

Government of the District of Columbia

Office on Aging

REQUEST FOR APPLICATIONS



Fiscal Year 2019 Senior Transportation Services Grant Competition

The D.C. Office on Aging Invites the Submission of Applications for Funding under the Older Americans Act of 1965, as amended (P. L. 89-73) and DC Law 1-24, as amended.

RFA Release Date: February 28, 2018

Application Submission Deadline: April 9, 2018, 2:30 PM, EST

LATE APPLICATIONS WILL NOT BE ACCEPTED

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**DISTRICT OF COLUMBIA
OFFICE ON AGING**

Announces

A

PRE-APPLICATION WORKSHOP

FOR

**FISCAL YEAR 2019
Senior Transportation Services
Grant Competition**

March 5, 2018

10:30 AM

**500 K Street, NE
Washington, DC 20002**

**For registration to attend and questions, please contact:
Ronald D. Flowers, Jr., Program Analyst,
Ronald.Flowers2@dc.gov, or
Jacqueline Geralnick, Program Analyst,
Jacqueline.Geralnick@dc.gov.**



GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE ON AGING



Office of the Executive Director

February 28, 2018

Dear Applicant:

Thank you for your interest in applying for a grant from the District of Columbia Office on Aging (DCOA) Senior Transportation Services competitive grant. This Request For Application (RFA) is a transportation program that consists of four major service components. DCOA seeks an applicant(s) who will bring extensive experience. DCOA prefers an existing vehicle fleet capable of meeting the transportation service components. You are encouraged to review the entire application package carefully before preparing and submitting your application. Please note the following provisions.

1. Eligible applicants include nonprofit and for-profit organizations although for profit organizations may not include profit-making from grant funds that accrues back to the organization in the application, and income generated from grant-funded programs must be used to expand the program.
2. Eligible applicants applying for multiple program service components must submit separate clearly identified program narratives and budgets within one application.
3. All applicants must adhere to the program narrative limitation of 30 pages. Applications that exceed 30 pages in the narrative section will be returned to the applicant and will not be reviewed. To further expedite the process, please follow the format in Section III, Proposal Format provided in the application package.
4. Current and former DCOA grantees should note that prior performance will be assessed and considered in final funding determinations.
5. All applicants must supply a D.U.N.S. number issued by Dun & Bradstreet.
6. All applicants must supply a Certification from the District of Columbia Office of Tax and Revenue that your agency is compliant with District of Columbia tax requirements.
7. All applicants must supply proof of payment of unemployment taxes from the District of Columbia Department of Employment Services.
8. All applicants must supply a current Certificate of Good Standing issued by the District of Columbia Department of Consumer and Regulatory Affairs showing that the organization is in good standing with the DC Government.

9. All applicants must supply minutes from the Board of Directors' meeting, signed by the President or Secretary of the Board, in which the Board authorized the applicant to submit an application for funding to the DCOA or a certification from the Board, signed by either the President or Secretary, giving the applicant authority to apply for grants.
10. All applicants must submit a copy of the agency's most recently audited financial statement.
11. The successful applicant is expected to participate in community meetings for purposes of outreach, emergency preparedness, and collaboration. All applicants must show evidence of staffing that includes a full-time project director, licensed drivers, fleet manager, scheduling coordinator and dispatcher, data coordinator supported by other administrative staff, consultants and volunteers. It is a requirement that underserved populations including minorities, LGBTQ, non-English speaking or low-income, visually and hearing impaired are accommodated.
12. Entities may partner to provide one or multiple services using varied methods and approaches to delivering efficient, safe, reliable, and responsive services for seniors.
13. DCOA strongly supports and encourages the use of local and small businesses certified through the Department of Small and Local Business Development's Certified Business Enterprise program (CBE). The successful applicant is encouraged to use the resources of the Department of Small and Local Business Development, including the *Business Center*, found on DSLBD's website (<http://dslbd.dc.gov>) as a resource for identifying CBEs, and to publish contracting and procurement opportunities.
14. The application must be postmarked or hand-delivered on or before 2:30 PM EDT on April 9, 2018. Detailed mailing instructions are provided in the "Instructions for Transmitting Applications." Late applications **will not be accepted**. Changes and additions to the applications will not be accepted after 2:30 PM EDT on April 9, 2018.

For additional information regarding this RFA, please email Mr. Ronald D. Flowers, Jr., Research and Grants Management Analyst at Ronald.Flowers2@dc.gov, or email Ms. Jacqueline Geralnick, Public Health Nutritionist at Jacqueline.Geralnick@dc.gov.

The RFA will be released on February 28, 2018. A pre-application conference will be held March 5, 2018, 10:30 AM EST at the DC Office on Aging, first-floor conference room, and the deadline for submission is April 9, 2018, at 2:30 PM.

Sincerely,



Laura Newland
Executive Director

Applicant Profile
D.C. Office on Aging
Fiscal Year 2019 Senior Transportation Services
Request for Applications

Applicant Name: _____

Type of Organization: _____

Nonprofit: _____ **For Profit:** _____ **Government:** _____ **Other:** _____

Contact Person: _____

Office Address: _____

Phone/Fax: _____

E-mail address: _____

Website URL: _____

D.U.N.S. Number: _____

Tax Identification Number: _____

Service Area: _____

Program Description:

Total Program Cost: \$ _____

DCOAGrant Funds Requested: \$ _____

Applicant Funds: \$ _____

Name and Title of Authorized Official **Date**

Signature of Authorized Official **Date**

**District of Columbia
Office on Aging**

**Request for Applications
Fiscal Year 2019 Senior Transportation Services Grant**

SECTION I GENERAL INFORMATION

The District of Columbia Office on Aging is the single State Agency designated by the Mayor under D.C. Law 1-24, as amended, to administer the provisions of the Older Americans Act and to promote the well being of seniors ages 60 years and older, people with disabilities 18 to 59 and caregivers.

Mission

The mission of DCOA is to provide advocacy, plan, implement, and monitor programs in health, education and social services which promote longevity, independence, dignity, and choice for older District residents (age 60 plus), people with disabilities (age 18 and above) and their caregivers.

Introduction

The Government of the District of Columbia, Office on Aging (DCOA) is soliciting applications from qualified applicants to operate the DC Office on Aging senior transportation programs. DCOA transportation programs provide quality services for District residents 60 years and older and include 1) essential transportation to medical and life-sustaining appointments; 2) transportation to adult daycare centers, wellness centers, group trips and special events, 3) administration and operation of a transportation debit card program; and 4) the delivery of Home Delivered Meals (HDM). The Request for Application (RFA) seeks an organization(s) with strong capacity and a track record of excellent customer service. An existing fleet to operate the transportation programs is preferred if applicable.

Federal and District of Columbia appropriated funds of up to \$6,000,000 are available for an applicant (either individually or as a partnership) to operate DCOA transportation programs. There is no match requirement. However, applicants must demonstrate tangible resources to sustain a minimum of three months' operations costs. The successful applicant(s) must also put participant contributions back into the program to serve more participants.

The successful applicant(s) will design services to meet a variety of evolving needs of the city's diverse elderly population, in particular, older individuals with the greatest economic and social needs, and other underserved populations. The successful applicant(s) will manage its fleet if applicable and implement services that remove transportation barriers for seniors while linking them to affordable, on demand, and gap-filling transportation services.

Priority Program Service Areas

Service Component One: Essential Medical

Manage and implement curb-to-curb transportation and escort service to essential and life-sustaining medical appointments and to social service benefit agencies.

Service Component Two: Transportation to DCOA-Funded Sites and Activities

Manage and provide daily transportation for enrolled seniors to DCOA-funded sites such as adult day, nutrition, wellness, and activities. Coordinate and procure transportation service for seniors to DCOA-funded special events.

Service Component Three: Debit Card Transportation Services

Coordinate reduced rate, debit card transportation services with other local transportation providers, e.g., taxicab companies and other transport services for people with mobility issues who cannot use fixed route transportation.

Service Component Four: Transportation of Home Delivered Meals

Coordinate and provide timely transport of weekday and weekend meals, emergency meals, groceries, and nutrition supplements for homebound seniors residing in all eight wards.

Target Population

Applicants who apply for this RFA must design and implement services to meet the complex and evolving needs of the city's diverse elderly population, especially older individuals with the greatest economic and/or social needs, with particular emphasis on underserved, low-income, populations. The target populations of primary consideration for this grant are District residents:

- ❖ aged 60 years and over, and 18 years of age and over with a disability; (e.g., blind and visually impaired, deaf and hard of hearing, mobility challenged) who are unable to use fixed-route public transportation or are homebound;
- ❖ who are isolated and experience economic barriers to transportation;
- ❖ enrolled in the DC Office on Aging sponsored adult day programs, senior wellness centers, senior centers, weekday and weekend homebound meals, and congregate nutrition meal site programs;
- ❖ from diverse cultures whose primary language is not English, and
- ❖ who are not connected to the internet or do not own smart technology devices.

Services may also be available to family members and caregivers of the primary populations, other District agencies, community-based organizations, and other public and private agencies.

Eligible Organizations/Entities

Any public or private, community-based non-profit agency, organization, or institution located in the District of Columbia is eligible to apply. For-profit organizations may also participate as subcontractors to eligible public or private non-profit agencies. All applicants shall provide a certification indicating that the applicant is a corporation in good standing in the District of Columbia and has complied with the requirements of the District of Columbia and federal tax laws including unemployment taxes, which will be verified by DCOA through the DC Department of Employment Services (DOES).

The applicant must certify that it has high-speed internet access and that the organization's website is updated.

Collaborations

Applicants collaborating with other entities to provide services must identify each entity in the application narrative by role, responsibility, and financial capacity. A **lead** applicant must be clearly identified, and all collaborating entities must provide documents that demonstrate compliance with District of Columbia and federal tax laws

Multiple Submissions

Applicants may apply for one or multiple service components under this RFA. (If applying for multiple service components, a separate and complete application must be submitted for each service component).

Source of Grant Funding

Funds are made available from DCOA through Federal grants and District appropriated funds.

Grant Award Period

The grant award will be three (3) years, October 1, 2018, through September 30, 2021, with possible continuation years based on the DCOA's determination of satisfactory service during the initial period of the grant.

Grant Amount

A total of up to \$6,000,000.00 is available for the entire transportation program, contingent on funding availability.

Operational Reserves, Program Income, and Contributions

The Senior Transportation Grant is a cost-reimbursable grant with no cash match requirement. Applicants must demonstrate that they have at least three months reserve operating costs. Applications that do not include proof of operational reserves will score low in the Budget and Fiscal Management Criterion (see Section V- Review and Scoring of Application).

Program income must be put back into the program to expand the services to more customers. Applicants shall clearly identify all sources of additional funds used in support of the program. Any refunds of costs that have already been reimbursed by DCOA must be reported to DCOA.

No registration, membership, or annual fee may be required of program participants. However, participants may be required to pay for a portion of the costs of the program for cost-sharing components. All contributions must be used to offset the cost of the program.

Fares and Donations

Customer fares and donations are regarded as program income. The total projected income is then deducted from the net expenses to determine the amount to be requested in the application.

