

## SOURCEWISE INVITATION FOR BID & REQUEST FOR PROPOSAL PROCEDURE

### *TITLE III E FAMILY CAREGIVER SUPPORT PROGRAM, CAREGIVER TRAINING (CAREGIVERS OF OLDER ADULTS)*

The Sourcewise Invitation for Bid & Request for Proposal Procedure (IFB/RFP Procedure) provides detailed program requirements including instruction to support bidders through the proposal development and submission process. Organizations interested in submitting a Request for Proposal (RFP) can find the required templates for the Title III E Family Caregiver Support Program (FCSP) Caregiver Training on the Sourcewise website at <https://www.mysourcewise.com/about/grantees/>. Interested entities should be able to successfully respond to the Title III E FCSP Caregiver Training RFP application submission requirements out lined in the IFB/RFP procedure.

For the 2021-2022 fiscal year, beginning on November 01, 2021 through June 30, 2022, Sourcewise invites the submission of proposals for the provision of Title III E FCSP Supportive Services, Caregiver Training (Caregivers of Older Adults).

All interested applicants which serve Santa Clara County, whether public, private, non-profit, or profit-making agencies are eligible organizations. Contract awards made to for-profit 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. Private individuals are not eligible to apply for this grant.

Applicable service component for the Sourcewise Title III E FCSP Caregiver Training (Caregivers of Older Adult) RFP for contract beginning on November 01, 2021 – June 30, 2022 includes the following expectations at minimum for the awarded bidder.

- As a FCSP Supportive Service provider, administer services that are meant to support the family caregiver that align with Title III E eligibility, Older American Act (OAA) and Older Californian Act (OCA).
- Awarded bidder shall provide Caregiver Training services to an identified vulnerable population, including but not limited to LGBTQ+ Caregivers, African American/Black Caregivers, Asian American, and/or Hispanic/Latinx Caregivers in a specific geographic region/area in Santa Clara County.
- Provide services in languages other than English based on the targeted population preferred language needs identified.
- Provide services consisting of workshops or one-on-one individually tailored sessions, conducted either in person or electronically, by a skilled and knowledgeable individual to assist caregivers in developing the skills and gaining the knowledge necessary to fulfill their caregiving responsibilities; and shall address the areas of health, nutrition, and financial literacy.
- The bidding organization has staff and/or volunteers who have the skills to direct group activities, facilitate discussion, provide informal counseling, and coordinate community resources and linkages for participants as required.
- The awarded bidder shall demonstrate an effective data management and record retention process and procedure to capture participant eligibility to fulfil the reporting requirements as a Title III E registered service provider.
- Meet all the administrative requirements of the Title III E FCSP Caregiver Training program outlined in Section VI. Tasks include but are not limited to collecting, accounting, and reporting of donations in a confidential manner and consistent with standard accounting principles.
- Define specific measurable and attainable goals and objectives to coordinate service delivery to alleviate duplication of services; obtain client input; perform outreach and promotion of the program as described in Section VI (i) of the IFB/RFP Procedure.

- Develop and implement efficient processes set forth by the Older American Act, Title 22, CCR and adhere to Program Memos issued by the California Department of Aging.

## SECTION I. 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 and caregivers in Santa Clara County. The goal of Sourcewise is to provide a comprehensive system of services to older persons to allow them to live independently and avoid inappropriate institutional placement.

Sourcewise provides seniors, caregivers, and adults with disabilities, access to supportive services and resources to maintain their independence. Sourcewise's annual planning process identifies the needs of older persons in Santa Clara County including the development of the Area Plan on Aging goals & objectives to address the identified needs. These objectives are accomplished, in part, through the purchase of services from community-based organizations.

## SECTION II. FUNDING SPECIFICATIONS

**OAA Service Type:** Title III E FCSP Caregiver Training (Caring for Elderly), Support Service  
**Service Type:** Registered Service

**Program Definition:** Service consisting of workshops or one-on-one individually tailored sessions, conducted either in person or electronically by a skilled and knowledgeable individual, to assist caregivers in developing the skills and gaining the knowledge necessary to fulfill their caregiving responsibilities; and shall address the areas of health, nutrition, and financial literacy.

**Program Goal:** The National Family Caregiver Support Program (FCSP) is designed to establish networks that provide supportive services for family caregivers, grandparents, and older individuals who are relative caregivers.

**Contract Scope of Work:** Caregiver Training services are provided to an identified vulnerable population, including but not limited to LGBTQ+ Caregivers, African American/Black Caregivers, Asian American, and/or Hispanic/Latinx Caregiver.

**Area to be Served:** Target a specific geographic region of Santa Clara County

**Unit of Service:** 1 hour = 1 unit of service

### Scope of Service & Funding<sup>1</sup>

Funding available: \$ 25,261

The minimum grant amount is \$ 25,261

### Service Standard:

Units of Service: 700 hours

Unduplicated Persons Served Goal<sup>2</sup>: 40 - 60

**Required Match:** The minimum cash and in-kind match is 35% or \$8,841.35

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<sup>1</sup> Source of Funding: Federal Older American Act Title III E Family Caregiver Support Program;. Each of the allocations represents a planning estimate provided by the California Department of Aging and/or Federal Government and is subject to change. Funding is contingent upon the availability of state and federal funds.

<sup>2</sup> Unduplicated persons goal can be renegotiated and should be described in the contents of the proposal. The justification should identify the quality of the service provided and to which geographic region including the identification of vulnerable communities served as it relates to the OAA greatest economic need (22 CCR § 7125) and greatest social need (22 CCR § 7127).

Service Type: Registered Service

Reporting Requirements:

The awarded bidder shall demonstrate an effective data management and record retention process and procedure to capture participant eligibility to fulfil the reporting requirements.

As a “registered service” detailed client information for the client is required to be collected and reported if the bidder plans on providing service in these areas. The agency is required to use Q Continuum (“Q”), Sourcewise database program, to report on services and client characteristics. The bidder must have an internet-accessible computer. Q costs, installation, and training will be provided by Sourcewise.

Service providers are required to collect information on Name, Zip Code, and Birth Date in order to establish eligibility. Reporting requirements include unduplicated client counts including client demographic characteristics, ADLs, IADLs, and units of service.

The following required characteristics must be collected from each caregiver and care recipient and entered to the Data Reporting Software, Q Continuum (“Q”):

Caregiver Required Data Characteristics:

- Unique participant ID
- Name
- Birthdate
- Zip Code
- Rural Status
- Gender
- Sex at Birth
- Sexual Orientation
- Race
- Ethnicity
- Poverty Status
- Living Status
- Employment Assessment
- Create a Caregiver Record

Care Recipient Required Data Characteristics:

- Unique participant ID
- Name
- Birthdate
- Zip Code
- Rural Status
- Gender
- Sex at Birth
- Sexual Orientation
- Race
- Ethnicity
- Poverty Status
- Living Status
- ADLs/IADLs Assessment
- Caregiver/Care Recipient Relationship File

Additional data requirements and expectations are outlined in Section VII Local Sourcewise Policies.

### SECTION III. GLOSSARY OF TERMS

AAA: Area Agency on Aging is an identifiable private nonprofit or public agency designated by the Department of Aging which works for the interest of older Californians within the PSA (Planning and Service Area). This agency engages in community planning, coordination, and program development, and, through contractual arrangements, provides a broad array of social and nutritional services. Sourcewise is the designated AAA in Santa Clara County.

Bidder: The applicant organization responding to the Request for Proposal. This term is used interchangeably with ‘applicant’ and ‘service provider’.

