bar. Must visit/serve each focal point at least once a month.
- D. Unit of Service: Provision of legal advice, counseling, and representation by an attorney is counted as number of hours.
- E. Estimated program funding: \$200,000
- F. Required Match: \$22,220
- G. Minimum number of units required: 4,211
- H. Area to be Served: Santa Clara County
- I. Scope of Service
 - 1. Provider shall target the delivery of Legal Assistance at SOURCEWISE designated focal points and senior centers, with a priority emphasis on outreach in geographic areas with a high concentration of ethnic minority and low-income elderly. The remaining service effort may be delivered at other approved sites.

2. Provider shall present group training and education in areas of:
 - i. Older adults' rights
 - ii. Entitlements and benefits
 - iii. Consumer fraud
 - iv. Elder Abuse
 - v. Age discrimination
 - vi. Medicare/Medi-Cal
 - vii. Protective services
 - viii. Nursing homes

3. Provider shall ensure service quality and maintain professional standards by:
 - i. Establishing a system of filing, record keeping, docket control and updating case activities.
 - ii. Providing for the supervision of legal workers by an attorney.
 - iii. Establishing a system of review to evaluate the quality of legal work, determine what pertinent issues have been identified, to assure the timely handling of cases, and to ensure that clients are involved in establishing case objectives and are kept informed of developments in the case.
 - iv. Setting optimum caseloads for legal workers based on their experience and specialization.
 - v. Providing training for legal workers based on responsibilities and skills.
 - vi. Ensuring that the confidences of clients are preserved from unauthorized disclosure.

4. Volunteers: Describe your methods for recruitment and training of volunteers in the proposed program; include: (a) the kinds of tasks that will be performed by volunteers and (b) the estimated number of volunteer hours during an average month. (10 points)

5. Client Contributions: Describe your plan for collecting voluntary client contributions including (a) how clients will be informed of the opportunity to contribute to the cost of the service, (b) the amount of the suggested client contribution and how it was determined, (c) the method used to collect and record client contributions to ensure confidentiality. (10 points)

6. Client Input: Describe the process by which regular client input is received and areas that are monitored for quality of service. (10 points)

7. Objectives: List at least one measurable objective for each of the following program areas; reaching the target population, staffing and volunteers, coordination with other agencies, public information, obtaining contributions, client input, and fundraising. (20 points)

B. Program Management (50 points)

1. Agency Experience: (a) Describe your organization, its purpose, goals and experience in delivering services to older persons in greatest social and economic need. (b) Describe your organization's experience in delivering the service for which you are applying. (c) Describe how the Title III program will be integrated into other agency services. (10 points)
2. Facility: Describe the physical location(s) where the proposed service will be provided and the days and hours of operation. (5 points)
3. Staff Qualifications: Describe the qualifications of the personnel to achieve the proposed objectives and reach the target population. (10 points)
4. Training Plan: Describe the training plan for paid staff and volunteers. (5 points)
5. Agency Support: Describe the resources to support the proposed services and steps to be taken to obtain funding from other sources. (10 points)
6. Record Keeping: Describe the agency's ability to manage the fiscal and program record system and the resources to report MIS data electronically to the SOURCEWISE (5 points)
7. Minority Organizations: Does your agency fit the definition of a minority organization? (5 points)

C. Budget (50 points)

One program budget must be submitted on the forms attached (C-1 through C-5) for each proposal application. The program budget must include all costs, both cash and in-kind, required to provide all service activities proposed.

The program budget must cover the entire contract period and include the requested amount of Older Americans Act funds, other sources of cash, anticipated program income and the value of all donated services and materials.

If the program budget includes start-up costs of a one-time-only nature, please list these on a separate sheet of paper. This is in addition to including them in the program budget. Start-up costs should be identified using the proper budget category, source and amount of anticipated expenditure.

On budget forms C-1 through C-5, the individual funding sources must be listed and the sum of all the funding sources must equal the Total Program Cost (column A) for each budget category. The funding sources are defined as follows:

1. Older Americans Act Funds Requested- This column reflects the actual Title III amount from the SOURCEWISE. The total of this column must equal the amount of funding provided for the program as specified in the Program Standards section.
2. Non-Federal Match- This column reflects non-federal cash or in-kind resources received by the applicant and used to fulfill or exceed the local match requirement.

Cash Match- Non-federal cash received by the agency and used to fulfill the local match requirement.