Cost Sharing

If cost sharing is implemented in a service component, it must be included in the application and approved by the DCOA before it is implemented. Organizations shall not require cost sharing by a low-income older individual if the income of such individual is at or below the Federal poverty line (Attachment H). An applicant **may** exclude low-income individuals whose incomes are above the Federal poverty line from cost-sharing. A sliding scale, based solely on individual income and the cost of delivering services must be established for cost-sharing. The grantee organization will:

1. protect the privacy and confidentiality of customer information;
2. establish appropriate procedures to safeguard and account for cost-share payments;
3. use each collected cost-share payment to expand the service for which such payment was given;
4. not consider assets, savings, or other property owned by a customer in determining whether costs sharing is permitted;
5. not deny a service for which funds are received under this grant for an older customer due to the customer's income or their failure to make a cost-sharing payment; and
6. determine the eligibility of customers cost share solely by a confidential declaration of income and with no requirement for verification.

Voluntary Contributions

Voluntary contributions are allowed and must be solicited within established DCOA guidelines. There shall be no means testing for any services for which voluntary contributions are accepted, and services should not be denied to any individual who does not voluntarily contribute to the cost of the service.

The successful applicant organization is required to:

1. provide each customer with an opportunity to contribute to the cost of the service voluntarily;
2. establish appropriate procedures to safeguard and account for all contributions; and
3. use all collected contributions to expand the service for which the contributions were given; and
4. Track and report all voluntary contributions on a monthly basis.

Pre-Application Conference

A Pre-Application Conference is scheduled for March 7, 2018, 10:00 AM/EST at 500 K Street, NE, Washington, DC 20002. The conference provides an opportunity for applicants to learn more about the application and selection processes and to ask questions about program service components. Prospective applicants are strongly urged to attend the pre-application conference. To register for the conference, email Ronald.Flowers2@dc.gov or call 202-535-1417.

Pre-Award Site Visit

After the initial review and scoring of applications, highly ranked applicants recommended for funding by the review panel may be selected for a pre-award site visit and interview. DCOA may have additional questions for applicants and responses will be considered during the final determination for funding.

Contacts

For more information, contact Ronald Flowers at Ronald.Flowers@dc.gov or Jacqueline Geralnick at jacqueline.geralnick@dc.gov the D.C. Office on Aging, 500 K Street, NE, Washington, DC 20002, or call 202-535-1417.

SECTION II PROGRAM AND ADMINISTRATIVE REQUIREMENTS

Use of Funds

DCOA transportation grant funds must be used to support the District of Columbia FY 2019 Senior Transportation Services Grant. Applicants may use other funds to supplement the grant funds, but the grant funds cannot be used for any other activities.

Audits

DCOA requires all grantees (except agencies and universities of the District of Columbia) to have an annual audit. The audit must be conducted in accordance with generally accepted auditing standards, the Comptroller General's Standards for Audit of Government Programs Activities and Functions, and the Office on Aging Audit Guide. If the grantee receives \$750,000.00 or more in federal funds, the grantee must also comply with the requirements of the Office of Management and Budget (OMB) Circular No. A-133.

Any firm or person conducting audits in the District is required by District of Columbia law to be licensed by the District of Columbia Department of Consumer and Regulatory Affairs. Grantees are required to schedule and pay for the use of independent auditors. A-133 audits may be scheduled and budgeted in the grant. The auditor must be a Certified Public Accountant, licensed to practice in the District of Columbia.

Records and Reports

The successful applicant must keep accurate records of activities of the program, retain program records for three years, and retain financial records for five years after the grant period. Records must be available at the organization's headquarters for inspection by DCOA or other District government or federal government entities at any time within the required periods.

The applicant shall maintain records reflecting initial intakes, signed releases and waivers, periodic assessments, and ongoing progress of each participant. The applicant shall maintain the confidentiality of participant records, and to the extent possible, the participant must validate all services delivered.

The successful applicant will provide monthly reports of service activity related to the number of trips, deliveries, and persons served. In addition, the successful applicant will provide monthly invoices for services rendered. Invoices must be submitted with source documentation in the form of canceled checks, bank statements, or credit card statements as proof of payment for goods and services.

Client Services Tracking and Reporting System (CSTARS)

DCOA administers grants funded through federal and local funds to provide supportive services to and for the benefit of elderly residents and caregivers of the elderly within the District of Columbia. DCOA is responsible for reporting project and service-related data to the Administration on Community Living (ACL) that determines the federal funding level for the District.

CSTARS provides DCOA with a system-wide electronic customer management database and an integrated system of reporting to ensure unduplicated customer counts, timely financial accounting, and accurate service data for utilization review. The successful applicant must have sufficient organizational capacity to ensure accurate data input and management using the CSTARS system to (1) enter monthly service data; (2) add all customer data; and (3) submit monthly invoices with the CSTARS summary report.

The District will reimburse the successful applicant on or before the 30th day after receipt of an accurate and complete invoice. DCOA will make payments upon receipt of proper invoices at the reimbursement rate stipulated in the Award for services performed less any rebate, discount, allowance, and/or adjustment.

Monitoring

DCOA shall monitor and evaluate the performance of the successful applicant(s) according to the program scope, DCOA Service Standards, and related federal and local regulations and policy requirements.

DCOA staff will review all written policies and procedures, staff licenses and certifications, information bulletins, monthly invoices, client service rosters, driver manifests, training, and other source documents applicable to the program. Grant monitors will review monthly reports, contracts, and insurance policies; conduct site visits and desk audits as needed, and maintain contact with the applicant to assess performance in meeting the requirements of the grant.

DCOA has implemented CSTARS for recording, tracking, monitoring and managing client and financial data. The successful applicant(s) will use this system to input trackable service data, track referrals, enter case notes, and monitor staff assignments and progress in a timely manner.

SECTION III PROPOSAL FORMAT

Applicants must adhere to the following proposal format. Applicants should include all information needed to describe their objectives and plans for services. It is important that applications reflect continuity between the goals and objectives, program design, and work plan, and that the budget demonstrates the level of effort required for the proposed services. Each application must contain the following information:

- **Applicant Profile** identifies the applicant, type of organization, Tax I.D. numbers, D.U.N.S. number, program service area and amount of grant funds requested.
- **Table of Contents** must list major sections of the proposal with quick reference page indexing.
- **Program Narrative** should contain the information that justifies and describes the program to be implemented. The program narrative should be written in a clear, concise manner and must not exceed 30 pages. Generally, the program narrative should address the following criteria. Specific technical scoring criteria are found in Section V.
- **Proposal Abstract** concisely describes the proposed project. The abstract should be brief and include the program goal(s), objectives, overall approach (including target population and significant partnerships), anticipated outcomes, time frames and the amount requested. The abstract must not exceed one page, and it will count in the 30-page narrative limitation.
 - ❖ Needs Assessment that shows social and demographic characteristics of seniors and transportation needs related to the service area the applicant is applying.
 - ❖ Background and Understanding of senior-specific transportation
 - ❖ Project Work, which should include:
 - program goals;
 - measurable objectives that incorporate coordination as needed with interested organizations for planning, purchasing, training, maintenance and /or trip coordination; sound program practices and target outcomes, which relate to applicant responsibilities and risk management, customer service responsibilities, use of transportation-related technology and software and innovative strategies to improve the service;
 - schedule and structure for community awareness and outreach meetings; and
 - ❖ Service evaluation specifying the methodology used and expected outcomes and impacts. Organizational Capability and Relevant Experience
 - Successful programmatic experiences, e.g., external evaluations, summaries of customer surveys, or other objective forms of measurement, number of people targeted for service, number of one-way trips to be provided and reasonable basis for cost estimates and customer involvement;

- Operational capacity, including existing equipment and facility; private sector partners (e.g., taxis, bus operations); other entities involved in the project, and risk management approaches;
 - Emergency management coordination and inclement weather plan (Include in the application Appendix), service notifications to customers; and plan to serve seniors who do not have access to the internet or smart technology;
 - Management experience and abilities, budget and financing, operating capital and future funding, staffing capacity, equipment and ability to timely and accurately meet program reporting requirements such as completion of required intake data, invoices, reservation and trip routing schedules, driver manifest, fleet maintenance and vehicle replacement records, required data tracking and program progress reports, monthly financial statements and annual audit reports.
 - Quality assurance and improvement demonstrating services are relevant and suitable to meet the needs of the target population and ongoing systems monitoring and evaluation lead to improved performance and better results.
- **Program Budget** summary sheet and budget narrative should address the criteria listed under Budget and Fiscal Management. Applicants should provide evidence of an established accounting system with policies and procedures that reasonably ensure internal controls are maintained in managing funds, and demonstrate the availability of three months operational cash on reserve. A sample budget narrative is included in Attachment C. All budget narratives **must** follow this format. Budget forms and budget narratives are not counted in the program narrative 30-page maximum.

DCOA indirect cost rate is capped at 10% of the DCOA personnel cost for all programs.

❖ Other Funding

- Adequately describe existing sources of funds to support and sustain the program. Describe sources for future funding and the expected availability of such funding.
- Identify any service contracts that may be pending or needed that will impact commencement of service delivery.

Certifications and Assurances – Certifications and Assurances are not counted in the 30-page maximum program narrative page total. Certifications and Assurances are found in Attachments A and B. Applicant(s) must have complete and signed documents in the application submission.

Appendices - Appendices are not counted in the 30-page maximum program narrative page total. The following items must be included in the Appendices.

- ❖ audited financial statement for the organization's last fiscal year(e.g., if organization operate on the District's fiscal year, the application must include an audited financial statement for the year ending September 30, 2017;
- ❖ certification from the D.C. Office of Tax and Revenue that District of Columbia tax requirements are current;
- ❖ current Certificate of Incorporation from the Department of Consumer and Regulatory Affairs showing that the applicant is in good standing and is authorized to conduct business in the District of Columbia;
- ❖ name, address, telephone numbers (both home and work, if available), positions held, ethnicity, and gender of the applicant's current Board of Directors as of the date of the grant application;
- ❖ Board of Directors' meeting minutes, signed by the President or Secretary of the Board, in which the Board authorized the applicant to submit an application for funding to the Office on Aging or certification signed by the President or Secretary that the applicant has the authority to apply for grants;
- ❖ a copy of negotiated indirect cost rate agreement, if one exists. If none exists, basis upon which indirect cost is calculated as verified by official letter from the applicant's auditor;
- ❖ cost allocation plan for all billable services including rates and quantity of services to be performed and customers to be served. The plan should align with the budget summary and narrative;
- ❖ inventory of DCOA-funded equipment and vehicles, with serial numbers or VIN numbers as appropriate and dates of purchase. (For current DCOA grantees only);
- ❖ Emergency Preparedness and Continuity of Operations Plan (COOP) for the applicant, which includes plans for evacuation and sheltering in place at main and satellite program sites. This emergency plan must also include a mechanism for identifying high-risk seniors with limited mobility that may need emergency assistance;
- ❖ Insurance certificate that names the District of Columbia as an additional insured and certificate holder;
- ❖ proposed organizational chart for the project;
- ❖ letters of support from collaborating community organizations (**Current grantees should not submit letters from other participants in the Office of Aging Senior Service Network.** Please note that letters of support from other

individuals should be a separate submission and will not be submitted to the panel for evaluation.);

- ❖ all staff resumes; and
- ❖ existing and planned job descriptions.

The total number of pages for the proposal narrative may not exceed 30 double-spaced pages on 8½ by 11-inch paper. *The entire document must be double-spaced including bullet items.* Margins must be no less than 1 inch, and a font size of 12-point is required. Times New Roman, Georgian, Courier, Arial, or similar font is strongly recommended. Pages must be numbered. The review panel will not review applications that do not conform to all of these requirements.