Care Recipient: an older individual who is determined to be functionally impaired because the individual: is unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing or supervision; or because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.

CDA: California Department of Aging

**Contract:** An official document binding both parties regarding the program and services to be provided. The selected proposed budget and Title III, Title VII program will become a part of the contract including requirements and agreement to comply with Older American Act, CFR, CCR and provisions required by Sourcewise.

**Evaluation Committee:** a team of evaluators comprised of members of the Sourcewise Board of Directors and Sourcewise Advisory Council that assess and score RFP submissions based on a predetermined proposal grading rubric.

**Family Caregiver:** an adult family member, or another individual, who is an informal provider of in-home and community care to an older individual who is 60 years of age or older.

**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, sexual orientation, gender identity, or gender expression 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 Contributions:** The cash and/or in-kind contribution made by the bidding organization that qualifies as match for the applicable Title III service and outlined in the program standard.

**Minority Provider:** A nonprofit organization whose controlling board is comprised of at least 51% minority individuals who are African American, Hispanic, American Indian/Native Alaskan/Native Hawaiian, and/or Asian American/Pacific Islander.

**Minority:** A person of color who is any of the following:

- a. Black/African American: 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 that has been granted tax-exempt status by the Internal Revenue Service.

**Non-registered Services:** Are those services where it is not practical to collect client specific information or where requiring the client to register may serve as a barrier to receiving service.

**Older Americans Act:** The federal funding source for supportive service programs funded under this Request for Proposal.

**Older Californians Act:** The state funding source for Community-Based Services Programs.

**Open and Competitive Process:** The formal Sourcewise process followed to solicit proposals for the provision of services.

PSA: Planning and Service Area (PSA). PSA defines the geographic region which the AAA encompasses.

Registered Services: Means data collection and reporting requirements including unduplicated client counts by characteristics, units of service, including in some cases ADLs/IADLs. Registered Services are client specific data using participant identification numbers for each client.

Request for Proposal (RFP): 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.

Service Provider: A term used to describe the bidding organization and used interchangeably with the 'bidder' and 'applicant'.

Subcontractor: the legal entity that is identified in the bidders OAA application to carry out part of the award to meet the unit of service requirements and/or program objectives outlined in the RFP Title III E Program IFB/RFP Procedure. A subcontractor is upheld to similar program/administrative requirements as outlined by in the Sourcewise contract, if awarded.

Subcontract: means any form of legal agreement between the awarded bidder/contractor and the Subcontractor, including an agreement that the Area Agency on Aging/Sourcewise considers a contract, including vendor type Agreements for providing goods or services under this Agreement.

Target Population: Caregivers 18 and older who are in the greatest social need, the greatest economic need, with particular attention to low-income minority older individuals and/or caregivers, older individuals and/or caregivers with Limited English Proficiency (LEP), and older individuals and/or caregivers residing in rural areas. Care recipients are persons 60 years and older.

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 specific program area of interest.

Unduplicated Persons Count: Unique count of clients who receive services between November 01, 2021 – June 30, 2022. Bidders submitting proposals are required to include an unduplicated person count to provide services. Reporting requirements are described and nonnegotiable for registered and nonregistered Older American Act funded services.

Vendor: An entity selling goods or services to the bidding agency during the bidders proposed performance of the project outlined in the RFP. A vendor is not responsible for carrying out Title III/Title VII administrative/programmatically/matching contribution requirements which the bidding agency is primarily responsible for and is recognized as the subcontractor. The vendor is required to uphold the insurance, bonding, and security requirements which are outlined in the awarded bidding agency contract.

Voluntary Contributions: Providing clients with the opportunity to contribute monetarily to the cost of the service/program provided by the successful bidder. The successful bidder should (a) inform the client of the opportunity to voluntarily contribute to the cost of service, (b) describe the amount of suggested client contribution and how it was determined, and (c) explain the method used to collect and record client contributions.

## SECTION IV. AAA TECHNICAL ASSISTANCE AND COORDINATION<sup>3</sup>

(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 provider
- (2) Requests made by service providers.

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<sup>3</sup> 22 CCR 7252

(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 PSA. 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.

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

(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.

## SECTION V. GENERAL INFORMATION FOR SOURCEWISE INVITATION FOR BID & REQUEST FOR PROPOSAL

### A. Estimated Program Funding:

Proposals must be limited to the amount of funds that correspond to the specific program stated. Each of the allocations represents a planning estimate provided by the California Department of Aging and/or Federal Government and is subject to change. Funding is contingent upon the availability of state and federal funds.

Additionally, one-time-only funding may become available for this project; however, one-time-only funding is not guaranteed.

### B. Ensuring Equity in Program Planning & Delivery: Programs, services, and activities must be very specific and explicit about the communities they are attempting to address. "Communities of color" or generic "diversity" language weakens and takes power away from the recommendation and the groups we aim to serve. To be explicit in terminology provides power to the group that has been systemically underrepresented or misrepresented.

The strengths and the assets of each community must be highlighted and used to help us move in culturally appropriate and inclusive ways.

Systemic racism, ageism, able-ism, and sexism can only be eliminated through systemic solutions. Programs and/or services should strive to transform the systems that impact the lives of those most affected by systemic and institutionalized discrimination and who, therefore, have experienced the most profound and adverse impacts.

Programs and/or services should not unintentionally further exacerbate inequities experienced by some



communities. [View Appendix A.](#)

C. Updated Guidance for Resuming In-Person Service Delivery: Adhere to the Updated Guidance for Resuming In-Person Service Delivery of the Older Americans Act Programs (PM21-10) Operations, included as [Appendix B.](#)

D. Required Program Match:

Bidders may be required to provide a share of the program cost. The match must directly relate to the project and expansion activities being proposed. Matching requirements are contingent based on the specific project funding source and will be identified as a requirement in the Program Standard of the Title III or Title VIII program.

Older Americans Act funding is not intended to be sole source of funding for any service provided. Funding from other sources is necessary to effectively provide services.

E. 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.

Funds made available under this RFP for Title III E shall supplement and not supplant other services that may directly or indirectly support unpaid caregiving, such as Medicaid waiver program (e.g. Multipurpose Senior Service Program) or other caregiver services such as those provided through the Department of Social Services' Kinship Support Services Program, the California Community Colleges' Foster and Kinship Care Education Program, the Department of Developmental Services' Regional Centers, the California Caregiver Resources Centers, and other Title III E state and federally funded providers.

F. Equipment Monitoring and Availability: Submit the model numbers, cost, age, and condition of equipment that will be or has been purchased with Older Americans Act funding. Equipment purchased with OAA funding will be monitored annually. Equipment/Property with per unit cost over \$5,000 or any computing devices, regardless of cost require justification from the Contractor and approval from Area Agency and must be included in the Older Americans Act approved program budget.

G. Contract Period: The initial contract period for the program included in this RFP is an eight-month period from November 1, 2021 through June 30, 2022. Yearly contract renewals up to three years following the initial contract year are allowable at the discretion of the AAA subject to annual renegotiation and availability of federal, State, and local funding. The renewal contract term is from July 01 through June 30.

H. Multiple Contract Awards: Sourcewise reserves the right to enter multiple contracts for any program at a lesser amount than listed in the Request for Proposal specifications.

I. Negotiations: Sourcewise may require the applicant to participate in negotiations, and to submit revisions to pricing, technical information, and/or other items from their proposal(s) as may result from these negotiations.

J. Contingencies: Sourcewise reserves the right to issue an addendum or amendments to this RFP and to terminate this procurement process at any time.

