



GREATER SPRINGFIELD SENIOR SERVICES, INC.  
AN AREA AGENCY ON AGING  
66 Industry Avenue, Suite 9  
Springfield, MA 01104  
[www.gsssi.org](http://www.gsssi.org)

### **Title III FFY 2019 – 2021 Request for Proposal**

Greater Springfield Senior Service, Inc. (GSSSI), a private non-profit Area Agency on Aging and Aging Services Access Point, is pleased to announce Federal Title III Request For Proposals (RFP) in accordance with requirements found in the Older Americans Act of 1965, and as amended. GSSSI serves adults 60 years of age and older and unpaid or family caregivers. This process is part of the mandate to plan and assist in developing a comprehensive, community-based service network.

### **Parameters**

Service priorities for the FFY 2019–2021 Request For Proposal (RFP) process have been established by GSSSI Area Agency on Aging Advisory Council to ensure compliance with Older Americans' Act requirements. The Area Agency on Aging will consider funding those programs which best meet the priorities listed and demonstrates the capacity to accomplish their plan.

Proposals are welcome from providers who have demonstrated experience working with adults 60 years of age and older, which will serve the communities of; Agawam, Brimfield, East Longmeadow, Hampden, Holland, Longmeadow, Monson, Palmer, Springfield, West Springfield, Wales and Wilbraham. Projects will be considered which provide direct services to seniors. Proposals which include subcontracting arrangements will not be considered. Partnership and collaborations are encouraged; lead agency is responsible for all aspects of proposed program.

Funding priorities include services to those age 60 and older who are socially and economically needy; who reside in rural or urban areas; are disabled; are limited in English-speaking ability; who have Alzheimer's Disease or another related disorder; or who are caregivers of someone with Alzheimer's.

Specific funding considerations will also include:

- Direct Assistance - assist seniors and caregivers in obtaining access to services and resources and provide follow up to ensure needs have been met. Assist seniors in their homes if needed, as well as at office; reach out to isolated seniors, especially targeting low-income older adults who are at risk due to poor health or lack formal or informal support. Tasks include completion of public benefits applications including fuel assistance, SNAP, housing, etc.
- Alzheimer's Disease - provide education, counseling, assessment, medication management or advocacy for those who suffer from Alzheimer's Disease and other related dementias and their caregivers.
- Health/Wellness/Fitness – provide assessment, evidence-based education groups, educational programs or activities to foster a healthier lifestyle.
- Legal Services – provide advice and consultation, drafting legal documents, negotiation, community education, outreach, and the representation of clients to the extent permitted by the Older Americans Act.
- Nutrition Services – provide Senior Community Dining (congregate) Meals, Home Delivered Meals, meals to those who are homeless or other nutrition related services.
- Services to Maintain Independence - provide services identified as essential in maintaining elder safety which may include in-home foot care, home repair, telephone reassurance, companion services, medical companion escort, etc.
- Social Isolation and Loneliness - provide services to keep seniors connected to others and their community.
- Transportation – provide services which may include volunteer services, medical escort, etc.

This is a competitive process where requests exceed available funds. Decisions are determined as a result of a thoughtful and thorough review process by community volunteers. Successful applicants will receive a one-year grant funding agreement, with two additional years of funding renewable dependent on available funding and successful program performance. Funding for services is expected to begin October 1, 2018.

## Timeline

\_\_\_ Tuesday, February 13, 2018, 2:00 – 3:00 p.m. Technical Assistance and Training Meeting at 66 Industry Avenue, Suite 9, Springfield, MA.

- Incomplete or insufficient information will result in delay of processing or possibly disqualification call Mary @ (413) 781-8800 ext. 162 to RSVP for training meeting

\_\_\_ Monday, March 12, 2018 by 4:00 p.m. **Submission Deadline**

- Submit one (1) original proposal and documentation and one (1) copy of proposal.
- Faxed or electronic proposals cannot be accepted.
- Proposals submitted after the established deadline will not be accepted.