SECTION IV PROGRAM SCOPE

The purpose of this Request for Applications is to announce the availability of funding for qualified applicants to implement transportation service(s) for District residents aged 60 years old and above. The services shall be designed to meet the complex and ever-changing needs of the elderly, especially for individuals with the greatest economic and/or social needs, with particular emphasis on low-income minority elderly.

Specifically, this RFA seeks an organization(s) to design and implement transportation services that feature creative approaches to service delivery, are senior friendly, culturally sensitive, accessible, efficient, safe, reliable, and affordable with excellent customer service.

Primary Service Components

Services and programs funded by the Office on Aging are comprehensive in nature and scope. The successful applicant must demonstrate an ability to provide the services identified in the application. DCOA has developed Service Standards for all programs. Successful applicants will review these standards and ensure that applications address these critical mandatory standards. The applicant shall develop program activities that address at least one of the following service areas.

- ❖ Service Component One: Essential Medical Transportation
- ❖ Service Component Two: Transportation to DCOA-funded Sites and Activities
- ❖ Service Component Three: Debit Card for Transportation Services
- ❖ Service Component Four: Transportation of Home-Delivered Meals

SERVICE COMPONENT ONE: ESSENTIAL MEDICAL TRANSPORTATION

Essential medical and benefits transportation is a specialized curb-to-curb transport service provided to lower income District residents 60 years of age and older. Specialized transportation and assistance, must be provided by trained personnel in suitable vehicles.

The service objective is to provide transportation to functionally impaired persons so they can achieve and maintain the maximum functioning and independence of which they are capable in the community.

Services include rides to doctor's offices, pharmacies, social service benefit agencies and other critical daily medical support activities or facilities.

The unit of service for transportation is one one-way trip, provided to one eligible customer (i.e., one-person trip). For example, if the transportation provider picks up two eligible customers in the morning, takes them both to the doctor, then to the pharmacy, and then home, it has provided 6 units of service (2 persons x 3 one-way trips).

Service is available to all eligible residents, subject to availability, with, priority for including, lower income District residents 60 years and older who are disabled and non-ambulatory. If there is no availability for the requested date and time, the applicant must provide the customer with an alternative date (if possible) or resource information for similar alternative services.

Rider Information

Currently, 736 unduplicated customers average 4,898 trips per month. On an average day, 236 requests for medical appointment transports are scheduled. Ridership is heavier on Monday, Wednesday, and Fridays based on currently scheduled dialysis appointments.

Staffing

The applicant shall employ qualified staff with adequate certifications, training, and competence to perform duties as assigned. The applicant is responsible for maintaining documentation related to staff qualifications.

❖ *Key staff for this program includes, but are not limited to, the following positions:*

- Project Director
- Fleet Manager
- Dispatcher
- Drivers (CDL and Non-CDL)
- Scheduler
- Administrative Assistant
- Data Entry Clerk

❖ Key Staff Training

Applicants must ensure current certifications and/or training in CPR and First Aid, safe/defensive driving, and securing persons using mobility aids and using special access equipment. A copy of the organization's current insurance certificate including worker compensation must be included in the appendix section of the application.

To the extent possible, the applicant shall ensure that drivers are assigned to the same routes to increase familiarity with seniors and staff.

Applicant Responsibilities

The successful applicant will be responsible for, but not limited to, the following responsibilities.

Administration and Operations

1. The preferred applicant shall furnish all equipment necessary to perform program services.
2. The preferred applicant shall own and operate a safe, reliable fleet of properly maintained and stored vehicles that comply with the minimal specifications as indicated in Attachment F.
3. The applicant shall ensure that preventive maintenance is regularly conducted and recorded on each vehicle and all vehicles are inspected at regular intervals, to ensure safety.
4. The applicant shall ensure a road-ready fleet for all weather transportation;
5. The applicant must maintain proper insurance, certifications, and licenses related to transportation service providers. (see Attachment E for minimum requirements)
6. The applicant shall hire and maintain properly licensed staff, who are aware of, and sensitive to needs of senior customers and customers with disabilities.
7. The applicant must maintain, follow, and continually update a training and supervision program to make sure drivers are fully trained, properly supervised, and fully familiar with organization procedures.
8. The applicant must operate between the hours of 7:00 AM and 6:00 PM on weekdays; operations on weekends are optional and will be scored favorably.
9. The applicant shall ensure to the extent possible that pickups take place not later than 15 minutes after the scheduled time.
10. The applicant must provide curb-to-curb service.
11. The applicant must provide services in a timely and safe manner with as few blackout dates as possible. District holidays are optional. (See Pages 22-23 Holiday Policy).
12. The applicant shall receive and process customer reservations for transports.
13. The applicant may work with other transportation providers to develop services that are reliable and accessible.
14. The applicant shall employ best practice strategies that make transportation safe, secure, and reasonably comfortable.
15. All customer records, vehicle records, financial records, and agency procedures must be reviewed monthly and more frequently if needed.

16. Records must be kept in a secure location to protect customer confidentiality.

Customer Service

1. The applicant and all of its agents must maintain a high level of customer service with diverse senior populations.
2. The applicant shall monitor, track, and report customer usage, outcome measures, service complaints, and evaluations.
3. The applicant shall keep customers aware of changes in services, new policies and procedures, and other important ridership options as well as rider subsidy information if applicable.
4. The applicant should develop senior-friendly service enhancements and innovations that increase access and coordination with other transportation options.
5. The applicant shall provide user-friendly information in language appropriate formats to customers, caregivers, social service and relevant agencies about their programs.
6. The applicant should be familiar with and train staff to work with customers using service animals.
7. The applicant must maintain a language access program throughout the award period.

Sustainability

1. The applicant shall develop and implement new programs and services to provide other transportation options that address specific unmet needs for seniors with disabilities and lower incomes.
2. The applicant should identify additional funding to support and sustain the program.
3. The applicant will demonstrate sound financial and organizational capacity to operate and sustain program offerings beyond the grant period.

Inclement Weather Policy

The lead agency¹ staff will provide the successful applicant with a list of customers who are at the highest critical need of receiving services during inclement weather and other emergencies. The applicant shall make every possible attempt to provide these customers with transportation during inclement weather. Applicants are expected to operate when District of Columbia government is operational. A demonstrated willingness and ability to operate when the District of Columbia government is closed will be reviewed favorably.

Holiday Policy

Transportation should be provided on alternate schedules when there is a holiday. The official holidays observed by DCOA are:

1. New Year's Day

¹ Senior Service Network **Lead Agencies** are designed to provide older adults with ward-based and city-wide supportive services, resources and referral linkages that assist seniors in continuing to live independently in their home and community.

2. Martin Luther King, Jr. Day
3. Inauguration Day (when applicable)
4. President's Day
5. Emancipation Day
6. Memorial Day
7. Independence Day
8. Labor Day
9. Columbus Day
10. Veteran's Day
11. Thanksgiving
12. Christmas Day

SERVICE COMPONENT TWO: TRANSPORTS TO DCOA-FUNDED SITES AND ACTIVITIES

Transportation to centers, sites, and activities is a service provided to eligible seniors to allow them to participate in various DCOA-sponsored programs and activities within the District of Columbia. Transportation is limited to activities and services within the beltway and specifically targets participants in DCOA Senior Service Network programs including adult day health centers, senior centers, nutrition meal sites and senior wellness centers located citywide. Transportation involves scheduled trips provided by trained personnel in suitable vehicles.

The objective is to provide specialized transportation and assistance to older District residents so they can participate in the therapeutic day programs, nutrition, social, and recreation programs to maintain maximum functioning and independence to which they are capable in a community setting.

Rider Information

The unit of service for transportation to sites and activities is a one-way trip, provided to one eligible enrolled participant (i.e., one person-trip). For example, if the transportation provider picks up 150 eligible participants in the morning, takes them to an appropriate nutrition center for a congregate meal and other site activity and returns them to their homes in the afternoon, it has provided 300 units of service (one-way trips) to these people. If the provider also takes 50 of these eligible participants to and from an activity scheduled by the site (e.g., a special event), it has provided 400 units of service (300 + 100 one-way trips).

During a typical day, an average of 55 customers might be transported from home to one of four adult day health centers. An average of 2,737 transportation services units are provided to adult health centers. On average, 43 group trips are scheduled during each month. Additional units can be achieved when transports to sites and other activities are combined. The number and status of daily transports may change subject to weather and participant enrollment counts. See Attachment G for a projected listing of adult day, senior and wellness centers transported daily.

The citywide Weekend Nutrition Program operates on Saturdays from 10:00 AM to 2:00 PM at the Washington Seniors Wellness Center located at 3001 Alabama Avenue, SE. Two 16-passenger buses each with 2-wheelchair capacity, provide round-trip transportation for customers across the city from their homes. The program transports about 30 people on average, including three wheelchair customers.

DCOA sponsors at least four major special events during the year that may require transport for approximately 2,000 customers to a single event. The applicant must be able to accommodate the service with its own fleet or coordinate with suitable vendors to ensure service provision.

Staffing

The applicant shall employ qualified staff and maintain documentation of adequate licensure, training, and competence to perform duties as assigned with a customer-friendly approach.

❖ *Key staff for this program may include, but are not limited to, the positions listed.*

- Project Director
- Fleet Manager
- Dispatcher
- Drivers (CDL and Non-CDL)
- Administrative Assistant
- Data Entry Clerk

❖ *Key Staff Training*

Applicants must ensure CPR and First Aid certification and safe/defensive driver, securing persons using mobility equipment training are current and documented. A copy of the applicant's current insurance certificate including worker compensation must be included in the appendix section of the application.

❖ *Contract Services*

Applicants may use contractual services supports for special events transportation. Contractors are held to the same performance, insurance, and customer service requirements as the successful applicant. Consultants are also to be monitored during performance periods to ensure compliance and coordination.

Applicant Responsibilities:

The successful applicant will be responsible for the following responsibilities.

Administration

1. The preferred applicant shall furnish all equipment necessary to perform program services.
2. The preferred applicant shall own and operate a safe, reliable fleet of properly maintained and stored vehicles that comply with the minimal specifications as indicated in Attachment F.
3. The applicant shall ensure that preventive maintenance is regularly conducted and recorded on each vehicle and they are inspected at regular intervals, to ensure safety.
4. The applicant shall ensure a road-ready fleet for all weather transportation;
5. The applicant must maintain proper insurance, certifications, and licenses related to transportation service providers. (see Attachment E for minimum requirements)

6. The applicant shall hire and maintain properly licensed staff, who are aware of, and sensitive to needs of senior customers and customers with disabilities.
7. The applicant must maintain, follow, and continually update a training and supervision program to make sure drivers are fully trained, properly supervised, and fully familiar with organization procedures.
8. The applicant must operate between the hours of 7:00 AM and 6:00 PM on weekdays; operations on weekends are optional and will be scored favorably.
9. The applicant shall ensure to the extent possible that pickups take place not later than 15 minutes after the scheduled time.
10. The applicant must provide curb-to-curb service.
11. The applicant must provide services in a timely and safe manner with as few blackout dates as possible. District holidays are optional. (See Pages 22-23 Holiday Policy).
12. The applicant shall receive and process customer reservations for transports.
13. The applicant may work with other transportation providers to develop services that are reliable, and accessible.
14. The applicant shall employ best practice strategies that make transportation safe, secure, and reasonably comfortable.
15. All customer records, vehicle records, financial records and agency procedures must be reviewed monthly and more frequently if needed.
16. Records must be kept in a secure location to protect customer confidentiality.