## SECTION VI. FEDERAL AND STATE PROGRAM REQUIREMENTS

The authorizing Federal and State statutes governing the RFP process and Sourcewise as an Area Agency on Aging are found in the Older Americans Act as amended in 2020, Title 22 of the California Code of Regulations, and Division 8.5 of the California Welfare and Institutions Code.

Before completing the proposal, bidders should review the minimum program requirements outlined in this section. Bidders define the specific and measurable objectives to satisfy each goal requirement in the submitted

proposal using the defined application template. Bidders are unable to modify the requirements; these requirements become a condition of any contract awarded for the service. Sourcewise may negotiate modifications after the bid/proposal that has been selected to assure that all necessary program requirements are met and coordinated prior to moving forward to the contract being signed. The awarded proposal will become a part of the contract agreement for services and monitored throughout the year by Sourcewise to ensure the minimum requirements for the award are satisfied.

## (i). General Older American Act Program Requirements

### A. Targeting Populations

(a) Sourcewise (and thereby the contracted providers of Sourcewise) shall perform coordinated efforts to 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 individuals.
- (2) Older individuals with the greatest social need, with particular attention to low-income minority individuals.
- (3) Older Native Americans.

(b) AAA shall use outreach efforts to identify individuals eligible for assistance under federal law. Priority shall be given to the following groups. Older individuals:

- (1) Who reside in rural areas.
- (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, Sourcewise shall address 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

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

### B. Staffing & Volunteers:

Bidder must demonstrate recruitment and training of staff & volunteers to support the program.

Staffing & Volunteers goal must describe specifically how many staff and volunteers will be required to support the Older Americans Act program and the kinds of tasks that will be performed by volunteers to further expand the provision of the Title III E program.

### C. Coordination:

The bidder shall describe the formation and administration of cooperative agreements with local senior and caregiver community-based agencies and organizations in order to ensure comprehensive and coordinated service delivery and to prevent duplication of services.

### D. Public Information and Outreach:

Bidders must have planned public information and outreach activities, including distribution of a brochure, to ensure the targeted populations are informed of the program. All OAA Title III/Title



VII programs funded by Sourcewise, are required to co-brand marketing/promotion materials with Sourcewise logo.

Awarded bidder must ensure that programs and services are available to all eligible caregivers and adults 60 years and older regardless of sexual orientation and gender identity. Evaluation of outreach efforts to gay, lesbian, bisexual, and transgender older adults will be included in the contract monitoring requirements.

#### E. Client Contribution

Bidders must provide clients with the opportunity to provide voluntary contributions confidentially to support the cost of the Title III/Title VII OAA program.

Bidder shall describe the process 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 suggested client contribution and how it was determined and (c) the method used to collect and record client contributions to ensure confidentiality

#### F. Client Input

Bidder must have procedures in place for obtaining the views of the participants of the service being provided, at least one time in a contract year. This also includes a written and distributed client grievance procedure.

Bidders must describe the annual process by which regular client input is received and areas that are monitored for quality service.

### (ii). Title III E FCSP Caregiver Training (Caregiver of Older Adults) Service Requirements

Defined in Section VI (ii) include the program specific requirements of Title III E FCSP Caregiver Training (Caregiver of Older Adults) program and describe the requirements which the awarded applicant shall adopt and apply to the administration of the OAA Family Caregiver Support Program at the start of the contract term. Below awarded bidder/application is referred to as 'contractor' or 'Contractor'.

#### A. Title III E Program Specific Requirements:

1. Contractor shall meet the requirements of:
  - Title 22, California Code of Regulations, Division 1.8( <https://govt.westlaw.com/>)
  - California Department of Aging (<https://www.aging.ca.gov/>);
  - Administration for Community Living (<https://acl.gov/programs/support-caregivers>)
2. Awarded bidder staff shall be trained and experienced in working with caregiver and care recipients who are in the greatest economic need (22 CCR § 7125) and social need (22 CCR § 7127). The skills to direct group activities, facilitate discussion, provide informal counseling, and coordinate community resources and linkages for participants are required.
3. Organization has experience conducting individual assessments that identify the caregiver's willingness to provide care; duration and care frequency preferences, caregiving abilities; physical health, psychological, social support, and training needs; financial resources relative for caregiving; and strengths and weaknesses within the immediate caregiving environment and the caregiver's extended informal support system.
4. Organization has experience providing individual counseling, support groups, and training to assist caregivers with health, nutrition, and financial literacy, and in making decisions and solving problems related to their caregiving roles.
5. The Title III E FCSP encourages the use of volunteers to further expand availability of services to target population in defined geographic region. Bidder has capacity and/or experience to recruit, train, and used volunteers in any phase of program operations where qualified.
6. Awarded bidder shall demonstrate appropriate local caregiver community-based agency &

county-based linkages and coordination to ensure comprehensive service delivery and avoid unnecessary duplication of services to caregivers in Santa Clara County.

## SECTION VII. LOCAL SOURCEWISE REQUIREMENTS

**Priorities and Preferences:** Preference will be given to those bidders meeting the definition of minority provider<sup>4</sup>, specifically those applying for service provision to geographic areas with high concentrations of low-income minority elders and underserved/vulnerable populations in Santa Clara County.

**Single Agency Subcontracts with Minority Provider:** Where a program is offered on a countywide basis for a single agency contract, preference will be given to bidders that subcontract with minority provider for services to low-income minority persons which identify as the greatest economic need.

**Late Proposal Submissions or Revisions:** Proposals submitted after the deadline will not be accepted.

**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 per unit cost reimbursement rate and remedies if performance (quality or quantity) falls below a specified level in a specified period of time.
2. **Program, Fiscal Reporting, and Record Keeping:** Service providers will be required to submit weekly, monthly, and/or quarterly reports on various aspects of program activities in accordance with the Sourcewise 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 as outlined in the contract agreement.

Service providers will be required to establish and maintain a financial management system that assures control over the use of contract funds and program income in accordance with federal and state requirements.

Registered service providers are required to submit monthly detailed fiscal reports by the 15<sup>th</sup> day of the following month for the previous month to request payment of contract services. All costs reported by the provider should be clearly identified in the financial supporting documentation, including required Sourcewise templates.

3. **Grievance Procedure:** Upon award, the bidder is required to submit a written grievance process for reviewing and attempting to resolve complaints of older individuals receiving services funded the Older American Act, in accordance with 22 CCR § 7400 and defined by Sourcewise in the contract.
4. **Information Integrity & Data Security:** The awarded bidder, including potential subcontractors and vendors shall have in place operational policies, procedures and practices to protect State information assets, including those assets used to store and access Personal Information (PI), Personal Health Information (PHI), and any information protected under the Health Insurance Portability and Accountability Act (HIPAA), (i.e. public, confidential, sensitive and/or personal identifying information).
5. **Security Awareness Training:** The awarded bidder, potential subcontractors and vendor employees and volunteers must complete the required California Department of Aging Security Awareness Training within 30 days of the contract start date. Any new employees and/or volunteers hired throughout the duration of the contract are also required to complete the

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<sup>4</sup> Minority Agency: A nonprofit organization whose controlling board is comprised of at least 51% minority individuals who are African American, Hispanic, American Indian/Native Alaskan/Native Hawaiian, and/or Asian American/Pacific Islander.

required training within the first 30 days. These details will be included in the awarded bidders contract agreement.