In-Kind Match- Equivalent value of donated or volunteer services, supplies, etc. from nonfederal third party sources and used to fulfill the local match requirement. It may also include the value of agency owned property utilized in the program.

Example of Non-federal Matching Sources:

- a) Revenues from city, county and state sources;
 - b) Revenues from private organizations;
 - c) Individual contributions not tied to receiving service;
 - d) United Way revenues;
 - e) Revenue sharing;
 - f) Volunteer services, space, consultants, and any sources.
3. Program Income - This column reflects the anticipated amount of funding or earnings to be received by the provider during the contract period from the following: client contributions for service, other individual donations, fund raising activities in the name of the program, rents, payments and residuals to the program for use of facilities, interest, etc.

Program income received as a direct result of the program must be used for costs directly related to that program and shall be spent before the SOURCEWISE funds are applied. It cannot be used to meet the local match requirement.
 4. Other Resources - This column reflects any other cash or in-kind governmental (public) or private resources (United Way, foundation grants, etc.), which are used in the program.

Budget Summary (Form C-1) should be completed after the detailed cost breakdown, forms C-2, C-3, C-4 and C-5. List by budget category for summary totals from Forms C-2 through C-5 for each funding source in columns B through E. Column A should reflect the total costs for each budget category and match the totals for each budget category in the detailed breakdown. Refer to the definition of each funding source as outlined above.

A detailed breakdown of budget categories (Forms C-2 through C-5) represents the detailed itemizations for each budget category. All entries should be rounded off to the nearest dollar. Detailed costs must be shown for each expenditure made in support of the program. The budget categories are:

101 - Personnel - List the exact number of paid or in-kind staff members used in support of the proposed program, their title, percentage of time in the program and annual salary at 100% or FTE (full-time equivalent). Any change of salary status anticipated during the contract period must be listed.

102 - Payroll Taxes & 103 - Fringe Benefits: Enter the appropriate payroll taxes and employee benefit costs for paid staff. The rates for formulating totals should be shown. State if an employee is exempt. All benefits provided to paid staff must be shown as broken out on this form.

104 - Travel: This category is for all staff or volunteer travel costs related to the program. Staff travel and operational travel (such as mileage paid for escort service) must be listed separately. Staff travel must be in support of the program. The mileage reimbursement rate for staff and operational travel must be shown under description of budget item, as follows

(_____ Month x _____ miles x _____ cents x _____ Staff = _____

Sourcewise may limit travel reimbursement to State approved levels.

105 - Training: This category refers to expenses incurred for paid staff and volunteer attendance at conferences, conventions and meetings that relate to the proposed program.

106 - Equipment: Separate listings should be made in this category if equipment is to be purchased, or to be leased, and each item must be listed and described. If equipment is to be leased, indicate the cost per month. Also included in this category should be the cost of operations, repairs, and/or maintenance for equipment. Enter a separate listing for each item and indicate whether the cost is for operations, repairs and/or maintenance. Include the value of in-kind contributions.

107 - Occupancy: Enter the cost and specifics of all building space and utilities charged to this program. Indicate square footage, monthly rent, and time duration of lease, if applicable. If utilities are not included in the rental agreement, indicate and list separately. In-kind contributions should be entered at the fair market value or rental rate.

108 - Telephone: Enter the cost of telephone service necessary to support the program.

109 - Consumable Supplies: Enter the cost of items which are regularly consumed, including: bank checks, accounting or program forms, paper and fluid for duplicating, pens, paper clips, etc.

110 - Printing and Publications: Enter the cost of outside printing. If a special or regular printing or mailing is to be done, indicate as a separate line item (Project Brochure - 5,000 @ 12 cents per brochure). Enter the cost of publications that relate to the proposed program as a separate as a separate line item.

111 - Postage: Enter the cost of postage for regular and special mailings.

112 - Insurance: Record the cost of all insurance (except Workers Compensation or any employee health insurance) under this category, necessary to support the proposed program.

113 - Other Costs: Enter additional cost items which cannot be assigned to any other category. Any item listed must be organization, amount, time period, and a brief description of the service must be included. Some examples of other costs include: audit, accounting, taxes, licenses, legal services and advertising.

114 - Indirect Costs: This category is used only when the program is to be administered by an operating organization which is multi-operational. Indirect costs are those (a) incurred for a common or joint purpose benefiting more than one cost objective, and (b) not readily identifiable with the program itself, but which are nevertheless incurred by the contractor. In order to budget indirect costs, it is preferred that the contractor have an established indirect cost rate approved by the Department of Health and Human Services. SOURCEWISE will allow indirect costs up to a maximum of 8% of direct costs, excluding in-kind contributions, capital equipment and contract services.