Customer Service

1. The applicant and all of its agents must maintain a high level of customer service with diverse senior populations.
2. The applicant shall monitor, track and report customer usage, outcome measures, service complaints, and evaluations.
3. The applicant shall keep customers aware of changes in services, new policies and procedures and other important ridership options as well as rider subsidy information if applicable.
4. The applicant should develop senior friendly service enhancements and innovations that increase access and coordination with other transportation options.
5. The applicant shall provide user-friendly information in language appropriate formats to customers, caregivers, social service and relevant agencies about their programs.
6. The applicant should be familiar with and train staff to work with customers using service animals.
7. The applicant must maintain a language access program throughout the award period.

Sustainability

1. The applicant shall develop and implement new programs and services to provide other transportation options that address specific unmet needs for seniors with disabilities and lower incomes.
2. The applicant should identify additional funding to support and sustain the program.
3. The applicant will demonstrate sound financial and organizational capacity to operate and sustain program offerings beyond the grant period.

Inclement Weather Policy

The lead agency staff will provide a list of customers who are at the highest critical need of receiving services during inclement weather and other emergencies. The applicant shall make every possible attempt to provide these customers with transportation during inclement weather. Applicants are expected to operate when District of Columbia government is operational. A demonstrated willingness and ability to operate when the District of Columbia government is closed will be favorably reviewed.

SERVICE COMPONENT THREE: DEBIT CARD FOR TRANSPORTATION SERVICE

The debit card transportation service is a discount fare program provided to lower-income District residents. The service provides an opportunity to secure rides to doctor's offices, grocery stores, pharmacies, senior centers, meal sites, shopping, church, leisure activities and other social, recreational outings Monday through Sunday.

The objective is to provide transportation choices for seniors to decrease isolation, dependence, and keep them connected to their communities.

Transportation services shall be secured through the purchase or subsidy from other transportation service providers at a substantially lower rate than the public bus and taxicab companies. Applicants are strongly encouraged to develop creative service partnerships and approaches to service provision that include the use of noncash payments and technology such as app. Special concern and emphasis should be given to residents with limited or no access to the internet or smart technology. Customer feedback and involvement in the design is strongly encouraged to ensure rider satisfaction and to understand particular issues and concerns related to the current quality of service.

Rider Information

The current debit card program is measured by the number of customers receiving debit cards. However, applicants may use other creative approaches to payments and broaden transport options.

Currently, a debit card with a maximum of two \$50.00 loads per month is distributed to seniors upon their request. Rates are based on income, and a sliding fee scale is used based on the Health and Human Services Poverty Guidelines (see Attachment H). Customer contributions may range from \$0.00 up to \$35.00 for a \$50.00 load. Priority shall be given to those individuals most socially and economically disadvantaged, with an emphasis on lower-income minority elderly.

The current unduplicated customer count is 318, and 1,544 loads were made in FY 2017. Most customers have mobility issues but are capable of riding in standard vehicles (i.e., cars, vans, and buses). Less than 5% of current customers require wheelchair transports.

Staffing

❖ *Key staff for this program may include, but are not limited to, the positions listed.*

- Program Coordinator
- Administrative Staff
- Outreach Staff
- Data Entry Clerk

❖ Contract Services

Contractors are held to the same performance, insurance, and customer service requirements as the successful grantee. Contractors are also to be monitored during performance periods to ensure compliance and coordination. A quality assurance process must include the provisions for restitution in the event of a no-show or substandard services.

Applicant Responsibilities:

The successful applicant will be responsible for the following items.

Administration and Operation

1. The preferred applicant shall identify and obtain safe and reliable transportation at reduced rates.
2. The preferred applicant shall maintain qualified and adequately trained staff sensitive to needs of senior customers and customers with disabilities.
3. The applicant shall receive and process customer requests for debit cards and scheduled transports.
4. The applicant shall provide transportation services for a minimum of 318 seniors using debit cards citywide.
5. The applicant shall orientate the rider to the specific options for scheduling rides.
6. Applicant must coordinate ride rates from another local taxicab, private or public transportation providers.
7. The applicant should assist with and advocate for the establishment of services and programs that improve the reliability of fixed-route services.
8. The applicant should advocate, create and implement innovative approaches to provide additional transportation options.
9. The applicant should provide user-friendly information in an appropriate format to customers, caregivers, social service and nonprofit agencies about the program.
10. The applicant must provide proof of sound financial and organizational capacity to operate and sustain program offerings.
11. The applicant shall establish an ongoing process to keep seniors informed and aware of transportation options, as well as rider subsidy and or develop app capacity to obtain rides.

Customer Service

1. The applicant must ensure that other service provider drivers are helpful and courteous to customers at all times.
2. The applicant must maintain a high level of customer service with diverse senior populations.
3. The applicant shall monitor, track and report customer usage, outcome measures, service complaints, and evaluations.
4. The applicant shall keep customers aware of changes in services, new policies, and procedures, and other important ridership options, as well as, rider subsidy information.
5. The applicant should develop service enhancements and innovations that increase access, coordination and ease of using other transportation services.

6. The applicant shall provide user-friendly information in language appropriate formats to customers, caregivers, social service and nonprofit agencies about their programs.
7. The applicant must hold contractors to the same performance, insurance, and customer service requirements as the successful grantee.
8. The applicant must monitor contractors performance and to ensure compliance, quality assurance, and coordination.

Sustainability

1. The applicant shall develop and implement new programs and services to provide other options to address specific unmet needs for seniors with disabilities and lower incomes.
2. The applicant should identify additional funding to support and sustain the programs.
3. The applicant will demonstrate sound financial and organizational capacity to operate and sustain program offerings beyond the grant period.

SERVICE COMPONENT FOUR: TRANSPORTATION OF WEEKDAY AND WEEKEND HOME-DELIVERED MEALS

Transportation of weekday and weekend home-delivered meals is a service that transports pre-plated meals to homebound District residents, by qualified personnel in suitable vehicles. The program objective is to provide safe and reliable delivery of a nutritious mid-day meal to improve or maintain nutritional status and to maintain maximum function and independence of homebound individuals.

The successful applicant will pick up meals from a designated DCOA food contractor and deliver meals consisting of hot and cold foods, condiments, and general supplies to approximately 460 individual homebound customers residing throughout all wards of the city using vehicles properly designed for food safety. Meals must be delivered four times per week on Mondays, Wednesdays, Fridays and Saturdays in a manner consistent with the service standard for home-delivered meals. The delivery schedule may be adjusted for holidays and inclement weather. The service unit for home-delivered meals is one complete meal, as prepared by the DCOA food service contractor, delivered to one eligible customer.

Staffing

Key staff for this program may include, but are not limited to, the positions listed.

- ❖ Program Coordinator
- ❖ Drivers (4-6)
- ❖ Jumpers (4-6)²
- ❖ Administrative Assistant
- ❖ Data Entry Clerk

Applicant Responsibilities:

The successful applicant will be responsible for the following responsibilities.

Administration and Operations

1. The applicant shall furnish all equipment necessary to perform meal delivery services, including warming and refrigeration capabilities.
2. The applicant shall own and operate appropriate, properly maintained and stored vehicles.
3. The applicant shall ensure that preventive maintenance and vehicle inspections are regularly conducted and recorded.
4. The applicant shall ensure a road-ready fleet for all- weather transportation.
5. The applicant must maintain proper insurance; certifications and licenses related to transportation of food.
6. The applicant shall hire and maintain properly licensed and trained staff, which is aware of, and sensitive to needs of senior customers.

² Jumpers are back-up drivers who take food packages to the senior's door.

7. The applicant shall deliver to approximately 360 clients on weekdays and 460 clients on Saturdays (see Attachment I). On Saturdays, the applicant shall deliver the meals for approximately 100 clients to a designated DCOA lead agency. Clients receive one hot and one cold meal on Mondays, Wednesdays, and Saturdays, and one hot meal on Fridays.
8. The applicant shall deliver approximately 300 cases of supplement monthly to approximately 150 clients. The applicant shall pick up supplement from the DCOA designated food contractor.
9. The applicant shall deliver grocery bags weekly to designated clients. Currently, DCOA provides a grocery bag to 24 clients. The applicant shall pick up supplement from the DCOA designated food contractor.
10. The applicant shall deliver shelf-stable emergency meals to clients as requested throughout the year, based on inclement weather or other emergencies.
11. The applicant must identify and provide mapping software for meal delivery routes.
12. The applicant shall ensure that all vehicles are checked daily, cleaned at least weekly and more often if needed with at least two additional vehicles identified as back up.
13. The applicant shall provide all drivers with uniforms.
14. The applicant shall pack food in carriers, designed to retain food temperature, no more than 30 minutes prior to the departure time from the facility.
15. The applicant's driver and/or jumper shall load food into transport vehicles.
16. The applicant must ensure that meals consisting of hot and cold foods remain in separate hot and cold compartments until delivered, and meals shall be separately packaged for each customer. Cold foods shall be bagged or boxed as individual meals.
17. The applicant should call ahead to give the client ample time to answer the door if it is noted in CSTARS³ that the client needs additional time to accept the meal and a number is provided.
18. The applicant should wait at least five minutes from the time they initially arrive at the client's door before leaving the client's home. The preferred applicant will be able to attempt a second delivery to any client that does not answer at the initial delivery but contacts the applicant within 30 minutes of the initial delivery to request a second attempt.
19. The applicant shall arrive at DCOA's food contractor's facility to pick up meals for delivery by 8:30 a.m. and no later than 9:30 a.m. Delivery to customer's homes occurs between the hours of 8:30 a.m. and 2:00 p.m. on scheduled days.
12. The applicant shall advise the lead agency of delivery results on a weekly basis via CSTARS, or more often if deemed necessary.

Customer Service

1. All drivers must be helpful and courteous to customers at all times.
2. The applicant must maintain a high level of customer service with diverse senior populations.
3. The applicant shall monitor, track and report on delivery activities, outcome measures, and service complaints.

³ Client Services Tracking And Reporting System (CSTARS) is the case and data management system used by DCOA.

4. The applicant shall keep customers aware of changes in services, new policies and procedures and other important ridership options as well as rider subsidy information.
5. The applicant shall provide user-friendly information in language appropriate formats to customers, caregivers, social service and nonprofit agencies about their programs.

Sustainability

1. The applicant should identify additional funding to support and sustain the programs.
2. The applicant will demonstrate sound financial and organizational capacity to operate and sustain program offerings beyond the grant period.

Meal Delivery Information

DCOA funds lead agencies in each ward to supervise homebound meal services and to coordinate requests and receipt of meals and supplies with the DCOA and its food service contractor. Lead agencies assess customers, determine eligibility, maintain accurate customer information and report delivery information changes in Quickbase, an Internet-based system designed for tracking daily changes conveying information to manage homebound meal deliveries efficiently.

The applicant shall review lead agency requests in Quickbase and update client information daily. Based on the customer information, the applicant shall place the order for meals and grocery bags on Fridays for Monday and Wednesday delivery and on Wednesday for Friday and Saturday delivery.

DCOA's public health nutritionist will provide the applicant with the list of clients requiring a delivery of nutrition supplement by the 20th of each month, to be delivered the following month. The list will include the client's name, address, phone number, delivery information (if applicable), and the type, amount, and flavor of each nutrition supplement.