\_\_\_ March 20 – May, 2018 Grant applicants meet (by appointment) with Review Task Force for 15 minute presentation/conversation about grant request

\_\_\_ May – August 2018

- Review Task Force makes recommendation.
- Area Agency on Aging Advisory Council, GSSSI Board of Directors' Program and Services Committee reviews and submits recommendation.
- GSSSI Board of Directors reviews recommendations and awards FFY 2019–2021 Title III Funding.

\_\_\_ (by) Monday, September 10, 2018 grant applicants are notified

### Contract Begins

- 1<sup>st</sup> Year – October 1, 2018 – September 30, 2019
- \* 2<sup>nd</sup> Year – October 1, 2019 – September 30, 2020
- \* 3<sup>rd</sup> Year – October 1, 2020 – September 30, 2021

\*funding is renewable depending on available funds and successful program performance.

## **Application & Budget Instructions**

Please note the exact form spacing must be preserved; unless additional “lines” are added to budget page to insure complete information. The bolded **“funding request”** on the first page of the application is where you place the amount of funds you are requesting through this proposal. The same amount should be listed on the budget page on the **“GSSSI Title III grant (funding request)”** line.

More information about the process and application will be offered at the Technical Assistance and Training Meeting on Tuesday, February 13, 2018, 2:00 – 3:00 p.m. at GSSSI, 66 Industry Avenue, Springfield, MA. Please call 413-781-8800 ext. 162 to reserve a seat(s) or with questions - Mary Jenewin-Caplin, Area Agency on Aging Director also at [mjc@gsssi.org](mailto:mjc@gsssi.org).

Those who submit complete applications will be invited to share additional information with the review team during their face-to-face “presentation/conversation.” This will be a 15-minute opportunity for the Review Team to meet the key players about your proposal, ask questions and hear additional information. The Contact Person for each proposal will be contacted by early April to schedule Presentation/Conversation appointments in April or May for Applicants to meet with the review team.

Return one (1) original 6-page application with all required documentation and policies and one (1) copy of application. Please complete one (1) application for each proposed service. Multiple funding requests submitted on one application will not be accepted. For example, if you propose nutrition services and also social isolation programming, you must use 2 separate applications.

## **Proposal Review Criteria**

This is a competitive process where requests exceed available funds. Funding is determined through a thoughtful and thorough review process by community volunteers. The Area Agency on Aging (AAA) Review Task Force with the counsel of the AAA Advisory Council makes recommendations to the GSSSI Board of Directors’ Program and Services Committee. GSSSI Board of Directors authorizes all awards.

All proposals will be evaluated using the following criteria:

1. Demonstrated need for this service;
2. Demonstrate and quantify the impact of this service;
3. Demonstrated expertise in the provision of the proposed service;
4. Demonstrated capacity to manage the program in a responsible, professional manner;
5. Capacity to deliver a quality, concrete service in a cost-effective manner;
6. Ability to address the service areas and meet all funding requirements;
7. Sustainability of service;
8. Ability to comply with administrative requirements (billing, monthly reports, etc.).

## **Compliance/Assurances with Regulation and Policy**

All activities carried out as a result of a grant awarded from this RFP process are bound by applicable state and federal regulations, policies, rules, executive orders and procedures as required by Greater Springfield Senior Services, Inc. The Assurance of Compliance portion of the proposal lists applicable compliance rules and regulations. The Assurances must be signed, dated, and submitted with the application, as it is an integral component of the proposal.

## **Fiscal Policies**

All programs receiving a grant funded with Title III monies must contribute the required fifteen (15%) percent of support from non-Federal sources. This contribution may be in-kind, cash or both, and must be used to cover overall program expenses as indicated in the submitted budget.

Federal regulations require that recipients of Title III services be given the opportunity to make voluntary and confidential donations for services received. Program income generated through donations shall remain with the Grantee to be used for approved budget expenses within the approved budget period. All programs are expected to have in place a system and a policy by which to accept voluntary and confidential donations, have a procedure to safeguard and account for and to report them monthly.

## **Income & Expenses**

The Budget form is a line-item income and expense statement reflecting total annual revenue and costs for the program being proposed. Total Income and Total Expense should equal.

Incomplete or insufficient information will result in a delay of the processing of proposals received or proposals not considered for funding. Enter all income sources that support the proposed service. Income could be from city/town budgets, voluntary donations, other grant sources, etc. Pending or anticipated funding sources should be labeled accordingly.