6. Transition Plan: A transition plan is required to identify the bidder's organization plan for terminated and/or transfer services if required. The transition plan is required as part of the bidding application process.
7. Insurance: Prior to commencement of any work on any Agreement with Sourcewise, the bidding agency shall be required to obtain the following:
  - Liability Insurance: Procure and maintain comprehensive general liability insurance for the life of the agreement of no 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 and Employer Liability Insurance: The bidding agency shall have these policies in effect during the entire life of the proposed agreement to provide service, 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:
    - \$750,000 if seating capacity is under 8
    - \$1,500,000 if seating capacity is 8-15
    - \$5,000,000 if seating capacity is over 15
8. Audits: Bidders 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 accordance with federal guidelines and must 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).
9. Other Applicable Regulations: Bidder must be in conformity with the rules and regulations of the U.S. Administration on Aging and other applicable Federal and State mandates.
10. Contracts in Excess of \$100,000  
If all funding provided herein exceeds \$100,000, the bidder shall comply with all applicable orders and requirements issued under the following laws:
  - Clean Air Act, as amended [42 USC 1857]
  - Clean Water Act, as amended [33 USC 1368]
  - Federal Water Pollution Control Act, as amended 33 USC 1251, et seq.]
  - Environmental Protection Agency Regulations [40 CFR, Part 15] and [Executive Order 11738]
  - Public Contract Code Section 10295.3
  - Certification Regarding Lobbying Section 1352, title 31, United States code.
11. Contractors and Sub-contractors: Contractors may implement service agreements or subcontracts with goods and/or service providers (vendor). Subcontractors must be qualified to provide the service purchased and to operate in compliance with program requirements and all subcontracts must be pre-approved by Sourcewise. Signed letters of agreement to participate must accompany the proposal. Copies of the final signed subcontracts and agreements must be submitted to Sourcewise with the

contract. Subcontract and agreements must have the approval of Sourcewise before activation and the Contractor/Grantee must monitor the performance of the subcontractor.

12. Applicants will be required to conform to all applicable provisions of the law and regulations. These shall include, but are not limited to the following:
- Older Americans Act of 1965, as amended;
  - Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970;
  - Mello-Granlund “Older Californians Act” of 1996;
  - California Code of Regulations, Title 22 (Social Security), Division 1.8 (California Department of Aging), Chapter 4 (Title III Programs-Program and Service Provider Requirements), §7630 through §7638.13 (pages 174.21 through 174.27) of Register 2002, No. 2; 1-11- 2002;
  - California Retail Food Code (CRFC);
  - Code of Federal Regulations (CFR), Title 45, Part 74 (Administration Request for Proposals (RFP)
  - OMB Circulars A-87, A-102, A-110, A-122, and A-133; Section 15630, Welfare & Institutions: [https://obamawhitehouse.archives.gov/omb/grants\\_circulars](https://obamawhitehouse.archives.gov/omb/grants_circulars)
  - Code Reporting Requirements for Elder & Dependent Adult Abuse;
  - Federal Civil Rights Act of 1964, 1968 and 1991;
  - Rehabilitation Act of 1973; State law contained in W&I Code, Section 9542;
  - California Fair Employment and Housing Act;
  - Education Amendments of 1972;
  - Federal, State and County and regulations applicable to Affirmative Action and Sexual Harassment;
  - Sourcewise Provider Manual;
  - California Department of Aging (CDA) Program Memos available at [www.aging.ca.gov/pm](http://www.aging.ca.gov/pm)

For additional information regarding the RFP process reference the California Code of Regulation [here](#).

For additional information related to program information reference the California Code of Regulation [here](#).

Federal Regulations relating to the Older American Act can be reviewed [here](#).

For additional information related to federal Office of Management and Budget Administrative and Cost Policy circulars reference [here](#).

Bidders can review Sourcewise Policy & Procedure Manual, memoranda, and assessment/evaluation criteria and instruments with a written request submitted via regular mail or email to Sourcewise Chief Executive Officer, Aneliza Del Pinal ([adelpinal@mysourcewise.com](mailto:adelpinal@mysourcewise.com)).

## SECTION VIII: REQUEST FOR PROPOSAL GENERAL INFORMATION

### I. SUBMISSION OF PROPOSAL:

The program specific requirements for eligible services included in the Request for Proposal for 2021-2022 fiscal year are available on the Sourcewise website at <https://www.mysourcewise.com/about/grantees/>.

An application is required to be completed for each program. When the bidder submits the application, an original hard copy, plus four hard copies should be submitted in the order in which it is presented. One electronic version of the complete proposal should be submitted to [ebrown@mysourcewise.com](mailto:ebrown@mysourcewise.com) by the defined proposal due date below.

The Sourcewise Older Americans Act Application is available on the Sourcewise website at: <https://www.mysourcewise.com/about/grantees/>.

The bidder will bear all costs of developing the proposal and submitting one original and four 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.

Each proposal shall include the following four sections:

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

Proposals may be withdrawn from consideration by the bidder who has submitted a proposal but who no longer wishes to be considered at any time prior to award. To withdraw a proposal an authorized bidder representative must deliver a signed request of withdrawal by email to Elizabeth Brown, Sourcewise Area Planner at [ebrown@mysourcewise.com](mailto:ebrown@mysourcewise.com) and telephone call to (408) 557-4701 to confirm receipt of the withdrawal.

## II. SCHEDULE OF PREPARING AND SUBMITTING A PROPOSAL:

The RFP schedule is listed below by Title. The due dates are specific for each Title, please review carefully and plan accordingly. Detailed steps describing the RFP process are available on Pages 14 - 15 of this document.

Schedule for Title III E FCSP Caregiver Training Request for Proposal<sup>5</sup>

Bidders Conference	Monday, August 16, 2021 from 10:30 a.m. - 11:45 p.m.
Letter of Intent Due	Friday, August 20, 2021 by 4 p.m.
Due date for proposals (must be received by Sourcewise)	Friday, September 10, 2021 at 4 p.m.
RFP Evaluation	September 13 - September 28, 2021
Notification of contract award mailed & emailed	September 30, 2021
Deadline for appeals	Thursday, October 07, 2021 at 4 p.m.
Contract negotiations and signature	October 11 - October 22, 2021
Services delivery start date	November 01, 2021

<sup>5</sup> The timeline outlined in the IFB/RFP Procedure is subject to change and/or Sourcewise reserves the right to issue an addendum or amendments to this RFP timeline.

### III. STEP BY STEP INSTRUCTIONS

The following instructions correspond with each of the steps outlined above to successfully submit a proposal.

#### Step 1 Bidders Conference:

Attend the Bidders conference scheduled on Monday, August 16, 2021 from 10:30 a.m. - 11:45 p.m.

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

[+1 661-271-0327,744346855#](tel:+16612710327744346855) United States, Santa Clarita

Phone Conference ID: 744 346 855#

#### Step 2 Letter of Intent Submission:

The Letter of Intent is required. The bidder should submit on/or before Friday, August 20, 2021 to Sourcewise at 4 p.m. electronically to Elizabeth Brown at [ebrown@mysourcewise.com](mailto:ebrown@mysourcewise.com).

The authorized signature is acceptable in two formats: (1) ink signature and scanned or (2) signed electronically using DocuSign or Adobe Acrobat with authentic digital signature submit the signed Letter of Intent to Elizabeth Brown at [ebrown@mysourcewise.com](mailto:ebrown@mysourcewise.com).