Packaging and Compliance Monitoring

The applicant shall ensure hot and cold foods are separately packaged at all times. Food must be placed in clean insulated containers in accordance with the District of Columbia's Department of Health (DOH) guidelines. Necessary measures must be used to prevent spillage inside food carriers when in route to customers. The applicant shall maintain daily food temperature logs for each route to record the temperatures of the food upon pick up and at the last daily delivery.

The successful applicant shall permit on-site inspection of vehicles, records and internal utilization review documentation by the DCOA grant monitor and shall permit direct observation of services to customers.

Delivery Schedule

Prepared meals must be delivered to 460 homebound customers at their homes on Mondays, Wednesdays, Fridays, and Saturdays. Meal deliveries must occur between 8:30 AM and 2:00 PM.

The applicant shall provide DCOA, the lead agencies, and each client with a holiday delivery schedule for the full fiscal year at the beginning of the grant period. When holidays fall on a Monday, two (2) meals will be delivered on Friday before the holiday (one hot and one cold), two (2) meals on Tuesday and two (2) meals on Thursday; there will be no Friday delivery the week of the Monday holiday. When holidays fall on any day other than Monday, the successful applicant must coordinate delivery service with the DCOA food service contractor.

The applicant shall provide DCOA, the lead agencies, and each client with a delivery schedule for nutrition supplements for the full fiscal year at the beginning of the grant period.

Client Not Receiving Meals, Grocery Bags, or Nutrition Supplement Cases

1. The applicant should record when a customer was unavailable to receive meals in Quickbase and include the reason for the missed delivery.
2. The lead agency may place a customer on temporary “Hold” by submitting a request in Quickbase. The applicant shall process all holds within one (1) business day.
3. If the driver cannot deliver a meal on two or more consecutive attempts (does not include a second delivery attempt on the same day), then the applicant shall notify the lead agency via Quickbase to follow up with the client. The successful applicant shall place the customer on “Hold” until the lead agency submits a request form to resume service.
4. The lead agency may delete a customer from the program by submitting a request in Quickbase. The applicant shall process all holds within one (1) business day.
5. If a customer is not home at the time of delivery, the driver shall post a “Miss You” card on their door. If the customer contacts the applicant within 30 minutes, a second attempt shall be made that day for another delivery. If the customer does not contact the lead agency within the specified period, the customer’s meals are given to the next accepting customer on the driver’s route.
6. The applicant shall provide DCOA’s public health nutritionist with written notification of all clients that miss their delivery of nutrition supplement cases.

Quality Control Assessment

On a weekly basis, the successful applicant shall conduct telephone reassurance calls to customers in order to receive feedback and shall perform a quality assessment of its performance. This shall include a review of deliveries, driver to customer interaction, and recordkeeping. The results shall be reported to DCOA and lead agencies.

Inclement Weather Policy

The lead agency staff will provide a list of customers who are at the highest critical need of receiving a home-delivered meal. The applicant shall make every possible attempt to provide these customers with meals during inclement weather.

Customers should be periodically reminded to keep extra food in their homes in case a meal is not delivered and to contact their caseworker if a meal delivery is missed. The applicant will be asked to deliver emergency meal kits to customers at least two times per year.

Holiday Policy

The applicant shall deliver holiday meals on an alternate schedule. If a holiday occurs on a Monday or Wednesday, the schedule shall be changed to Tuesday and Thursday. No meals will be delivered on District observed holidays.

Meals will not be delivered on the following holidays:

1. New Year's Day
2. Martin Luther King, Jr. Day
3. Inauguration Day (when applicable)
4. President's Day
5. Emancipation Day
6. Memorial Day
7. Independence Day
8. Labor Day
9. Columbus Day
10. Veteran's Day
11. Thanksgiving
12. Christmas Day

SECTION V REVIEW AND SCORING OF APPLICATIONS

Review Panel

A qualified review panel will conduct a technical review of all applications. The panel will include experts in the field of transit, human services, senior advocates, private providers, disabilities, and low-income issues. The review panel will read and score each applicant's proposal and make recommendations to the executive director for funding based on the strength of the proposals. The executive director of the Office on Aging shall make the final funding determinations.

Review Panel Process

External Review

An external panel will participate in a training session prior to commencing review. The panel will evaluate the applications and make funding recommendations to the executive director. The review panel recommendation for funding is based on the competitive selection criteria listed.

Internal Review

After initial review and scoring of the applications by the external panel, agency staff will conduct an internal review to determine the programmatic and fiscal soundness of the application. Staff will certify that the information presented meets the mission, goals, and policy requirements of the agency. DCOA may have questions for the applicants. Applicants will be provided with questions in writing and will have the opportunity to respond in writing. If needed, applicants' written responses will factor into the final funding recommendations presented to the executive director for determination.

Technical Scoring Criteria

Applicants' proposal submissions will be objectively reviewed against the following specific scoring criteria listed below.

Background and Understanding (Total 10 Points)

1. Demonstrated knowledge of the Older Americans Act of 1965, as amended and DC Law 1-24, establishing the D.C. Office on Aging, and other laws, policy and regulations affecting the target population. (2 points)
2. Demonstrated knowledge about the service needs of the target population. (8 points)

Technical Soundness of the Proposal (Total 20 Points)

1. The applicant identified the available equipment and operating space for the program. (3points)
2. The proposed work plan incorporated a strong program service model, and activities result in the accomplishment of the project objectives, including client services and transportation responsibilities. The applicant identified the number of individuals to be served, the service units to be provided, available equipment, a vehicle rotation plan, and operating space, and measurable outcomes specifying the evaluation methodology to be used in the service components. (10 points)
3. The applicant demonstrated the ability to provide the required services in the designated service component. The goals, objectives, and outcomes of the program are clearly defined, measureable and time specific. Applicants address new and innovative features, enhancements or program expansions and addresses rider feedback, and plans to address complaints (7 points).

Organizational Capability and Relevant Experience (Total 35 Points)

1. The applicant demonstrated the ability, knowledge, and experience to manage transportation services on a large scale relevant to the services provided and the target population. (10 points)
2. The applicant demonstrated its collaboration with other service providers, community-based organizations, and the community at large. Applicant clearly identifies specific roles and involvement of partners, and consultants in serving the target population related to purchasing, vehicle sharing, dispatching, scheduling, maintenance, trip coordination or training. (7 points)
3. The applicant demonstrated its successful programmatic performance in prior District government, federal government, or other organizational grants specific to the service component applied for by providing copies of external evaluations, summaries of customer service surveys, or other objective forms of measurement. Additionally, applicant provides plan and methodology for assessing quality assurance, risk management and improvement related to the service(s) provided. (5 points)
4. The applicant demonstrated the capacity and provides sufficient evidence of resources, e.g., appropriate equipment, space, storage facility, insurance coverage, repair and maintenance records, current certificates and licensees required to operate and sustainability beyond the grant period. (9 points)

5. The applicant demonstrated management capacity, staff, and technology to timely and accurately meet program-reporting requirements such as completion of required enrollment data, reservations processing, scheduling, route mapping, language appropriate materials, invoices, and CSTARS required data and reports. (4 points)

Budget and Fiscal Management (Total 35 Points)

1. The applicant provided evidence of sound fiscal management and financial stability through the submission of annual audits, annual financial statements, and certifications from the District's Office of Tax and Revenue and Department of Employment Services. (5 points)
2. The applicant demonstrated possession of three-months operating funds available at program start up; and describes continuing funding strategies, sources and dates of expected funds availability. (15 points)
3. The applicant provided evidence of an established accounting system with policies and procedures that reasonably assures internal control is maintained in managing funds. (5 points)
4. The applicant provided an accurate, clear and complete budget, including a detailed budget narrative that is reasonable, allocable and clearly aligns with project service objectives to be achieved. (10 points)

Decision on Awards

The recommendations of the review panel are advisory and not binding on the DC Office on Aging. The final decision on funding is vested solely with the executive director of the DC Office on Aging, based on a review of the recommendations of the review panel, prior performance of current Office on Aging grantees, if applicable, DCOA staff administrative review, pre-award site visit reports, and any other information considered relevant.

SECTION VI INSTRUCTIONS FOR TRANSMITTING APPLICATIONS

An original and five (5) copies of the application must be submitted in a sealed envelope or package conspicuously marked "Application in Response to the Fiscal Year 2019 District of Columbia Office on Aging Senior Transportation Services Grant Request for Application." Applications that are not submitted in a sealed envelope or package and so marked **will not be accepted**. Electronic, telephonic, telegraphic and facsimile submissions **will not be accepted**.

Applications Delivered by Mail

Application sent by mail must be addressed to the District of Columbia Office on Aging, in a sealed envelope or package conspicuously marked "Application in Response to the Fiscal Year 2019 District of Columbia Office on Aging Senior Transportation Services Grant Request for Application" 500 K Street, NE, Washington, DC 20002. Applications sent by mail must be mailed in time to allow the application to reach the DC Office on Aging by the deadline date.

An application must show proof of mailing consisting of one of the following:

- (1) A legibly dated U.S. Postal Service postmark.
- (2) A legible mail receipt with the date of mailing stamped by the U.S. Postal Service.
- (3) A dated shipping label, invoice, or receipt from a commercial carrier.
- (4) Any other proof of mailing acceptable to the government of the District of Columbia

If an application is sent through the U.S. Postal Service, the following are not acceptable proofs of mailing:

- (1) A private metered postmark, or
- (2) A mail receipt that is not dated by the U.S. Postal Service.

An applicant should note that the U.S. Postal Service does not uniformly provide a dated postmark. Before relying on this method, an applicant should check with its local post office.

Applications Delivered by Hand Delivery/Courier Service

An application that is hand delivered must be taken to the District of Columbia Office on Aging, 500 K Street, NE, Washington, DC, 20002 Monday through Friday between 8:45 AM and 4:30

PM daily except District holidays. The application should be in a sealed envelope or package conspicuously marked "Application in Response to the Fiscal Year 2019 District of Columbia Office on Aging Senior Transportation Services Grant Request for Application."

In order for an application sent through a Courier Service to be considered timely, the Courier Service must deliver the application on or before the deadline date and time.

Applications are due no later than **2:30 PM EDT on April 11, 2018**. All applications will be recorded upon receipt. Applications, additions or deletions to applications will not be accepted after 2:30 PM, EDT April 11, 2018. An original and five copies, for a total of six (6) copies **must be** delivered to the following location:

**District of Columbia Office on Aging
500 K Street, NE
Washington, DC 20002**

LATE APPLICATIONS WILL NOT BE ACCEPTED

NOTE: Applicants must allow time to proceed through security process in the building. Individuals delivering applications must show proper identification. The DC Office on Aging will not accept responsibility for delays in the delivery of the proposals.

Application(s) Checklist

1. The application is printed on 8 1/2 by 11-inch paper, double-spaced, on one side, using 12-point type (Times New Roman or Arial preferred) with a minimum of one-inch margins.
2. The application program narrative does not exceed 30 pages. The abstract, appendices, certifications and assurances and attachments are not included in the page limit.
3. The Applicant Profile contains all required information.
4. The Proposal Abstract is complete and does not exceed the 1-page limit for this section of the application.
5. FY 2018 Program Objectives are included. (Current grantee only)
6. FY 2019 Mandatory Performance Goals and Outcome Measures are included.
7. All Position Descriptions and Resumes, corresponding to the positions listed in the budget narrative are included.
8. Board of Directors listing is included and complete with ethnicity and gender for each board member.
9. Minutes of Board of Directors meeting approving the application (or explanation regarding Board approval of application) are included.
10. Certification regarding current taxes from DC Tax and Revenue is included.
11. Current Certificate of Incorporation and Good Standing is included.
12. Current Certificate of Insurances is included.
13. Current Federal Negotiated Indirect Cost Rate Agreement is included, if applicable.
14. Updated Inventory List is included (current grantees).
15. Program Budget is complete and complies with the budget forms.
16. A budget narrative, following the sample, shown in Attachment C, is included.
17. The Certifications and Assurances listed in Attachments A and B are signed by an authorized representative and included.

