The organization submits the proposal as required and agrees to carry out the contract in accordance with the regulations, policies, and procedures prescribed by Young at Heart Resources on Aging and the Department of Health & Senior Services (DHSS.)

**Authority and Capacity**

 The organization assures that it has the authority and capacity to administer any resulting contract, and

 carry out a program pursuant to the Request for Proposal within the planning and service area either directly or through contractual or other arrangements. The organization has on file articles of incorporation, where applicable, and these shall be made available upon request by Young at Heart Resources.

**Staffing**

 The contract will be directed by an individual qualified through education or experience to carry out the services. Adequate numbers of qualified staff, including members of minority groups, will be assigned to assure the effective conduct of responsibilities under this Request for Proposal. Subject to the requirements of merit employment systems of local government, preference will be given to persons aged 60 or over for any staff positions (full or part-time) for which such persons qualify. Job descriptions will be on file at the organization’s central office and shall be made available upon request by Young at Heart Resources. The proposed staffing plan for the organization which sets forth the number and type of personnel employed will also be on file at the organization’s central office and be made available upon request. The organization understands and agrees that any changes in key personnel require immediate notification to Young at Heart Resources and submittal of a revised I.2 General Information form. In the event of a change of Administrator the Board of the organization will submit the resumes of the final two candidates to YAHR CEO for input before the position is offered to a candidate.

**Standards of Personnel Administration**

**(19 CSR 15-4.120 Affirmative Action/Equal Employment Opportunity/Preference in Hiring)**

 In cases where the organization is a public agency, it will establish and maintain methods of personnel

 administration, which conform to the Standards for a Merit System of Personnel Administration and any standards prescribed by the US Civil Service Commission pursuant to section 208 of the Intergovernmental Personnel Act of 1970 modifying or superseding such standards. Such methods shall be maintained in the files of the organization and shall be made available to Young at Heart Resources upon request.

**Functions**

In addition to the development and administration of the Request for Proposal, the organization for

congregate services will also carry out directly, to the maximum extent feasible, the following guidelines:

1. Provide leadership and advocacy on behalf of all older persons within the planning and service area for which the organization is responsible.
2. Ensure that each activity undertaken by the organization, including planning, advocacy and systems development, will include a focus on the needs of low-income, minority older individuals; older individuals residing in rural areas; and individuals at risk for institutional placement.
3. Serve as an advocate for older persons within the planning and service area by monitoring, evaluating and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals.
4. Identify, in coordination with Young at Heart Resources, the public and private non-profit entities involved in the prevention, identification, and treatment of the abuse, neglect, and exploitation of older individuals, and based on such identification, determine the extent to which the need for appropriate services for such individuals is unmet.
5. Establish measurable program objectives consistent with Young at Heart Resources guidance, for providing services to individuals 60 year of age or older with the greatest economic need, the greatest social need, and those at risk for institutional placement. There should also be specific objectives for providing services to low-income minority older adults, older adults with limited English proficiency, and older adults residing in rural areas.
6. Periodically evaluate the services carried out under the Request for Proposal; evaluations will include the views of older adults participating in such services.
7. Receive public comments concerning the needs of individuals 60 years of age and older on an ongoing basis;
8. Evaluate the effectiveness of service provision to low-income minority older adults residing in rural areas and take corrective action where needed;
9. Additionally the organization has the responsibility to inform the older adults and the caretakers of such individuals of the availability of assistance, and refer them to Young at Heart Resources for further assistance.
10. Provide a grievance procedure for older adults who are dissatisfied with or denied services.

**Contributions for Services (OAA Section 315)**

 The organization will assure that each recipient has the opportunity to voluntarily contribute for all or part of the costs of the services provided. Each recipient shall determine for himself what he/she is able to contribute toward the cost of the service, and providers shall clearly inform each recipient that no service shall be denied because of his/her inability or failure to contribute to the cost of such service.

 The organization shall provide that the methods of receiving contributions from individuals shall be handled in such a manner as to:

1. Protect the privacy and confidentiality of each recipient;
2. Establish an appropriate procedure to safeguard and account for all contributions; and
3. Use all collected contributions to expand the service for which it was given.
4. No vouchers, tokens, or any other method can be used so that the client can put something in the contribution box.
5. Clients or their families should not be expected or asked to prepay for contributions/ services.

All contributions must be deposited if over $50.00 on the day they were received. Every effort should be made to make sure that the deposit time stamp matches the day the contributions were received. Deposit slips should be noted separately as to distinguish between home-delivered and congregate amounts. The amounts must match the contribution sheet.

**Training (19 CSR 15-4)**

The organization will make provisions for the training of personnel necessary for the implementation of the Request for Proposal. The training plan will be available in the organization’s central office and available to Young at Heart Resources upon request. Attendance by an authorized representative of the organization at specified training sessions sponsored by Young at Heart Resources is mandatory; other training is at the discretion of the organization. Mileage for mandatory training is not reimbursable by Young at Heart Resources.

**Evaluation (OAA Section 206(a))**

The organization will coordinate and assist in any efforts undertaken by DHSS or the Administration for Community Living to evaluate the effectiveness, feasibility, and costs of activities under the area plan.

**Confidentiality (19 CSR 15-4.300 Record Keeping and Confidentiality)**

 The organization will assure that no information obtained from another agency providing services about a service recipient under the Request for Proposal shall be disclosed in an identifiable form without the informed consent of the individual, except as required in RSMo 660.300, regarding reports made to the Missouri Adult Abuse and Neglect Hotline of DHSS.

**Public Information (19 CSR15-7.010 (9)(A) General Requirements)**

The organization providing congregate and home-delivered services will provide public information

 and education activities to ensure that older persons are informed about service availability and how those services may be accessed to provide the maximum opportunity for participation. Public education will be provided by Young at Heart Resources and the organization shall notify Young at Heart Resources when it has been completed. (reference exhibit C)

**Amendments to the Request for Proposal**

The organization assures that it will, prior to implementation, submit for approval to Young at Heart Resources necessary documentation of substantial changes, additions, or deletions to Request For Proposal in accordance with the Missouri Code of State Regulations and the terms and conditions of the contract.

**Special Menus (19 CSR 15-7.060(8) Nutrition Service Standards)**

The organization assures that it will provide special menus, where feasible and appropriate to meet the

particular dietary needs arising from the health requirements, religious requirements, or ethnic backgrounds of older eligible adults.

**Access to Programs by Older Native Americans (OAA Section 306(a)(11))**

The organization assures that it will determine if a significant population of older Native Americans reside in the planning and service area. If so, the organization will assure that it will pursue outreach activities to increase access of those older Native Americans to all services provided under the Request for Proposal. All services under the Request for Proposal will be made available to older Native Americans to the same extent as such services are available to all older adults.

**Senior Center Assurances (19 CSR 15-4.175 (3))**

The organization for congregate services assures that at any time there is a plan to open, relocate, renovate, or terminate a senior center, a thirty(30) day prior notice must be given to Young at Heart Resources.

# Accuracy of Information

The organization assures that it will maintain, monitor, and update all website information on a regular basis, and as necessary. Electronic information includes, but is not limited to, the organization’s website and all information pertaining to web-based information.

  

 Governing Board Chair Date