115 - Subcontracts: An applicant proposing subcontracts to perform the requested service must provide detailed budget information for each of the proposed subcontractors using the same line item format as identified. The total of all subcontracted costs by category must be consolidated into the applicant agency's

primary budget. Sourcewise maintains the right to approve, reject and/or modify any proposed subcontracts.

Selection is based on the highest overall scores. A scorecard is included.

D. Supporting Documentation

1. Attach a copy of the agency's organizational chart including the proposed program.
2. Attach job descriptions of the staff that will be paid with Title III funds.
3. Attach a roster of the agency Board of Directors.
4. Attach the following applicable certificates of insurance; fidelity bond, general liability, private vehicle insurance, project vehicle insurance, worker's compensation insurance.
5. Maintain a written Emergency Operations Plan that can be activated in an emergency. The plan should include assurances that the facility is prepared and that the staff, volunteers and participants have been trained in the emergency plan and in fire safety.
6. Include a written grievance process for reviewing and attempting to resolve complaints of older individuals.
7. Prepare a transition plan for the termination or transfer of services.
8. Prepare contingency plans for an increase or decrease in Funding:
 - a. Describe how additional funds would be used if additional funds become available
 - b. Describe how services would be reduced due to a reduction of funds



TITLE III B – LEGAL PROGRAM STANDARDS

I. Legal Services

- a. Program Name: Legal Assistance
- b. Program Goal: To ensure the rights and entitlements of older persons by providing or securing legal assistance
- c. Program Definition: Legal assistance consists of legal representation by a member of the California State Bar or by a non-attorney under the supervision and control of a member of the California State Bar.
- d. Unit of Service: Provision of legal advice, counseling, and representation by an attorney is counted as number of hours.
- e. Area to be Served: Services must be provided within Santa Clara County and must visit/serve each focal point at least once a month or as determined by Sourcewise.
- f. Estimated Funding: A total of **\$200,000** is available for Legal services
- g. Minimum Service Standard and Required Match: The contractor must provide, at a minimum, **4,737** hours per year for **\$200,000** of Title III B funding. The minimum cash and in-kind match is **\$22,220**. See the Budget section for more detail. Additional service provided beyond the minimum will be acknowledged in the review process.
- h. Scope of Service:
 - o Provider of county-wide services shall target the delivery of legal services at SOURCEWISE designated focal points and senior centers, with a priority emphasis on outreach in geographic areas with a high concentration of ethnic minority, isolated and low-income elderly. The remaining service effort may be delivered at other approved sites.
 - o Provider shall set case priorities for categories of cases for which legal representation will be given to ensure that those in greatest economic and social need are served. Legal representation shall emphasize the categories of public benefits, long-term care, housing, alternatives to institutionalization, and elder abuse/neglect.



- Provider shall present group training and education in areas of: rights, entitlements and benefits to older persons, their families and community representatives at service intake sites.
- Provider shall ensure service quality and maintain professional standards by:
 - (a) Establishing a system of filing, record keeping, docket control and updating case activities;
 - (b) Providing for the supervision of legal workers by an attorney;
 - (c) Establishing a system of review to evaluate the quality of legal work, determine what pertinent issues have been identified, to assure the timely handling of cases, and to ensure that clients are involved in establishing case objectives and are kept informed of developments in the case.
 - (d) Setting optimum caseloads for legal workers based on their experience and specialization;
 - (e) Providing training for legal workers based on responsibilities and skills; and
 - (f) Ensuring that the confidences of clients are preserved from unauthorized disclosure
- Provider shall have legal malpractice insurance.
- Legal services shall be delivered to institutionalized, isolated and homebound elderly as well as to historically underserved areas of the county.
- A formal agreement shall be developed with the local state-designated Long-Term Care Ombudsman program that will specify ways in which the two programs will coordinate advocacy efforts.
- Provider shall coordinate services with the local Health Insurance Counseling and Advocacy Program.
- Efforts shall be made to involve the private bar in legal assistance activities.

i. Data Reporting Requirements: The agency is required to submit quarterly reports. The reporting form is below for reference:

*Download the Program Budget from the Request for Proposal drop-down list:
www.mysourcewise.com/area-plan