18. The required Appendices are included:

- a. Audited financial statement;
- b. nonprofit corporation status;
- c. List of current Board members;
- d. Proposed organizational chart for the project;
- e. Memoranda of Understanding or lease for space utilization, etc.;
- f. Copies of all consultant/contractor service agreements, inventories;
- g. Proof of Medicaid provider certification or completion of the application process to become a provider; and
- h. Insurance certificate(s).

21. Six (6) copies of the proposal; plus the original submitted.

Additional Information for Successful Applicants

The following guidance documents may be obtained from:

- Office on Aging website www.dcoa.dc.gov;
- Administration for Community Living website www.acl.gov;
- U.S. Administration on Aging website www.aoa.gov;
- Older Americans Act of 1965, as amended and appropriate regulations;
- D.C. Law 1-24, as amended;
- D.C. Office on Aging State Plan (relevant portions only); and
- OMB 2 CFR Part 200 (Super Circular)

Service Standards

The DC Office on Aging Service Standards for all services is available for pick-up from the receptionist at the Office on Aging.

SECTION VII LIST OF ATTACHMENTS

- **Attachment A** Certifications
- **Attachment B** Assurances
- **Attachment C** Sample Budget Summary and Narrative
- **Attachment D** Applicant Receipt Form
- **Attachment E** Insurance Specifications
- **Attachment F** Equipment Specifications
- **Attachment G** Adult Day and Senior Center Listing
- **Attachment H** 2018 Poverty Guidelines
- **Attachment I** Home Delivered Meal Routes
- **Attachment J** Participant Enrollment Ridership Status



DISTRICT OF COLUMBIA OFFICE ON AGING

**CERTIFICATIONS REGARDING DEBARMENT, SUSPENSION AND
OTHER
RESPONSIBILITY MATTERS, DRUG-FREE WORKPLACE
REQUIREMENTS
AND LOBBYING**

Applicants should refer to the regulations cited below to determine the certification to which they are required to attest. Applicants should also review the instructions for certification included in the regulations before completing this form. Signature on this form provides for compliance with certification requirements under 45 CFR Part 74.13, 2 CFR Part 180 "Government Debarment and Suspension (Non-procurement)"; 45CFR Part 82 "Government-wide Requirements for Drug-Free Workplace"; and 45 CFR Part 93 "New Restrictions on Lobbying." The certifications shall be treated as a material representation of fact upon which reliance will be placed when the District of Columbia Office on Aging determines to award the covered transaction, grant, or cooperative agreement.

***1. Debarment, Suspension, and
Other Responsibility Matters***

As required by Executive Order 12549 and 12689 Debarment and Suspension, and implemented at 45 CFR 74.13 and 2 CFR 215.13, for prospective participants in primary covered transactions, as defined at 2 CFR Part 180 Subpart C.

(1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

(a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or

voluntarily excluded by any Federal department or agency;

(b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false

statements, or receiving stolen property;

(c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph(1)(b) of this certification; and

(d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

2. Certification Regarding Drug-Free Workplace Requirements Alternate I. (Grantees Other Than Individuals)

As required by the Drug-Free Workplace Act of 1988, and implemented at 45 CFR Part 82, Subpart F, for grantees, as defined at 45 CFR Part 82, Sections 82.605 and 82.610 –

A. The grantee certifies that it will maintain a drug-free workplace by:

(a) Publishing a statement notifying employees that the unlawful, manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;

(b) Establishing an ongoing drug-free awareness program to inform employees about --

(1) The dangers of drug abuse in the workplace;

(2) The grantee's policy of maintaining a drug-free workplace;

(3) Any available drug counseling, rehabilitation, and employee assistance programs; and

(4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);

(d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --

(1) Abide by the terms of the statement; and

(2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;

(e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction.

Employers of convicted employees must provide notice, including position title, to: Executive Director, District of Columbia Office on Aging, 441 4th Street, N.W., Washington, D.C. 20001. Notice shall include the

identification number(s) of each affected grant;

(f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted --

(1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

(2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation

program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

(g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

B. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

<p>Place of Performance: _____</p> <p>Address: _____</p> <p>Address: _____</p> <p>City: _____</p> <p>State: _____</p> <p>Zip Code: _____</p> <p>County: _____</p>
--

Check if there are workplaces on file that are not identified here.

Alternate II. (Grantees Who Are Individuals)

As required by the Drug-Free Workplace Act of 1988, and implemented at 45 CFR Part 82, Subpart F, for grantees, as defined at 45 CFR Part 82, Sections 82.605 and 82.610 (A) The grantee certifies that, as a condition of the grant, he or she will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant;

(B) If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, he or she will report the conviction, in writing, within 10 calendar days of the conviction, to: Executive Director, District of Columbia Office on Aging, 441 4th Street, NW, Suite 900 South, Washington, DC 20001. When notice is made to such a central point, it shall include the identification number(s) of each affected grant.

3. LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements As required by Section 1352, Title 31 of the U.S. Code, and implemented at 45 CFR Part 93, for persons entering into a grant, cooperative agreement or contract over \$100,000, or loan, or loan guarantee over \$150,000, as defined at 45 CFR Part 93, Sections 93.105 and 93.110 the applicant certifies that to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to

influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any

person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned certifies, to the best of his or her knowledge and belief, that: if any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the

United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure

Form to Report Lobbying," in accordance with its instructions.

Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into.

As the duly authorized representative of the applicant, I hereby certify that the applicant will comply with the above applicable certification(s).

NAME OF APPLICANT: _____
AWARD NUMBER AND/OR PROJECT NAME: _____
SIGNATURE: _____
DATE: _____

Attachment B

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Office on Aging



ASSURANCES

The applicant hereby assures and certifies compliance with all Federal statutes, regulations, policies, guidelines and requirements, including OMB Circulars No. A-21, A-110, A-122, A-128, A-87; E.O. 12372 and Uniform Administrative Requirements for Grants and Cooperative Agreements – 28 CFR, Part 215, Common Rule, that govern the application, acceptance and use of Federal funds for this federally-assisted project.

Also, the Applicant assures and certifies that:

1. It possesses legal authority to apply for the grant; that a resolution, motion or similar action has been duly adopted or passed as an official act of the applicant's governing body, authorizing the filing of the application, including all understandings and assurances contained therein, and directing and authorizing the person identified as the official representative of the applicant to act in connection with the application and to provide such additional information as may be required.
2. It will comply with requirements of the provisions of the Uniform Relocation Assistance and Real Property Acquisitions Act of 1970 PL 91-646 which provides for fair and equitable treatment of persons displaced as a result of Federal and federally-assisted programs.
3. It will comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act if applicable.
4. It will establish safeguards to prohibit employees from using their positions for a purpose that is or gives the appearance of being motivated by a desire for private gain for themselves or others, particularly those with whom they have family, business, or other ties.
5. It will give the sponsoring agency of the District of Columbia, the DC Office of Inspector General, the DC Attorney General, the U.S. Department of Health and Human Services/Administration on Aging, Office of Inspector General, and or the Comptroller General of the United States, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the grant.
6. It will comply with all requirements imposed by the DC Office on Aging concerning special requirements of law, program requirements, and other administrative requirements.

7. It will insure that the facilities under its ownership, lease or supervision which shall be utilized in the accomplishment of the project are not listed on the Environmental Protection Agency's (EPA), list of Violating Facilities and that it will notify the Office on Aging of the receipt of any communication from the Director of the EPA Office of Federal Activities indicating that a facility to be used in the project is under consideration for listing by the EPA.
8. It will comply with the flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973, Public Law 93-234-, 87 Stat. 975, approved December 31, 1976. Section 102(a) requires, on and after March 2, 1975, the purchase of flood insurance in communities where such insurance is available as a condition for the receipt of any Federal financial assistance for construction or acquisition purposes for use in any area that has been identified by the Secretary of the Department of Housing and Urban Development as an area having special flood hazards. The phrase "Federal Financial Assistance", includes any form of loan, grant, guaranty, insurance payment, rebate, subsidy, disaster assistance loan or grant, or any other form of direct or indirect Federal assistance.
9. It will assist the Office on Aging in its compliance with Section 106 of the National Historic Preservation Act of 1966 as amended (16 USC 470), Executive Order 11593, and the Archeological and Historical Preservation Act of 1966 (16 USC 569a-1 et. Seq.) By (a) consulting with the State Historic Preservation Officer on the conduct of investigations, as necessary, to identify properties listed in or eligible for inclusion in the National Register of Historic Places that are subject to adverse effects (see 36 CFR Part 800.8) by the activity, and notifying the Federal grantor agency of the existence of any such properties, and by (b) complying with all requirements established by the Federal grantor agency to avoid or mitigate adverse effects upon such properties.
10. It will comply with the provisions of 45 CFR applicable to grants and cooperative agreements: Part 80, Nondiscrimination under programs relieving Federal assistance through the Department of Health and Human Services effectuation of Title VI of the Civil Rights Act of 1964; Part 74 as applicable under Section 74.5, Part 82 government wide requirements for Drug Free Workplace; and Federal laws or regulations applicable to Federal Assistance Programs.
11. It will comply, and all its contractors will comply, with the non-discrimination requirements of Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; Subtitle A, Title III of the Americans with Disabilities Act (ADA) (1990); Title IX of the Education Amendments of 1972; the Age Discrimination Act of 1975; Department of Health and Human Services Regulations, 45 CFR Part 80 Subparts C, D, E and G; and Department of Health and Human Services regulations on disability discrimination, 45 CFR Parts 80, 84, 90, and 91.
12. In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, sex, or disability against a recipient of funds, the recipient will forward a copy of the finding to the DCOA and Office for Civil Rights, Office of Health and Human Services.
13. It will provide an Equal Employment Opportunity Program if required to maintain one, where the application is for \$500,000 or more.