#### Step 3 Proposal Submission:

Complete paper & electronic proposals must be submitted to Sourcewise or they will not be considered for funding on Friday, September 10, 2021 at 4 p.m. The below submissions are required:

- Emailed: One (1) complete electronic proposal submitted by email to Elizabeth Brown at [ebrown@mysourcewise.com](mailto:ebrown@mysourcewise.com).
- Hardcopies: One (1) original and four (4) hard copies should be delivered or mailed to Sourcewise at, 3100 De La Cruz Blvd, Suite 310, Santa Clara, CA 95054

**Proposals submitted after this deadline will not be accepted. Postmarked or faxed submissions are not acceptable.**

#### Step 5 RFP Evaluation:

The Sourcewise RFP Evaluation Committee evaluates and scores the proposals based on the criteria outlined in the Request for Proposal and submits the recommendation to the Sourcewise Board of Directors. Members of the Evaluation Committee are comprised of Advisory Council members and Governing board members. They will evaluate all proposals to determine responsiveness to this RFP. The panel will recommend selection of a candidate bidder for final approval and negotiation of a contract. Proposals will be evaluated on the bidder's ability to meet the specifications, terms, and conditions of the RFP. Each evaluation committee member scores each proposal independently using a predefined rubric that resembles the RFP Proposal Submission criteria outlined in Part (A) - Part (D) on page 16 - 19 of this document. Recommendations from the evaluation committee are based on the highest scores.

During the selection process, the Evaluation Committee may wish to interview bidders. Interviews will be for clarification purposes only. No new material will be permitted at that time.



**RFP Recommendation:**

The Evaluation Committee submits their final recommendation to the Board of Directors for contract award(s) and non-award(s).

**Board of Directors Approval:**

The Sourcewise Board of Directors makes the final decision to select the contractors for award and non-award(s)

**Step 6 Notification of Award:**

A notification will be sent to both successful and unsuccessful applicants. A notice of adverse determination will be provided by the AAA and will

1. Be in writing and delivered by either of the following methods:
  - Faxed or emailed with a mailed follow-up original.
  - Certified or overnight mail return receipt requested.
2. Describe the grounds for the adverse determination in sufficient detail to enable the applicant to respond.

**Step 7 Deadline of Appeals:**

Must be made in writing to the CEO of Sourcewise and must identify which of the perceived deviations Sourcewise allegedly did not adhere to as specified in 22 CCR § 7704(c)(3)(a-c) within five business days of the notification of award, on October 07, 2021 at 4 p.m.

**Step 8 Contract Negotiations:**

As part of the review process, the evaluation committee and the Board of Directors may require modifications or revisions to a proposal, including revisions to pricing, technical information, and/or other items from bidders proposal (s). This assures that all necessary program requirements are covered before the contract is signed.

**Step 9 Service Begins:**

This is the date on which funded services begin and the date for beginning program monitoring and evaluation.

## SECTION IX: RFP SUBMISSION OF PROPOSAL GUIDANCE AND EVALUATION CRITERIA

Proposals will be evaluated according to the criteria outlined below for each section of the proposal. There is a possible 100 points (100%) available.

### Part A I & II: Program Description (50 points)

#### I. Program description narrative must cover the following topics:

- Adequacy of plan and methodology to provide proposed services within required program specifications. (7 points)
- Adequacy of plan to provide services to minority persons in greatest economic & social need proportionate to the total population served. (7 points)
- Adequacy of plan to provide equitable service delivery aim to target vulnerable OAA populations. (7 points)
- Comparison of program objectives and units of service to those specified in the RFP. (7 points)
- Adequacy of plan for the recruitment and use of volunteer and staff resources. (3points)
- Structure of bidder organization and staffing patterns of paid staff and volunteers and its potential impact on achievement of proposed objectives and serving target population. (5 points)
- Adequacy of training plan for staff and volunteers. (2 points)
- Capability of bidder process to work with and encourage client input in program evaluation. (4 points)
- Demonstration of appropriate bidder linkage and coordination with local community organizations and resources to increase cost effectiveness and reduce duplication of service. (4 points)
- Adequacy of bidder plan to solicit and collect voluntary client contributions. (4 points)

#### II. Goals and objectives must be specific, measurable, and attainable.

##### A. Targeting

Bidder must have established methods, other than use of means testing, to provide services to all informal family caregivers or a grandparent, or an older individual who is a relative caregiver. Programs, services, and activities must be very specific and explicit about the communities they are attempting to address gaps in service delivery.

Additionally, demonstrate serving the target population (at-risk socially/economically), keeping in line with the intent of the Older Americans Act.

Service providers must show intent and methodology to serve the needs of caregivers and care recipients:

- Age 75+
- Low Income (federal poverty)
- Minority
- Living Alone

##### B. Staffing & Volunteers:

Bidder must demonstrate recruitment and training of staff & volunteers to support the program.

Staffing & Volunteers goal must describe specifically how many staff and volunteers will be required to support the Older Americans Act program and the kinds of tasks that will be performed by volunteers to further expand the provision of the Title III E program.

##### C. Coordination:

The bidder shall describe the formation and administration of cooperative agreements with local senior and caregiver community-based agencies and organizations in order to ensure comprehensive and coordinated service delivery and to prevent duplication of services.

##### D. Public Information and Outreach:

Bidders must have planned public information and outreach activities, including distribution of a brochure, to ensure the targeted populations are informed of the program. All OAA Title III/Title

VII programs funded by Sourcewise, are required to co-brand marketing/promotion materials with Sourcewise logo.

Awarded bidder must ensure that programs and services are available to all eligible caregivers and adults 60 years and older regardless of sexual orientation and gender identity. Evaluation of outreach efforts to gay, lesbian, bisexual, and transgender older adults will be included in the contract monitoring requirements.

#### E. Client Contribution

Bidders must provide clients with the opportunity to provide voluntary contributions confidentially to support the cost of the Title III/Title VII OAA program.

Bidder shall describe the process 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 suggested client contribution and how it was determined and (c) the method used to collect and record client contributions to ensure confidentiality

#### F. Client Input

Bidder must have procedures in place for obtaining the views of the participants of the service being provided, at least one time in a contract year. Bidders must describe the annual process by which regular client input is received and areas that are monitored for quality service.

Bidder must have an established written client grievance procedure in accordance with 22 CCR § 7400.

### Part B: Program Management (23 points)

#### I. Program Management narrative must cover the following topics:

- Experience of bidder, particularly in providing the proposed services. (4 points)
- Experience of bidder in serving older persons and caregivers particularly the target population. (4 points)
- Adequacy of bidder's facility to accomplish the proposed program. (3 points)
- Adequacy of bidder's plan to self-evaluate and monitor proposed objectives in accordance with program requirements. (4 points)
- Capability of bidder's plan to obtain additional funding support from private and other public sources. (3 points)
- Adequacy of bidder's system of record keeping and data collection for evaluation purposes. (4 points)
- Status as a minority provider. (1 point)

### Part C: Budget (18 points)

#### I. The program budget template is located on the Sourcewise website here:

<https://www.mysourcewise.com/about/grantees/>. The proposed program budget will be scored based on the agency's ability to include:

- Reasonable estimated cost of proposed program (3 points)
- Demonstrate reasonable allocation of bidders Title III C-E proposed request for grant funds in the program budget to administer direct services, compared to administrative and indirect costs. (4 points)
- Description of cost-effective strategies, including policies and procedures of bidding agency as it relates to the total request for grant funds and program cost. (4 points)
- Percentage of the bidder's match and relativity of the match directly related to the project and expansion activities being proposed. (3 points)
- Comparison of total program costs with program objectives (outlined in Part A, II ) and units of service for geographic area to be served. Reference objectives above to allocate costs to successfully meet objectives. (4 points)

## II. General Program Budget Requirements:

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.