Indicate each general expense item funded by the proposed program or service (i.e., specific staff positions, amount of fixed costs charged to the program, travel, etc.) along with the amount of the item.

## **In-Kind Support**

In-kind support is “non-cash” donations that benefit programming, fund-raising efforts, or volunteer assistance to offset costs.

## **Due Date**

**Proposals are due by Monday, March 12, 2018, 4:00 p.m.** Applicants are required to submit one (1) original proposal and documentation and one (1) copy of proposal. Proposals submitted after the established deadline will not be considered for funding. Faxed or electronically submitted proposals will not be accepted.

## **Proposal Rejection Criteria**

Greater Springfield Senior Services, Inc. reserves the right to reject any and all proposals, to waive technical defects where warranted to meet stated needs, and to accept or reject any part of any proposal submitted as a result of this RFP.

Proposals must be presented in the format and sequence detailed in this RFP and must be complete. Failure to respond in this manner is sufficient basis for elimination from consideration during comparative review and evaluation.

GSSSI reserves the right to withhold a portion of available funding for a subsequent RFP process should there be insufficient response for specific service needs.

### **Appeals Procedure**

Applications denied for funding may appeal the decision. Information about this process, along with the relevant materials is available.

**Proposals are due by Monday, March 12, 2018, 4:00 p.m.**

Submit Proposal to: Mary Jenewin-Caplin, Area Agency on Aging Director  
Greater Springfield Senior Services, Inc.  
66 Industry Avenue, Suite 9  
Springfield, MA 01104

Applicants are required to submit one (1) original proposal and documentation and one (1) copy of proposal.

**Submission Checklist**

- Complete Proposal Application NOTE: Signatures are required on pages 5 and 8;
- Organization's Affirmative Action/Equal Opportunity Employer policies;
- Certificate of Tax Exempt status, if applicable;
- Certificate of Incorporation, Commonwealth of Massachusetts, if applicable;
- Organizational chart of the agency;
- Roster of Organization Board of Directors;
- Job description(s) of staff needed for the proposed service, and job description(s) for the immediate supervisor(s);
- Donation Policy;
- Record Retention Policy;
- Client Satisfaction Policy and survey, if applicable;
- Evaluation survey, if applicable.

Proposals submitted after the established deadline will not be considered for funding.  
Faxed or electronically submitted proposals cannot be accepted.



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**Title III FFY 2019 – 2021 Proposal for Funding**

**October 1, 2018 – September 30, 2019**

Organization Name				
Street				
City/Town and Zip Code				
Mailing Address (if different)				
City/Town and Zip Code				
Executive Director				
Contact Person				Title
Contact Person Phone		Fax:	Email	
Agency Web Address				
<input type="checkbox"/> Council on Aging	<input type="checkbox"/> Private Non-Profit		<input type="checkbox"/> For Profit	
<input type="checkbox"/> Other _____	(please list)			
Organization Description:				
Name of Service to be funded:				
Service Summary:				
Total Program Cost: \$ _____ Funding Request: \$ _____ (these figures should match information on budget)				
How many persons (unduplicated) do you expect to serve in first year: _____				
Define your target audience _____				
Will this service be accessible to disabled persons? ___ Yes ___ No				
If no, please explain;				

Document the Need for Project:


Which cities and/or towns will you serve? Check all that apply.

- |  |                                     |   |
|--|-------------------------------------|---|
| <input type="checkbox"/> Agawam          | <input type="checkbox"/> Holland    | <input type="checkbox"/> Springfield      |
| <input type="checkbox"/> Brimfield       | <input type="checkbox"/> Longmeadow | <input type="checkbox"/> Wales            |
| <input type="checkbox"/> East Longmeadow | <input type="checkbox"/> Monson     | <input type="checkbox"/> West Springfield |
| <input type="checkbox"/> Hampden         | <input type="checkbox"/> Palmer     | <input type="checkbox"/> Wilbraham        |

Personnel needed for this service (please include job description for each position in application packet)

Title	Number needed (i.e. 1 FTE)	Paid or volunteer staff

Please describe how your organization meets the requirements for any special licenses/certifications needed to provide your service:


Describe the type of outreach you will use to reach the targeted population and to inform other professionals in the community of the availability of your proposed service?