14. It will coordinate with other available resources in the target area, i.e. Health Facilities, Public Libraries, Colleges and Universities and develop agreements with educational institutions outlining courses available to seniors either without cost or at a discount.
15. It will adhere to Office on Aging Policy Memorandum 01-P08, Continuation Application Instructions for Office on Aging Grantees Receiving D.C. Office on Aging and Medicaid for the Same Service, as applicable, and to Office on Aging Policy Memorandum 02-P07, Approval for Key Personnel, as applicable
16. It will comply with the DCOA Grants Policy Manual.
17. It will give priority in hiring to D.C. residents when filling vacant positions.
18. It will give priority in hiring to individuals age 55 and over.
19. It will adhere to the D.C. Office on Aging mandate that all participant travel, for reimbursement purposes, will not extend beyond the 20-mile radius limit of the Washington Beltway surrounding the District of Columbia except where specifically provided under the grant or approved in advance in writing by DCOA.
20. It will submit all reports, i.e., Monthly Comprehensive Uniform Reporting Tool (CURT), (including NAPIS information, if applicable), the Monthly and Quarterly Financial Reports in a timely manner, and not later than the monthly due date.
21. It will ensure that client intake forms are completed annually in the DCOA Client Information Management System including information on age, gender, ethnicity and poverty status.
22. It will ensure that all applicable logs regarding services provided, including services specifically for caregivers under the National Family Caregiver Support Program are maintained according to the terms and conditions of the grant.
23. It will ensure that the grantee is represented by the Project Director or another comparable level staff member at monthly Office on Aging-sponsored Project Director meetings.
24. It will submit an inventory listing of all equipment purchased in whole or in part with Office on Aging funds. Further, it will comply with the requirement that all equipment purchased with D.C., Office on Aging funds will be labeled as property of DCOA and will not be disposed of, i.e., transferred, replaced or sold, without prior approval from the Office on Aging.
25. It will include on all stationery, publicity, and promotional material and related written, electronic and oral communications the following identifier:



**Part of the Senior Service Network
Supported by the D.C. Office on Aging.**

26. It will include in the written descriptions and verbal presentations of services funded by the Office on Aging, that the programs and services are provided in partnership with the Office on Aging, in accordance with OoA Policy Memorandum 02-P05, Acknowledgement of Office on Aging Financial Support.

As the Duly Authorized representative of the applicant, I hereby Certify that the applicant will comply with the above assurances
1. Grantee Name and Address: _____ _____ _____
2. Project Name: _____ _____ _____
3. Typed Name and Title of Authorized Representative: Name: _____ Title: _____
4. Signature of Authorized Representative Signature: _____ Date: _____

**D.C. OFFICE ON AGING
FY 2019 BUDGET SUMMARY SHEET**

Budget Categories	Grantee Share	DCOA Share	Total Budget
1. Personnel* (a) Salary (b) Fringe @ _____ %			
2. TRAVEL			
3. OCCUPANCY			
4. COMMUNICATIONS			
5. EQUIPMENT			
6. SUPPLIES			
7. OTHER DIRECT			
8. TOTAL DIRECT COSTS			
9. TOTAL PROJECT COSTS			

***Breakdown of Personnel by Position:**

SAMPLE BUDGET NARRATIVE

PERSONNEL

Project Director. The Project Director will oversee all aspects of the grant. Responsibilities will include ensuring that budget and timetable targets are met, selecting contractors, putting together an advisory committee, preparing project reports, working with evaluation consultant to develop the project evaluation, and supervising the project staff. The Project Director will work 25% of the time for 12 months. Based on an annual salary of \$60,000, the cost to the project will be \$60,000.

DCOA Funds: \$60,000 Matching Funds: \$0 Total: \$60,000

Administrative Assistant. The Administrative Assistant receives all incoming correspondence, fields all calls and greet customers at point of entry. Maintain paper documentation and electronic information in orderly systems. Supports staff, maintain supply inventory and schedules for each of the 7 nutrition meal sites. The assistant assigned 100% of the time to the project for 12 months with an annual base salary of \$24,000. The total cost with benefits @ 100% will be \$26,400.

DCOA Funds: \$68,000 Matching Funds: \$18,400 Total: \$86,400

Total DCOA Funds: \$68,000
Total Matching Funds: \$18,400
Total Personnel Cost: \$86,400

SUPPLIES/EQUIPMENT

Four personal computers will be purchased installed at each of 3 sites for computer training. Each computer will be equipped with a high-speed modem and a CD-ROM drive and will cost \$24,000.

DCOA Funds: \$4,000 Matching Funds: \$20,000 Total: \$24,000

A GreatServer 2000 network server will be located at the project headquarters. The server will be the repository of the program client information files and will manage the electronic mail communication among the sites. The server will be configured with a 1 GB hard drive, 32 MB of RAM, and will have a magnetic tape drive for backup purposes. Cost: \$14,498.

DCOA Funds \$7,249 Matching Funds: \$7,249 Total: \$14,498

Total DCOA Funds: \$11,249
Total Matching Funds: \$27,249
Total Supplies/Equipment Cost: \$38,498

TRAVEL

Travel funds will be used to support social worker travel to conduct in-home assessments, screenings, and nutrition counseling sessions with homebound clients. Staff will receive reimbursement at .505 for mileage. 700 miles x .505 per mile = \$353.5

DCOA Funds: \$ 0 Matching Funds: \$353.5 Total: \$353.5

Public transportation to attend meetings, conferences and other work related activities will be support through the use of Metrorail passes. 75 trips@ \$1.35 per trip - \$101.25

DCOA Funds: \$ 0 Matching Funds: \$101.25 Total: \$101.25

Call-N-Ride coupons will be purchased for alternative emergency transportation needs for seniors when WEHTS is unable to accommodate an essential care appointment.

DCOA Funds: \$ 0 Matching Funds: \$240 Total: \$240

Funds will support bus rentals for two major group trips to the Danish Farms and Burn Brea Dinner Theater.

DCOA Funds: \$ 1,700 Matching Funds: \$300 Total: \$2,000

Total DCOA Funds: \$1,700
Total Matching Funds: \$994.75
Total Travel Cost: \$2,694.75

COMMUNICATIONS

Monthly telephone and internet billing along with one organization cell phone will be supported through 2010 funds.

DCOA Funds: \$ 2,000 Matching Funds: \$ 0 Total: \$2,000

Total DCOA Funds: \$2,000
Total Matching Funds: \$0
Total Communications Cost: \$2,000

OCCUPANCY

The grantee is not responsible for occupancy cost for this facility. All maintenance, utilities, trash removal, landscaping, snow removal and janitorial services are the direct responsibility of the D.C. Office on Aging.

Funds: \$0.00 Matching Funds: \$0.00 Total: \$0.00

Total DCOA Funds: 0.00
Total Matching Funds: \$0.00
Total Occupancy Cost: \$0.00
Total In-kind: \$0.00

OTHER DIRECTS

Blank Check Food Service Contract provides specialty meals for birthday center events = \$400

Transportation Services for meals – flat rate cost for transportation of meals to sites from caterer Monday through Friday for 52 weeks = \$15,000

Employee Background Checks -Expenses for 85 new employee background checks at \$30.00 each = \$2,550

Copier Contract - annual service contract on cannon copier = \$2,500

Exercise Consultant- Consultant provides 26 exercise sessions annually not to exceed two 2 hour sessions per month for 12 months @ \$269.23 per mo. = \$7,000

DCOA Funds: \$23,332 Matching Funds: \$4,118 Total: \$27,450

Total DCOA Funds: \$ 23,332
Total Matching Funds: \$4,118
Total Other Directs Cost: \$27,450

INDIRECT COSTS

Administrative Clerical Pool - 2 staff @ \$12.00/ hr. x 1040 hrs. ea. = \$24,960

Facilities supplies and janitorial support services 12 mos. x \$150 =\$1,800

Accountant consultant: not to exceed 192 hrs. @ 20.00/ hr = \$3,840

Total Personnel Cost @ 7,000

DCOA Funds: \$37,600 Matching Funds: \$ 0 Total: \$37,600

Total DCOA Funds: \$37,600
Total Matching Funds: \$0
Total Indirect Costs: \$37,600

TOTAL FY 2019 GRANT PROGRAM FUNDING

Total DCOA Grant Award Funds: \$187,881.00
Total Local Cash Matching Funds: \$83,536.75 @ 31% of total grant
Total Local In-Kind Matching Funds: \$1,440
Total Program Grant: 272,857.75

LOCAL CASH MATCH SOURCE OF FUNDS

FUND SOURCE	AMOUNT	COST ALLOCATION	PURPOSE
Grant	\$7,249	Equipment	Server Purchase
Participant Contributions	\$240	Travel	Purchase of Call-and-Ride coupons
Participant Contributions	\$300	Travel	Bus Rental Trips

NOTE: In FY 2019, all in-kind cash *must be certified* by the funding source via letter from the funder indicating: (1) amount of funding, (2) disbursement date, and (3) authorization for use as matching funds.

Attachment D

Office on Aging
Fiscal Year 2019 Senior Transportation Services
Competitive Grant

D.C. OFFICE ON AGING IS IN RECEIPT OF A GRANT APPLICATION FROM:

(Organization Name)

(Address, City, State, Zip Code)

(Program Title)

Contact Person

Telephone/Fax

E-mail

D.C. Office on Aging Use, ONLY

Proposal Received on _____, 2018

Time Received: _____

Copies Received: Original _____ Copies _____

Received by: _____

**FY 2019 Office on Aging
Insurance Specifications**

Insurance Requirements

A. GENERAL REQUIREMENTS. The Grantee at its sole expense shall procure and maintain, during the entire period of performance under this Grant Award, the types of insurance specified below. The Grantee shall have its insurance broker or insurance company submit a Certificate of Insurance to DCOA giving evidence of the required coverage prior to commencing performance under this Grant Award. In no event shall any work be performed until the required Certificates of Insurance signed by an authorized representative of the insurer(s) have been provided to, and accepted by, the DCOA. All insurance shall be written with financially responsible companies authorized to do business in the District of Columbia or in the jurisdiction where the work is to be performed and have an A.M. Best Company rating of A- VIII or higher. The Grantee shall require all of its subcontractors to carry the same insurance required herein, or to be covered by grantees' insurance.

The Government of the District of Columbia shall be included in all policies required hereunder to be maintained by the Grantee and its subcontractors (except for workers' compensation and professional liability insurance) as an additional insured for claims against The Government of the District of Columbia relating to this NGA, with the understanding that any affirmative obligation imposed upon the insured Grantee or its subcontractors (including without limitation the liability to pay premiums) shall be the sole obligation of the Grantee or its subcontractors, and not the additional insured. The additional insured status under the Grantees' and its subcontractors' Commercial General Liability insurance policies shall be effected using the ISO Additional Insured Endorsement form CG 20 10 11 85 (or CG 20 10 07 04 and CG 20 37 07 04) or such other endorsement or combination of endorsements providing coverage at least as broad and approved by DCOA in writing. All of the Grantees' and its subcontractors' liability policies (except for workers' compensation and professional liability insurance) shall be endorsed using ISO form CG 20 01 04 13 or its equivalent so as to indicate that such policies provide primary coverage (without any right of contribution by any other insurance, reinsurance or self-insurance, including any deductible or retention, maintained by an Additional Insured) for all claims against the additional insured arising out of the performance of this NGA by the Grantee or its subcontractors, or anyone for whom the Grantee or its subcontractors may be liable. These policies shall include a separation of insureds clause applicable to the additional insured.¹

¹ If the Grantee or subgrantee maintains broader coverage and/or higher limits than the minimums indicated herein, the District requires and shall be entitled to the broader coverage and/or higher limits maintained by the Grantee or subgrantee.

The Grantee shall ensure that all policies provide that DCOA shall be given thirty (30) days prior written notice in the event that the stated limit in the declarations page of the policy is reduced via endorsement or the policy is canceled prior to the expiration date shown on the certificate and provide an updated certificate of insurance to the DCOA. The Grantee shall provide DCOA with ten (10) days written notice in the event of non-payment of a premium.