## III. Additional Budget Requirements:

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:

- A. Older Americans Act Funds Requested: This column reflects the actual Title III amount from Sourcewise. The total of this column must equal the amount of funding provided for the program as specified in the Program Standards section.
- B. 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 35 % match requirement for Title III E Family Caregiver Support 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.
- C. Cash Match: Non-federal cash received by the service provider/bidders and used to fulfill the local match requirement, as applicable. Cash Match is required for applicable OAA Title III B, C, & E programs and is outlined in the Program Specifications.
  - D. In-Kind Match: Equivalent value of donated or volunteer services, supplies, etc. from non-federal third-party sources and used to fulfill the local match requirement, as applicable. In-kind Match is allowable for Title III programs which require match contribution. It may also include the value of service provider/bidders owned property utilized in the program.
  - E. 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, 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 awarded Older Americans Act funds are applied. Program income cannot be used to meet the local match requirement.

F. 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 included in the [Appendix C](#).

#### Part D: Supporting Documentation (9 points)

I. Include the following:

- Organizational Chart: Attach a copy of the bidder's organization chart including the proposed program (if not established yet). (1 point)
- 501 (c)(3) designation letter from the IRS, if applicable. (1 point)
- Job Descriptions: Attach job descriptions of the staff that will be paid with the OAA Title III or VII funds. (1 point)
- Governing Body or Board of Directors roster (1 point)
- Bond & Insurance certification information including fidelity bond, general liability, private vehicle insurance, project vehicle insurance, and workers' compensation insurance. (1 point)
- Documentation of Emergency plan that can be activated in an emergency. (1 point)
  - (1) 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.
  - (2) Include the COVID-19 Agency Procedures as applicable for the contract for which the bidder is applying.
- Submit the bidder's written grievance process for reviewing and attempting to resolve complaints of older individuals. (1 point)
- Transition Plan for the termination and/or transfer of services as required as part of the bidding application process. (1 point)
- Plan for additional and/or decreased funding, including:
  - (1) Describe how additional funds would be used if additional funds become available. (.5 points)
  - (2) Describe how services would be reduced due to a reduction of funds. (.5 points)

The recommendation to the Sourcewise Board of Directors for award is based on the highest overall score out of 100 points.

## SECTION X. Terms and conditions

### A. Certification

By submitting a proposal, bidder certifies that it has fully read and understood this RFP and has full knowledge of the nature of this service, including scope and quality of work to be performed. Bidder also certifies that its proposal was prepared without prior understanding, agreement, or connection with any other bidder submitting a proposal for this RFP, and is in all respects fair and without collusion or fraud, so that all proposals will result from free, open, and competitive proposing among all bidders.

### B. Assignment and Guarantee

No assignment by the bidder of the contract or any part thereof, or of funds to be received hereunder, is binding unless Sourcewise has given written consent before such assignment. There is also no guarantee of a minimal amount of work or compensation for any bidder selected for contract negotiations.

### C. Financial Responsibility for Proposal Costs

Sourcewise accepts no financial responsibility for any costs incurred by the bidder in responding to this RFP. Proposals will become the property of Sourcewise and may be used by the agency in any way deemed appropriate.

D. Clarification

Should discrepancies or omissions be found in this RFP or should there be a need to clarify this RFP, questions or comments should be directed to Elizabeth Brown, [ebrown@mysourcewise.com](mailto:ebrown@mysourcewise.com) no later than September 03, 2021. Sourcewise shall not be responsible for, nor be bound by, any oral instructions, interpretations or explanations issued by any representative of the agency.

E. Discrimination

The bidder and all subcontractors must not discriminate, nor permit discrimination against any person on the grounds of race, national origin, sex, disability, sexual orientation, veteran status or any other legally protected classification, in their employment practices, in any of their contractual agreements, and/or in all services and accommodations that they offer the public or in their business operations.

F. Indemnification

Bidder, at its own expense and without exception, shall indemnify, defend and pay all damages, costs, expenses including but not limited to, attorney fees, and otherwise hold Sourcewise, its officials, its officers, its employees and agents harmless from any and all liability of any nature or kind arising out of or related to the preparation or presentation of a proposal in response to this RFP.

G. Gratuity Prohibition

Bidder shall not offer any gratuities, favors or anything of monetary value to any official, employee, or agent of Sourcewise for the purpose of influencing consideration of this proposal.

H. Contract provisions

If a contract is awarded, the selected bidder will be required to adhere to a set of general contract provisions contained in the Sourcewise contract, including but not limited to: (1) indemnification; (2) General liability insurance with limits of not less than \$1,000,000 per occurrence for bodily injury and property damage combined (higher limits may be required by Sourcewise in cases of higher than usual risks) (3) professional liability insurance of no less than \$1,000,000 as it appropriately relates to services rendered; such coverage may include medical malpractices and/or errors and omissions; (3) automobile liability insurance, including non-owned auto liability, of not less than \$1,000,000 for volunteers and paid employees provided services supported by the Sourcewise contract; (5) workers' compensation insurance; (6) maintenance of necessary licenses, permits, and certificates; (7) recordkeeping; (8) non-discrimination; and adherence to all applicable federal, state and local laws. Exceptions will not be granted.

I. Right of Refusal

Sourcewise reserves the right to reject any and all proposals for any reason.



**CALIFORNIA DEPARTMENT OF AGING**  
**Division of Home and Community Living**  
1300 National Drive, Suite 200  
Sacramento, CA 95834  
www.aging.ca.gov  
TEL 916-419-7540  
FAX 916-928-2506  
TTY1-800-735-2929



## PROGRAM MEMO

**TO:** Area Agencies on Aging, Independent Living Center Connected with an Aging and Disability Resource Connection programs, and Health Insurance Counseling and Advocacy Programs

**NO:** PM 21-10

**DATE ISSUED:** May 6, 2021

**EXPIRES:** NA

**PROGRAMS AFFECTED:** Supportive Services (Title IIIB), Nutrition (Title IIIC), Disease Prevention and Health Promotion (Title IIID), Family Caregiver Support (IIIE), Health Insurance Counseling and Advocacy Program (HICAP), and Aging and Disability Resource Connection (ADRC) program

**SUPERSEDES:** PM 20-18

**SUBJECT:** Updated Guidance for Resuming In-Person Service Delivery of Older Americans Act, Health Insurance Counseling and Advocacy Program, and Aging and Disability Resource Connection Program

### Purpose

This Program Memo (PM) provides updated guidance on resuming in-person service delivery for the Older Americans Act (OAA), Health Insurance Counseling and Advocacy (HICAP), and Aging and Disability Resource Connection (ADRC) programs during the COVID-19 pandemic as California moves beyond the [Blueprint for a Safer Economy](#). On June 15, 2021, the tier-based approach of the *Blueprint* will no longer be in place and California will fully open its economy, if certain criteria are met regarding vaccinations and hospitalizations. This memo contains guidance for resuming in-home services and in-person group programs or activities for OAA programs after June 15, 2021, including Supportive Services (Title IIIB), Nutrition (Title IIIC), Disease Prevention and Health Promotion (Title IIID), and Family Caregiver Support (IIIE), HICAP and ADRC programs.