- **NOTE:** Terms marked with a broken diamond (❖) are defined in the Legal Problem Code Definitions (Part Four B) section of the Report Instructions.
- **NOTE:** Terms marked with the raised triangle (▲) are defined in the Case Closing Code / Level of Service Definitions section (Part Four C) of Report Instructions

Reporting Legal Service Provider Name		Legal Provider County(ies) Served
Quarterly Reporting Period	Date Submitted to AAA	Legal Provider Contact Name
Legal Provider Contact Telephone		Legal Provider Contact E-mail

Reporting Area Agency on Aging* (AAA) Name		AAA Person Name Reviewing Report	
PSA* / AAA Number	Date Submitted to CDA	AAA Contact Telephone	AAA Contact E-mail

Total Unduplicated* Client Count for Quarter	
Total Cases Closed in Quarter	
Total Units of Service* for Quarter (Unit = 1 Hour)	

CLIENT CHARACTERISTICS FOR UNDUPLICATED* CLIENTS IN CASES OPENED THIS QUARTER			
CLIENT AGE	Total	CLIENT RACE* <i>(Each Unduplicated Client is to be reported in <u>only one</u> race category)</i>	Total
◆ 60-64		◆ Two or More Races*	
◆ 65-74		◆ Caucasian*	
◆ 75-84		◆ African American*	
◆ 85+		◆ Native American / Native Alaskan*	
◆ Client Declined to Provide Information*		◆ Asian/Pacific Islander* <i>(breakdown is to comply with CA Govt. Code 8310.5)</i>	
TOTAL (= Unduplicated* Client Total for Quarter)		❖ Asian Indian	
CLIENT GENDER	Total	❖ Cambodian	
◆ Male		❖ Chinese	
◆ Female		❖ Filipino	
TOTAL (=Unduplicated* Client Total for Quarter)		❖ Japanese	
OTHER CLIENT CHARACTERISTICS	Total	❖ Korean	
◆ Frail/Disabled*		❖ Laotian	
◆ Homebound*		❖ Vietnamese	
◆ Lives Alone		❖ Guamanian	
◆ Institutionalized*		❖ Hawaiian	
◆ Suspected Victim of Elder Abuse/Exploitation*		❖ Samoan	
◆ Limited English		❖ Other Asian / Pacific Islander	
◆ Rural*			
◆ Greatest Economic Need* (Minority)*			
◆ Greatest Economic Need* (Non-Minority)*			
◆ Greatest Economic Need* (Minority Status Unknown)			

- NOTE: Terms marked with a broken diamond (❖) are defined in the Legal Problem Code Definitions (Part Four B) section of the Report Instructions.
- NOTE: Terms marked with the raised triangle (▲) are defined in the Case Closing Code / Level of Service Definitions section (Part Four C) of Report Instructions

CLIENT ETHNICITY*	Total
◆ Hispanic / Latino* <i>(This is a separate category from Race)</i>	

◆ Race Unknown/Some Other Race*	
◆ Client Declined to Provide Information*	
TOTAL (=Unduplicated* Client Total for Quarter)	

CASE INFORMATION *(Include All Cases Regardless of Whether Clients are Duplicated or Unduplicated)*

CASES OPENED IN QUARTER <i>(Total Cases Opened by Legal Problem Code)</i>		CASES CLOSED IN QUARTER <i>(Total Cases Closed by Case Closing Code & Legal Problem Code)</i>		
LEGAL PROBLEM CODE	TOTAL	CASE CLOSING CODES – LEVEL OF SERVICE <i>(Report only one code per case closed)</i>		
		<i>Counsel and Advice▲ (CA)</i>	<i>Limited Additional Services▲(LAS)</i>	<i>Legal Representation▲ (LR)</i>
A. CONSUMER / FINANCE				
A1. Bankruptcy / Debt Collection ❖				
A2. Contracts / Warranties ❖				
A3. Other Consumer/Finance ❖				
B. EMPLOYMENT				
B1. Discrimination ❖				
B2. Other Employment ❖				
C. FAMILY				
C1. Divorce/Custody/Visitation/Support/ Grandparents Rights ❖				
C2. Conservatorship ❖				
C3. Other Family ❖				
D. HEALTH/COMMUNITY BASED CARE				
D1. Medi-Cal / Medicaid ❖				
D2. Medicare ❖				
D3. Other Health / Community Based Care ❖				
E. HOUSING				
E1. Landlord-Tenant (Subsidized or Private Housing) ❖				
E2. Real Property: Home loans / Foreclosure / Reverse Mortgages ❖				
E3. Other Housing ❖				
F. INCOME MAINTAINANCE				
F1. Social Security ❖				
F2. Supplemental Security Income (SSI) ❖				
F3. Pensions / Retiree Benefits ❖				
F4. Other Income Maintenance ❖				
G. INDIVIDUAL RIGHTS				
G1. Immigration / Naturalization ❖				