1. Commercial General Liability Insurance. The Grantee shall provide evidence satisfactory to DCOA, with respect to the services performed, that it carries \$1,000,000 per occurrence limits; \$2,000,000 aggregate; Bodily Injury and Property Damage, including, but not limited to, premises-operations, broad form property damage, Products and Completed Operations, Personal and Advertising injury, contractual liability and independent contractors. The policy coverage shall include the District of Columbia as an additional insured, shall be primary and non-contributory with any other insurance maintained by the District of Columbia, and shall contain a waiver of subrogation. The Grantee shall maintain Completed Operations coverage for five (5) years following final acceptance of the work performed under this grant.
2. Automobile Liability Insurance. The Grantee shall provide automobile liability insurance to cover all owned, hired, or non-owned motor vehicles used in conjunction with the performance of this grant. The policy shall provide a \$1,000,000 per occurrence combined single limit for bodily injury and property damage.
3. Workers' Compensation Insurance. The Grantee shall provide Workers' Compensation insurance in accordance with the statutory mandates of the District of Columbia or the jurisdiction in which the grant is performed.
4. Employer's Liability Insurance. The Grantee shall provide liability insurance as follows: \$500,000 per accident for injury; \$500,000 per employee for disease; and \$500,000 policy limit for disease.
5. Umbrella or Excess Liability Insurance. The Grantee shall provide umbrella or excess liability (which is excess over employer's liability, general liability, and automobile liability) insurance as follow: \$2,000,000 per occurrence, including the District of Columbia as additional insured.
6. Professional Liability Insurance (Errors & Omissions). The Grantee shall provide Professional Liability Insurance (Errors and Omissions) to cover liability resulting from any error or omission in the performance of professional services under this NGA. The policy shall provide limits of \$1,000,000 per occurrence for each wrongful act and \$2,000,000 annual aggregate. Grantee shall maintain this insurance for five (5) years following the District's final acceptance of the work performed under the NGA.
7. Crime Insurance (3rd Party Indemnity). The Grantee shall provide a 3rd Party Crime policy to cover the dishonest acts of Grantee's employees which result in a loss to the District. The policy shall provide a limit of \$50,000 per occurrence. This coverage shall be endorsed to name the District of Columbia as joint-loss payee, as its interests may appear.
8. Sexual/Physical Abuse & Molestation. The Grantee shall provide evidence satisfactory to DCOA with respect to the services performed that it carries \$1,000,000 per occurrence limit; \$2,000,000 aggregate. The policy coverage shall include the District of Columbia as an additional insured. This insurance requirement will be considered

met if the general liability insurance includes sexual abuse and molestation coverage for the required amounts.

9. Employment Practices Liability. The Grantee shall provide evidence satisfactory to DCOA with respect to the operations performed to cover the defense of employment related claims which the District of Columbia would be named as a co-defendant in claims arising from: Discrimination, Sexual Harassment, Wrongful Termination, or Workplace Torts. The policy shall provide limits of \$1,000,000 for each wrongful act and \$2,000,000 annual aggregate for each wrongful act. The Grantee shall maintain this insurance for five (5) years following the District's final acceptance of the work performed under this contract.

B. **WAIVER OF SUBROGATION ENDORSEMENT**. All required policies shall contain a waiver of subrogation provision in favor of the Government of the District of Columbia for all claims made against the District, its officers, directors, agents, and employees and the policy must waive all of its express or implied rights of subrogation against the District, its officer, directors, agents, and employees.

C. **DURATION**. The Grantee shall carry all required insurance until all work performed under the grant is accepted by the District, and shall carry the required General Liability; any required Professional Liability; and any required Employment Practices Liability insurance for five (5) years following final acceptance of the work performed under this grant.

D. **LIABILITY**. These are the required minimum insurance requirements established by the District of Columbia. **HOWEVER, THE REQUIRED MINIMUM INSURANCE REQUIREMENTS PROVIDED ABOVE WILL NOT IN ANY WAY LIMIT THE GRANTEE'S LIABILITY UNDER THIS GRANT.**

Attachment F

Equipment Specifications

Boilerplate for Standard Equipment for All Vehicle Acquisitions

The vehicles will be supplied with all equipment and accessories indicated as standard equipment (fleet) in the manufacturer's published literature and required equipment indicated in the contract. Upgrades required by manufacturer's changes during the contract are to be incorporated at no cost to the purchaser. Contract required equipment and contract bid options are to be factory equipment and factory installed, when available. This includes but is not limited to radios, cruise control, bumpers, trim panels, towing packages, and tires. If any equipment is to be dealer install, bidder must so indicate on bid and be prepared to provide warranty support of at least 1 year at no cost to the purchaser.

Additional Standard Equipment Listing:

1. Hands Free Phone Speaker System (If Available) (N/A)
2. Power Windows, Mirrors, Doors locks, Power Seats
3. Safety Taping and Wide Angle Mirror Treatment,(per District Safety guidelines) (N/A)
4. Traction Control (whenever available)
5. Optional Airbag System (whenever available)
6. Low Tire Monitors
7. Back up Warning System
8. Full Fuel and Lubricants
9. One Set of Manuals or CD plus Part Manual or CD (N/A)
10. Updated Software (for repair and diagnosis when required) (N/A)
11. Full Size spare
12. Vinyl Seats
13. All Regular Cabs must have 8 foot Bed with Spray on Liner (If Available) (N/A)
14. All Crew Cabs must have 6 foot Bed with Spray on Liner (If Available) (N/A)
15. EJ Ward Canceiver Fuel Management System (N/A)
16. FOB @ FMA 1725 15th st NE Wash. DC (N/A)
17. Standard Tire Size (Chassis Application)

Attachment G

ADULT DAY CENTERS

Downtown Cluster's Day Care Center - **Ward 2**
Ashbury Methodist Church
926 11th Street, N.W. DC 20001

Isabella Breckinridge Center – **Ward 3**
4125 Albemarle Street, N.W. DC 20016

Zion Baptist- **Ward 4**
4817 Blagden Ave NW, DC 20011

LEAD AGENCIES

TERRIFIC, Inc.
1222 T Street, NW, DC 20009
Target Service Area: **Ward 1**
Community Dining Sites: 6

TERRIFIC, Inc.
1507 9111 Street, NW, DC 20036
Target Service Area: **Ward 2**
Community Dining Sites: 6

IONA Senior Services
4125 Albemarle Street, NW, DC 20016
Target Service Area: **Ward 3**
Community Dining Sites: 2

TERRIFIC, Inc.
418 Missouri Ave NW, DC 200011
Target Service Area: **Ward 4**
Community Dining Sites: 8

Seabury Aging Services
2900 Newton Street, NE, DC 20018
Target Service Area: **Ward 5**
Community Dining Sites: 10

Seabury Aging Services
1318 H Street, NE, DC 20002
Target Service Area: **Ward 6**

Community Dining Sites: 5

East River Family Strengthening Collaborative
3917 Minnesota Avenue, NE, DC 20019
Target Service Area: **Ward 7**
Community Dining Sites: 4

East River Family Strengthening Collaborative
4301 9th Street SE, DC 22032
Target Service Area: **Ward 8**
Community Dining Sites: 5

WELLNESS CENTERS

Congress Heights Senior Wellness Center **Ward 8**
3500 Martin Luther King Jr. Avenue, SE, D.C. 20032
(202) 563-7225

Bernice Elizabeth Fonteneau Wellness Center **Ward 1**
3531 Georgia Avenue, NW, D.C. 20010
(202) 727-0338

Hattie Holmes Senior Wellness Center **Ward 4**
324 Kennedy Street, NW, D.C. 20011
(202) 291-6170

Model Cities Senior Wellness Center **Ward 5**
1901 Evaits Street, NE, D.C. 20018
(202) 635-1900

Hayes Senior Wellness Center **Ward 6**
500 K Street, NE, DC 20002
(202)727 -0357

The Washington Seniors Wellness Center **Ward 7**
3001 Alabama Avenue, SE, D.C. 20020
(202) 581-9355

Attachment H

2018 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA	
PERSONS IN FAMILY/HOUSEHOLD	POVERTY GUIDELINE
For families/households with more than 8 persons, add \$4,320 for each additional person.	
1	\$12,140
2	\$16,460
3	\$20,780
4	\$25,100
5	\$29,420
6	\$33,740
7	\$38,060
8	\$42,380

**FY 2019 Office on Aging
Home Delivered Meals Routes**

WEEKDAY MEAL ROUTES

Three hundred and sixty slots are available for this service. Currently, deliveries are made to the following locations on weekdays.

Route 1 (Wards 1 and 2)

Ward 1: 36 deliveries 601 Morton Street, NW to 35 E Street, NW
Ward 2: 25 deliveries 1615 Q Street, NW to 461 H Street, NW
Total Deliveries = 61

Route 2 (Ward 3 and 4)

Ward 3: 23 deliveries 1526 17th Street, NW to 5329 Reno Road, NW
Ward 4: 45 deliveries 778 Ogelthorpe Street, NE to 6815 8th Street, NW
Total Deliveries = 68

Route 3 (Ward 5 and 6)

Ward 5: 28 deliveries 1252 Delafield Place, NE to 4518 Eastern Avenue, NE
Ward 6: 34 deliveries 901 Rhode Island Avenue, NW to 830 12th Street, NE
Total Deliveries=62

Route 4

Ward 7: 69 deliveries 3202 East Capitol Street, NE to 2701 Q Street, SE
Total Deliveries = 69

Route 5

Ward 8: 73 deliveries 2109 Fairlawn Avenue, SE to 131 Darrington Street, SW
Total Deliveries = 73

WEEKEND MEAL ROUTES

Four hundred and sixty slots are available for this service. Currently, deliveries are made to the following locations each weekend.

Route 1 (Wards 1 and ½ of Ward 4)

Ward 1: 37 deliveries 1829 4th Street, NW to 3636 14th Street, NW
Ward 4: 23 deliveries 3800 14th Street, NW to 1354 Shepherd Street, NW
Total Deliveries = 60

Route 2 (Ward 2 and ½ of Ward 4)

Ward 2: 107 deliveries 777 7th Street, NW to 1107 11th Street, NW
Ward 4: 21 deliveries 3902 14th Street, NW to 900 Quincy Street, NE
Total Deliveries = 128

Route 3 (Ward 5 & 6)

Ward 5: 27 deliveries

Ward 6: 24 deliveries

Total Deliveries= 51

1252 Delafield Place, NE to 4518 Eastern Avenue, NE

901 Rhode Island Avenue, NW to 900 G Street, NE

Route 4 (Ward 7)

Ward 7: 50 deliveries

Total Deliveries = 50

3429 Eads Street, NE to 2701 Q Street, SE

Route 5 (Ward 8)

Ward 8: 61 deliveries

Total Deliveries = 61

2109 Fairlawn Avenue, SE to 131 Darrington Street, SW

Route 6 (Ward 3)*

Ward 3: 1 delivery

Total Deliveries: 1

4125 Albemarle St NW, Washington, DC 20016

**Delivery includes all meals for approximately 100 slots to one location*

Attachment J**FY 2019 Office on Aging
Participant Enrollment Ridership Status**

LOCATION OF PARTICIPANTS	Total Participants	Wheel Chairs
WELLNESS CENTERS		
Bernice Fonteneau	10	0
Hayes Center	12	0
Hattie Holmes	16	0
Model Cities	18	0
Congress Heights	16	0
Washington Wellness	19	0
VIDA	32	0
CENTERS		
DHOH	12	1
Colony House	6	0
PT Johnson	30	1
Kenilworth Recreation Center	10	0
Blind & Visually Impaired	8	1
Some	20	1
DAYCARE		
Downtown Clusters	32	1
IONA	10	4
Zion Baptist Church	30	0
TOTAL	281	9