### Background

In March 2020, when older adults and the public were asked to stay home to save lives from COVID-19, many aging services in the community, such as meals, as well as aging program worksites, went to remote services. In the fourteen months since Californians begin to stay home to stay safe from the pandemic, aging services have continued to serve Older Californians through home deliveries, virtual connections, telephone calls, and more, and have delivered services at unprecedented levels to meet unprecedented needs. Now, with vaccination rates increasing and cases decreasing, many sectors are in the process of re-opening for in-person services, including aging and disability networks. In-person services can combat isolation and address health and well-being needs that worsened during

the months of staying home. Nonetheless, the risk of COVID-19 causing serious disease and death for older adults, people with disabilities, caregivers, and the aging and disability workforce will remain a primary concern until all are vaccinated.

CDA's reopening guidance for the aging network is linked to the States' overall guidance on reopening the economy and protecting public health: *The Blueprint for a Safer Economy*, issued August 28, 2020.

The *Blueprint* outlined the four Tiers for the opening of business and activities, replacing the four Stages of the *Resilience Roadmap*. Every county in California is assigned to a tier based on its COVID-19 test positivity and adjusted case rate. Tier status is updated weekly. The Tiers are based on the risk of community disease transmission as follows:

- Tier 1: Widespread
- Tier 2: Substantial
- Tier 3: Moderate
- Tier 4: Minimal

Most recently, on April 6, 2021, the Governor outlined the State's next step in the COVID-19 pandemic recovery, [Moving Beyond the Blueprint](#). On June 15, 2021, California will fully open its economy if vaccine supply is sufficient, and hospitalizations are stable and low.

## **General COVID-19 Re-Opening Guidance**

The guidance provided is subject to change based on updated Federal and/or State public health guidance.

### **Current Guidance – *Blueprint for a Safer Economy***

Until the Governor announces that the State has met the criteria to move beyond the tier system of the *Blueprint*, the AAAs should continue to follow the current guidance.

The current guidance based on the *Blueprint* is for the AAAs to defer non-essential in-home services and in-person group programs or activities including public/community events until after a county reaches Tier 4 (the yellow tier) and, ideally, until a county remains in the yellow tier for several weeks. Additionally, AAAs should continue to monitor State and local county public health guidance and follow their county public health recommendations. The decision to adjust service delivery of OAA, ADRC, and HICAP programs will be made at the local level and should be based on state and local public health guidance, along with an assessment of the readiness of the program staff and older adults in the community to resume in-person activities.

### **Guidance Post-June 15, 2021 - *Moving Beyond the Blueprint for a Safer Economy***

With the administration of vaccines and the decrease in COVID-19 case rates and hospitalizations, California will be moving beyond the tier-based approach of the State's *Blueprint*. The State will move beyond the *Blueprint* to fully reopen the economy on June 15<sup>th</sup> provided the following criteria is met:

1. There is enough vaccine supply for Californians 16 years and older to be vaccinated.
2. Hospitalizations are stable and low, and specifically, hospitalizations among fully vaccinated individuals are low.

Once the State meets the criteria and all industries can resume usual operations, on June 15<sup>th</sup> or later, it will be at the AAAs, ADRCs, and HICAPs discretion to resume in-person group programs or activities including public/community events. The decision to resume in-person services will be made at the local level and should be based on state and local public health guidance, along with an assessment of the readiness of the program staff and older adults and people with disabilities at each site where OAA, ADRC, and HICAP services are provided. Risk reduction measures should be continued, including masking, handwashing, and physical distancing.

Participants who have not received vaccinations should be referred to vaccination sites. Vaccine information can be found at <https://myturn.ca.gov/> and <https://aging.ca.gov/covid19/>. Guidance on new federal resources for aging and disability networks to assist with vaccine access will be issued shortly. AAAs and service providers should consult their own outside legal counsel for guidance on risk assessment and regarding questions about requiring proof of vaccinations or use of liability waivers.

AAAs and their service providers should continue to take steps to reduce the risk of COVID-19 infection and create a safe environment for staff, volunteers, and clients. The following resources provide information and tools for reducing the risk of COVID-19.

- Your Guide to Masks: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html>
- Key Things to Know About COVID-19 Vaccines: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/keythingstoknow.html>
- How to Protect Yourself & Others: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>
- Cleaning and Disinfecting Your Facility: <https://www.cdc.gov/coronavirus/2019-ncov/community/cleaning-disinfecting-decision-tool.html>
- National Association of Area Agencies on Aging COVID-19 Resources: <https://www.n4a.org/covid19>

## **AAA Services' Transitions**

### OAA Program Flexibilities

In response to the COVID-19 pandemic, both ACL and CDA have allowed program flexibilities due to the need for safety precautions to prevent the spread of COVID-19. The program flexibilities are detailed in the [Frequently Asked Questions - Guidance for AAAs for COVID-19](#). The reversing of the program flexibilities will be tied to the ending of the Major Disaster Declaration (MDD). CDA will inform the AAAs once the MDD ends and the six-month transition period to reverse the flexibilities begins.

Refer to the updated Appendices for program-specific guidance to assist the AAAs in resuming in-person services.

### CDA Technical Assistance to AAAs with Resuming In-Person Services

On April 7, 2021, CDA sent a survey to all AAAs inquiring about their status of resuming in-person services. Twenty-eight AAAs responded to the survey. Three AAAs indicated that they have partially or fully resumed in-person services; six AAAs have established a timeframe to resume in-person services; six AAAs are currently planning and/or awaiting guidance to resume in-person services; and one AAA

is following local public health guidance to wait until their region is has higher immunity before services are resumed. CDA will continue to track the status of AAAs resuming in-person services so that CDA can provide additional assistance as needed.

CDA will also be convening and facilitating a workgroup of AAA leaders to share resources, ideas, and plans to assist AAAs with navigating this transition to in-person services. Michelle Davis, CDA Chief, Older Adults Programs ([michelle.davis@aging.ca.gov](mailto:michelle.davis@aging.ca.gov)) will be sending out an invitation to all AAA directors in May 2021 to convene this workgroup and the Branch will share the workgroup's resources with all.

## **Updated Appendices**

Appendix A: Nutrition Program (Title IIIC)

Appendix B: Supportive Services (Title IIIB) and Family Caregiver Support (IIIE) Programs

Appendix C: Disease Prevention and Health Promotion Program (Title IIID)

## **Inquiries**

For Title IIIB program inquiries, email: [CDASupportiveServices@aging.ca.gov](mailto:CDASupportiveServices@aging.ca.gov)

For Title IIIC and IIID program inquiries, email: [CDANutritionandHealthPromotion@aging.ca.gov](mailto:CDANutritionandHealthPromotion@aging.ca.gov)

For Title IIIE program inquiries, email: [CDAFamilyCaregiver@aging.ca.gov](mailto:CDAFamilyCaregiver@aging.ca.gov)

For HICAP program inquiries, email: [CDA.HICAP.Team@aging.ca.gov](mailto:CDA.HICAP.Team@aging.ca.gov)



/Mark Beckley/

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## Updated Guidance for Resuming In-Person Service Delivery of the Older Americans Act Programs During the COVID-19 Pandemic

### Appendix B of PM 21-10: Title IIIB Supportive Services Title IIIE Family Caregiver Support Program

The purpose of this document is to provide updated guidance for service delivery of the OAA Supportive Services (Title IIIB) and Family Caregiver Support Programs (Title IIIE) during the COVID-19 pandemic.

The State of California is preparing to move beyond the [Blueprint for a Safer Economy](#). On June 15, 2021, the tier-based approach of the *Blueprint* will no longer be in place and California will fully open its economy if criteria are met regarding vaccinations and hospitalizations.

