

# FY 2020-2022 MULTI-YEAR RFP SERVICES FOR OLDER ADULTS APPLICATION

## GENERAL REQUIREMENTS FOR ALL SERVICE PROGRAMS

**Applicant/Organization's Name:**

Instructions: Read the following service standards and check (X) the boxes in the 'Agree' column to indicate if the organization agrees to abide by that standard. Asterisks in the 'Agree' column indicate the need to respond to the statement or question in bold italics. Responses should be typed in the text box given. If the statement does not apply to the organization, type 'N/A' and explain why. *Note: Refer to AASA Operating Standards for Service Programs for more information.*

ALL questions must be completed. Any questions not completed may delay or prohibit approval of this application.

	Agree (X)
<b>Targeting of Participants</b>	
1. Each provider must be able to specify how they satisfy the needs of low-income minority individuals in the area they serve. Each provider must meet specific objectives for providing services to low-income minority individuals in numbers greater than their relative percentage to the total elderly population within the geographic service area. <b><i>Describe the number of low-income, minority, and low-income minority individuals served currently by your organization:</i></b>	<input type="checkbox"/> *
2. Substantial emphasis must be given to serving eligible person with greatest social and/or economic need, with particular attention to low-income minority individuals. <b><i>Describe how your organization targets services to those with the greatest social and/or economic need, and specifically to low-income minority individuals:</i></b>	<input type="checkbox"/> *
3. Participants shall not be denied or limited services because of their income or financial resources. Where program resources are insufficient to meet the demand for services, each service program shall establish and utilize written procedures for prioritizing clients waiting to receive services, based on social, functional and economic needs. <b><i>Please attach a copy of your Prioritization Policy with this document.</i></b>	<input type="checkbox"/> *
4. Each provider must maintain a written list of persons who seek service from a priority service category but cannot be served at that time. Such a list must include the date the service is first sought, the service being sought, and the residence of the person seeking service. The program must determine whether the person seeking service is likely to be eligible for the service requested before being placed on a waiting list. <b><i>Describe your current waiting list status:</i></b>	<input type="checkbox"/> *

<b>Contributions</b>	
<p>5. All program participants shall be encouraged to and offered a <i>confidential and voluntary</i> opportunity to contribute toward the costs of providing the service received. No one may be denied service for failing to make a donation. <b><i>Describe your procedure for offering participants a confidential and voluntary opportunity to contribute towards service received if they so choose:</i></b></p> <p><b><i>How is it made known that they will not be denied services if unable to contribute?</i></b></p>	<input type="checkbox"/> *
<p>6. Except for program income, no paid or volunteer staff person of any service program may solicit contributions from program participants, offer for sale any type of merchandise or service, or seek to encourage the acceptance of any particular belief or philosophy by any program participant.</p>	<input type="checkbox"/>
<b>Confidentiality</b>	
<p>7. Each service program must have procedures to protect the confidentiality of information about older persons collected in the conduct of its responsibilities. All client information shall be maintained in controlled access files. It is the responsibility of each service program to determine if they are a covered entity with regard to HIPAA regulations. <b><i>Describe procedures to protect confidentiality of participants:</i></b></p>	<input type="checkbox"/> *
<b>Complaint Resolution, Service Termination, &amp; Appeals</b>	
<p>8. Each program must have a written procedure in place to address complaints, from individual recipients of services under the contract, which provides for protection from retaliation against the complainant.</p>	<input type="checkbox"/>
<p>9. Each program must establish a written service termination procedure that includes formal written notification of the termination of services and documentation in the client record. The written notification must state the reason for the termination, the effective date, and advise about the right to appeal.</p>	<input type="checkbox"/>
<p>10. Each program must also have a written appeals procedure for use by recipients with unresolved complaints, individuals determined to be ineligible for services, or for recipients who have services terminated. These persons must be notified of their right to appeal such decisions in writing and given the procedure to be followed for appealing such decisions.</p>	<input type="checkbox"/>

<b>Civil Rights Compliance</b>	
11. Programs must not discriminate against any employee, applicant for employment or recipient of service because of race, color, religion, national origin, age sex, sexual orientation, height, weight, or marital status.	<input type="checkbox"/>
12. Each program must operate in compliance with the Americans with Disabilities Act.	<input type="checkbox"/>
<b>Older Persons at Risk</b>	
13. Each program shall have a written procedure in place to bring to the attention of appropriate officials for follow-up, conditions or circumstances that places the older person in imminent danger (e.g. situations of abuse or neglect)	<input type="checkbox"/>
14. Each service program must have established, written emergency protocols for both responding to a disaster and undertaking appropriate activities to assist victims to recover from a disaster, depending on the resources and structures available. <b>Describe involvement in local community emergency preparedness planning:</b>	<input type="checkbox"/> *
<b>Staff and Volunteers</b>	
15. Each program that utilizes volunteers shall have a written procedure governing the recruiting, training, and supervising of volunteers that is consistent with the procedure utilized for paid staff. <b>Explain if you will use volunteers for any of the proposed services, and for which services they will be utilized:</b>	<input type="checkbox"/> *
16. Each program shall employ competent personnel sufficient to provide services pursuant to the contractual agreement. Each program shall be able to demonstrate an organizational structure including established lines of authority. <b>Please attach a copy of the agency's organizational chart to this document.</b>	<input type="checkbox"/> *
17. Each program must conduct, <b>prior to employment or engagement</b> , a criminal background review through the Michigan State Police <b>for all paid and volunteer staff</b> . An individual with a record of a felony conviction may be considered for employment at the discretion of the program. The safety and security of program clients must be paramount in such considerations.	<input type="checkbox"/>
18. New program staff & volunteers must receive orientation training that includes at a minimum, introduction to the program, the aging network, maintenance of records, the aging process, ethics and emergency procedures. <b>Describe the topics covered with new employees/volunteers at orientation and the frequency and methods used for employee training:</b>	<input type="checkbox"/> *

**Reminder: Please be sure to attach a copy of your Prioritization Policy and Organizational Chart to this document.**