- NOTE: Terms marked with a broken diamond (❖) are defined in the Legal Problem Code Definitions (Part Four B) section of the Report Instructions.
- NOTE: Terms marked with the raised triangle (▲) are defined in the Case Closing Code / Level of Service Definitions section (Part Four C) of Report Instructions

G2. Elder Abuse / Neglect/ Exploitation❖			
G3. Other Individual Rights❖			
H. MISCELLANEOUS			
H1. Estate Planning/ Wills / Trusts❖			
H2. Advance Health Care Directives (AHCD)❖			
H3. Financial Powers of Attorney❖			
H4. Other Miscellaneous❖			
TOTAL CASES OPENED IN QUARTER	TOTAL CASES CLOSED IN QUARTER BY CASE CLOSED CODE		
	TOTAL COUNSEL AND ADVICE▲	TOTAL LIMITED ADD. SERVICES▲	TOTAL LEGAL REPRESENTATION ▲
TOTAL ESTIMATED CASE WORK HOURS SPENT (Include preparation time)			

OUTREACH / COMMUNITY EDUCATION ACTIVITIES DATA
(Attach Sheets as Needed)

INFORMATION ON SPECIAL OUTREACH ACTIVITIES					
DATE	LOCATION (If Applicable)	TYPE OF OUTREACH ACTIVITY	GROUPS TARGETED BY OUTREACH	EST # OF PEOPLE REACHED	EST. HOURS (Including Prep, Travel, Presenting)
TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN THE QUARTER =					
TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN THE QUARTER =					

INFORMATION ON COMMUNITY LEGAL EDUCATION PROGRAMS / ACTIVITIES					
DATE	LOCATION (If Applicable)	TOPIC	TARGETED AUDIENCE	EST # OF PARTICIPANTS	EST. HOURS (Including Prep, Travel, Presenting)

- NOTE: Terms marked with a broken diamond (❖) are defined in the Legal Problem Code Page 5 of 6 Definitions (Part Four B) section of the Report Instructions.
- NOTE: Terms marked with the raised triangle (▲) are defined in the Case Closing Code / Level of Service Definitions section (Part Four C) of Report Instructions

TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN THE QUARTER =					
TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN THE QUARTER =					

OPTIONAL NARRATIVES
(Use additional paper if needed)

OPTIONAL SUCCESS STORY(IES) / CASE SUMMARY(IES)
Provide Brief Narrative(s) of Notable Case(s) and/or Achievement(s).
*Remember to EXCLUDE any client identifying information.

OPTIONAL INFORMATION ON COLLABORATION WITH OTHER ADVOCACY GROUPS
Briefly describe activities relating to your partnerships, collaboration and networking with other elder rights advocacy groups (e.g., LTC, Ombudsman, HICAP, APS, AAA, or Other State Organizations).

- NOTE: Terms marked with a broken diamond (❖) are defined in the Legal Problem Code Definitions (Part Four B) section of the Report Instructions.
- NOTE: Terms marked with the raised triangle (▲) are defined in the Case Closing Code / Level of Service Definitions section (Part Four C) of Report Instructions



APPLICATION FOR OLDER AMERICANS ACT FUNDING

Agency: _____

Address: _____

Contact Name: _____

Phone: _____ E-Mail: _____

Agency Type:

Public/Government Private Non-Profit Private For Profit

Program Area:

<input type="checkbox"/> Personal Care	<input type="checkbox"/> Congregate Nutrition	<input type="checkbox"/> LTC Ombudsman
<input type="checkbox"/> Homemaker	<input type="checkbox"/> Transportation	<input type="checkbox"/> Family Caregiver Programs
<input type="checkbox"/> Home Delivered Meals	<input type="checkbox"/> Legal Services	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Adult Day/Health	<input type="checkbox"/> Info & Assistance	
<input type="checkbox"/> Case Management	<input type="checkbox"/> Health Services	

Geographic Area to be Served:

Summary of Cost (See Instructions):

- | | |
|--|----------|
| 1. Older Americans Act Funds Requested | \$ _____ |
| 2. Non-Federal Match | |
| A) Cash | \$ _____ |
| B) Value of In-Kind | \$ _____ |
| 3. Program Income | \$ _____ |
| 4. Other Non-Match, Non-Income Funds | |
| A) _____ | \$ _____ |
| B) _____ | \$ _____ |
| C) _____ | \$ _____ |
| D) _____ | \$ _____ |
| 5. Total Program Cost (1+2+3+4) | \$ _____ |

The governing body of the applicant has authorized this proposal for submission.