Until the Governor announces that the State has met the criteria to move beyond the *Blueprint*, the Area Agencies on Aging (AAA) should continue to follow the current guidance which is to defer non-essential in-home or in-person group programs and activities until after a county reaches Tier 4 (the yellow tier) and, ideally, until a county remains in the yellow tier for several weeks.

Once the State meets the required criteria for moving beyond the *Blueprint*, on June 15<sup>th</sup> or later, it will be at the AAA's discretion to resume in-home services and in-person group programs and activities. The decision to resume Title IIIB and Title IIIE in-home services and in-person group programs or activities will be made at the local level and should be based on state and local public health guidance, along with consideration of the readiness of the current staff, facility, and older adults at each site where in-person services are provided. Risk reduction measures should be continued including masking, handwashing, and physical distancing. Participants who have not received vaccinations should be referred to vaccination sites. Updates regarding status of moving beyond the *Blueprint* can be found at [COVID19.ca.gov](https://www.covid19.ca.gov) and [Beyond the Blueprint for a Safer Economy](#).

#### Preparation for Moving Beyond the *Blueprint*:

AAAs and service providers should ensure plans are in place for resuming in-home and in-person programs and activities in preparation for moving beyond the *Blueprint*.

Considerations for in-home and in-person group program or activities include:

- Staff/volunteer training regarding COVID-19 risk reduction measures. Refer to the CDC [Symptom Screener](#) for guidelines and digital resources.
- Cleaning and disinfecting protocols.
- Create a reservation system to manage seating capacity for in-person group programs and activities and with physical distancing requirements.
- Protocols for ensuring hand sanitizer is available for staff and participant use where handwashing is not feasible.

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- Protocols for ensuring masks are available, as feasible, for participants who arrive without a mask and protocol for those who elect not to wear a mask. Masking protocols will remain in place until adjusted or discontinued per state and/or local public health guidance.
- Protocols for physical distancing (spacing at least six feet apart), such as floor markings to indicate individual space on floor. Physical distancing protocols will remain in place until adjusted or discontinued per state and/or local public health guidance.
- Consider scheduling additional sessions of in-person group programs or activities if unable to seat all participants at one time following physical distancing protocol. Allow sufficient time for cleaning and disinfecting between services/meeting times.
- Protocols/strategies to ensure compliance for physical distancing for older adults with cognitive issues.
- Consider outdoor programming, if feasible.
- Continue options for accommodating participants who are not ready to attend in-person activities, such as offering virtual support groups or caregiver trainings.
- Protocols for resuming in-home services when requirements are no longer waived including:
  - Initial assessments for new participants
  - Annual reassessments for existing participants
- AAAs and service providers should consult their own outside legal counsel for guidance on risk assessment and regarding questions about requiring proof of vaccinations or use of liability waivers.

#### Moving Beyond the *Blueprint*:

When the State meets the required criteria for moving beyond the *Blueprint*, it will be at the AAA's discretion to resume in-home services that have been deferred (e.g. case management, comprehensive assessments, homemaker, etc.) and in-person group programs and activities (e.g. adult day care, senior center activities, support groups, etc.). The decision will be made at the local level and should be based on state and local public health guidance, along with an assessment of the readiness of the current staff, facility, and older adults at each site where in-person programs and activities are provided.

Continue to follow state and local public health guidance for potential statewide or local changes impacting in-person services. Updates regarding status of the moving beyond



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the *Blueprint* can be found at [COVID19.ca.gov](https://www.covid19.ca.gov) and [Beyond the Blueprint for a Safer Economy](#).

Risk reduction measures should be continued when in-person group programs and activities are resumed, including masking, handwashing, and physical distancing. Participants who have not received vaccinations should be referred to vaccination sites. Vaccine information can be found at <https://aging.ca.gov/covid19/>.

Considerations for resuming in-person programs and activities include the following:

- During the transition to in-person programs and activities, temporary accommodations may be permitted, such as:
  - Continued remote delivery of services (e.g., telephonic case management) for participants who are reluctant or fearful to return to an in-person setting.
  - Virtual assessments for new participants and reassessments for existing participants who may be reluctant to allow others into their home to conduct assessments (e.g., case management).

Continue offering a virtual option to provide activities remotely, such as offering virtual community education, support groups and trainings.

### Program Flexibilities

In response to the COVID-19 pandemic, both ACL and CDA have allowed program flexibilities due to the need for safety precautions to prevent the spread of COVID-19. The program flexibilities are detailed in the [Frequently Asked Questions - Guidance for AAAs for COVID-19](#). The reversing of the program flexibilities will be tied to the ending of the Major Disaster Declaration (MDD). Program flexibilities should continue no more than six months after the Major Disaster Declaration (MDD) ends. CDA will inform the AAAs once the MDD ends and the six-month transition period to reverse the flexibilities begins.

# ENSURING EQUITY IN PROGRAM PLANNING & DELIVERY



Equity is a goal that can be reached through a pathway of equality. Aging and Disability Services' principles shall include, but not be limited to, the following:

- Equity must be embedded in decision-making during the formation stages of any programs and/or services.
- The strengths and assets of each community must be highlighted and used to help us to move in culturally appropriate and inclusive ways.
- Systemic racism can only be eliminated through systemic solutions. These pandemics only heightened and unveiled existing disparities; they did not create them.
- Programs, services, and activities must be very specific and explicit about the communities they are attempting to address. “Communities of color” or generic “diversity” language weakens and takes power away from the recommendation and the groups we aim to serve. To be explicit in terminology provides power to the group that has been systemically underrepresented or misrepresented.
- Programs and/or services should not unintentionally further exacerbate inequities experienced by some communities.
- There is intersectionality between race, class, gender, and sexual orientation. Therefore, recommendations should be guided by the principle that Californian is home to all residents throughout their lifespan, with particular emphasis in creating systems that are supportive and inclusive of people of all races, classes, genders, and sexual orientations.
- Systemic racism, ageism, able-ism, and sexism can only be eliminated through systemic solutions. Programs and/or services should strive to transform the systems that impact the lives of those most affected by systemic and institutionalized discrimination and who, therefore, have experienced the most profound and adverse impacts during COVID-19.

***“The route to achieving equity will not be accomplished through treating everyone equally. It will be achieved by treating everyone justly according to their circumstances.”***

— Paula Dressel, *Race Matters Institute*

**We offer the following guiding questions in planning and implementation of aging and disability programs and/or services.**

## **QUESTIONS**

1. What needs, gaps, and/or organizational barriers are you addressing to further diversity, equity, and inclusion through your programs and/or services?
2. Who determined the basic needs, gaps, and/or organizational barriers to equity when designing the programs and/or services? How were they determined? (i.e. primary research, secondary research, key informant interviews, subject matter expertise)
3. Do the resulting programs and/or services take into account the cultures and languages of impacted communities? For example, in determining those needs, was key information (access to services, forms, teaching materials, social media, phone lines) collected directly from the communities and made available in-language and in-culture?
4. How do the data/research inform or support program and/or services planning and implementation? Did you refer to research conducted in a way that was/is inclusive and reflective of the demographic and cultural makeup of California?
5. How do the resulting programs and/or services build on the strengths and assets of the impacted communities?
6. Do the programs and/or services take into account impacts on, and the rights of, people with disabilities? Please refer to the [Olmstead Act](#) for guidance.

## APPENDIX C: PROGRAM BUDGET CATEGORY DEFINITIONS

**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 transportation/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        miles        cents        Staff        )

**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 organized by amount, time, 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.

All categories must be complete. Sourcewise will allow indirect costs up to a maximum of 10% of direct costs, excluding in-kind contributions, capital equipment and contract services.