All Title III funded programs are expected to be fully operational by October 1, 2018. Will your proposed service be fully operational by this date?  Yes  No

All fiscal and program records for Title III funded projects must be intact and accessible at any time for inspection by GSSSI or other outside auditors for seven (7) years. Are you able to comply?  Yes  No  
Please attach records retention policy.

Grantees are required to allow for voluntary and confidential donations by participants for the proposed service. Will you implement a voluntary donation policy? \_\_\_Yes \_\_\_ No  
(Please include a copy of your donation policy in application packet):

How will your clients' lives be changed by participating (receiving) your service? What knowledge will they gain? What behaviors will they change? What skills will they learn? etc.

How will you measure this change? (i.e. Pre and Post self-assessment, funds saved, etc.)

How will you know (measure) that this program is a success?

Describe how your agency will assess client satisfaction for the proposed service. ( Please include a copy of your policy on assessing client satisfaction and a copy of any survey in application packet):

Describe how your agency will continue operating your proposed service in the event of an emergency that disrupts programming for more than 1 day.



## **ASSURANCES OF COMPLIANCE**

Please read each of the following statements regarding grant requirements and/or regulations. This section will require signatures of both agency executive and Board President and will serve as verification the agency's authorization to apply for funds under this grant process.

Agencies providing services under Title III Funding of the Older Americans Act agree to:

- Comply with Title VI of the Civil Rights Act of 1964 and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services. No person in the U.S. shall, on the grounds of race/color/sex/national origin be excluded from participation in or be denied the benefits of, or be otherwise subjected to discrimination from this program;
- Provide the required non-federal share of support for this project in the amount and kind specified in the approved budget;
- Provide assurance that all efforts will be made to reach older adults who are 60 years of age or more and who have the greatest social and economic need;
- Establish a system and policy to retain all fiscal and program records for Title III funded projects intact and accessible at any time for inspection by GSSSI or other outside auditors for seven (7) years;
- Establish a system and policy to allow for voluntary and confidential donations by participants of the program;
- Establish a system and policy to assess on a regular basis individual client satisfaction with the service provided under this grant;
- Have in effect, maintain and adhere to, an Affirmative Action policy, which fulfills the applicable requirements of the Americans with Disabilities Act;
- Allow GSSSI representatives to monitor/assess periodically and with advance notice, the program. Findings of such monitoring may indicate revision of objectives or budget to carry out successfully the project's intentions;
- Submit the required reporting and billing material;
- Perform CORI checks on any recently hired employees or volunteers working with older adults in a direct service capacity.
- Indicate source of funding & funding agency on public information distributed on the program;
- Obtain and maintain all licenses and permits required for the service.

- All information about a program which receives Title III funding will include Funding Identification Tagline: should identify the MA Executive Office of Elder Affairs and the Federal Administration for Community Living as funding sources.

## **GRANT REQUIREMENTS**

Providers awarded grants under this grant may be asked to produce the following documentation and information. Failure or inability to do so may result in canceling the decision to award the grant:

- Organization's Affirmative Action/Equal Opportunity Employer policies;
- Documentation of appropriate insurance coverage that will hold GSSSI harmless for any incident during the course of the grant period;
- Certificate of Tax Exempt status, if applicable;
- Documentation of Rate Setting Commission rate, if applicable;
- Certificate of Incorporation, Commonwealth of Massachusetts;
- Roster of organization Board of Directors;
- Job description(s) of staff needed for the proposed service, and job description(s) for the immediate supervisor(s); and,
- Organizational chart of the agency.
- Continuity of operations plan

**TERMS AND CONDITIONS:**

It is understood and agreed by the undersigned that the information contained herein is true and correct. Funds granted under this request are to be expended for the purposes and in the manner set forth herein in accordance with all applicable terms as stated. All grants awarded will be approved by Area Agency on Aging Board of Directors, and grant awards are contingent upon availability of funding by the Executive Office of Elder Affairs. By signing below we hereby certify that I have read and understood the terms of this agreement:

Agency Name: \_\_\_\_\_

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Board President

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employer Federal Identification Number