Authorized Signature _____ Date: _____





Applicant Agency_____

PROGRAM DESCRIPTION

As described in Section IV, Part A, #1-7



List the minimum number of units to be provided for each required unit of service and the unduplicated persons to be served, as described in Section IV, Part A, #1.d

TYPE OF UNITS TO BE PROVIDED	NUMBER OF UNITS	UNDUPLICATED PERSONS
---------------------------------	--------------------	-------------------------

List at least one measurable objective for each of the following program areas: reaching the target population, staffing and volunteers, coordination with other groups, public information, client input, and obtaining client contributions & fund-raising, as described in Section IV, Part A, #8.

Program Area	Objective	How Measured
Target Population		
Staffing & Volunteers		
Coordination		

Public Information		
Client Input		
Client Contribution		



SOURCEWISE
COMMUNITY RESOURCE SOLUTIONS

Applicant Agency_____

PROGRAM MANAGEMENT
As described in Section IV, Part B.

Serving all adults in Santa Clara County

Since 1973

■ 2115 The Alameda
San Jose, CA 95126
P: (408) 350-3200

■ 16340 Monterey Road
Morgan Hill, CA 95037
P: (408) 762-7362

www.mysourcewise.com





Applicant Agency _____

Attach the following documentation:

Organizational Chart included
501c3 designation included (if necessary)
Job Descriptions included
Board of Directors roster included
Bond & Insurance information included
Documentation of Emergency plan included
Transition plan for termination or transfer of services included
Plan for additional and/or decreased funding included



SCORECARD

Agency/Service:

/

Reviewer
Init:

Program Description		Base Points	Bonus Points	POINTS AWARDED
1	Do services described match the description in the program standards?	8		
2	Does the program have adequate procedures in place to reach all older adults in the service area and to target specific groups	4		
3	Does the program have adequate procedures in place to intake clients and establish service priorities and eligibility?	4		
4	Does the program meet the minimum level of service described in the program standard? Bonus points for exceeding this	8	8	
5	Coordination: Does the program have a specific goal to coordinate with other agencies and minimize duplication of services	5		
6	Targeting: Does the program have a specific goal to outreach and deliver services specifically to target populations?	5		
7	Public Information: Does the program have a specific goal to adequately publicize the program?	5		
8	Staff & Volunteers: Does the program have a specific goal to provide adequate staff and/or volunteers to support the program?	5		
9	Client Contribution: Does the program have a specific goal to provide an opportunity for clients to voluntarily contribute to the cost of service?	5		
10	Client Input: Does the program have a specific goal to solicit clients for feedback on the quality of service? Does it include a written grievance procedure?	5		
Program Management				
11	Does the agency have adequate experience to provide the service?	4		



12	Does the agency have adequate facilities to provide the service?	2		
13	Does the agency have adequate staffing to provide the service?	4		
14	Does the agency have an adequate training plan in place for staff and volunteers?	2		
15	Is the agency able to secure matching funding for the program?	4		
16	Does the agency have procedures in place to manage fiscal and program data reporting?	2		
17	Does the agency meet the definition of a minority provider?	2		
Budget				
18	Does the overall budget of the program reasonably match the staffing and level of service provided?	8		
19	Does the program provide sufficient 10% match for the program? Bonus points for proposals with additional match.	4	4	
20	Ratio of Direct Service Costs to Indirect (Admin, Overhead, other indirect costs)	3		
21	Supervision and/or training built into the budget?	3		
Supporting Documentation				
22	Organizational Chart included	1		
23	501c3 designation included (if necessary)	1		
24	Job Descriptions included	1		
25	Board of Directors roster included	1		
26	Bond & Insurance information included	1		
27	Documentation of Emergency plan included	1		
28	Transition plan for termination or transfer of services included	1		
29	Plan for additional and/or decreased funding included	1		

Total:

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