

**COUNTY OF MARIN**



**Department of Health and Human Services  
Aging and Adult Services**

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**REQUEST FOR PROPOSAL (RFP)**

**OLDER AMERICANS ACT TITLE III E  
NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM**

**RFP-HHS-2019-01**

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**DATE ISSUED:**

**Wednesday, January 30, 2019**

**DEADLINE FOR SUBMISSIONS:**

**Friday, March 1, 2019 at 12:00 p.m.**

The County does not discriminate on the basis of sex, race, color, religion, disability, gender, marital status, or nation origin in employment or in its educational programs and activities. Auxiliary aids and services are available upon request to individuals with disabilities. Alternative formats will be available upon request.

**COUNTY OF MARIN, AGING AND ADULT SERVICES  
 REQUEST FOR PROPOSAL (RFP) TIMELINE  
 TITLE III E FAMILY CAREGIVER SUPPORT PROGRAM  
 Control # RFP-HHS-2019-01**

RFP date of issuance	Wednesday, January 30, 2019
Bidder's conference	Tuesday, February 12, 2019 10:00 a.m. – 11:30 a.m. 10 North San Pedro Road, Conference Room 1018, San Rafael, CA 94903
RFP Q & A (online submission only)	Tuesday, February 12 – Tuesday, February 19, 2019 at 4:00 p.m. Access at <a href="https://www.marinhhs.org/rfp/2019-01">https://www.marinhhs.org/rfp/2019-01</a>
RFP response submission deadline	<b>Friday, March 1, 2019, 12:00 p.m. PST</b>
Applicant award notification	Monday, March 11, 2019
Protest submission deadline	Tuesday, March 19, 2019 4:00 p.m.
Public Announcement at Commission on Aging meeting	Thursday, April 4, 2019, 11:30 a.m.
Board of Supervisors contract approval*	TBD
Initiation of services**	July 1, 2019

\*Date subject to Board of Supervisors schedule and County budget and contract processes.

\*\*Contract start date is contingent upon the approval of the Board of Supervisors.

**REQUEST FOR PROPOSAL  
TO PROVIDE TITLE III E FAMILY CAREGIVER SUPPORT PROGRAM  
FROM JULY 1, 2019 THROUGH JUNE 30, 2020**

Marin County Department of Health and Human Services, Aging and Adult Services is issuing a Request for Proposal (RFP) to seek qualified non-profit providers for the provision of services to support unpaid family and informal caregivers in Marin County.

The purpose of this RFP is to identify and select a private non-profit agency or agencies to develop a centralized, easily accessible, and clearly identified and marketed entry point for family caregiver services.

Only one proposal may be submitted from a single agency. Collaborative proposals that show a strong inter-agency partnership to develop a robust program that does not lead to duplicative or fragmented services are highly desirable. The proposal must describe how the contractor will work with the Marin County Aging and Adult Services Information, Assistance, and Referral unit in order to improve family caregivers' access to information and services to assist them in their role. The proposal must also identify strategies to reach diverse, low-income, and previously underserved caregivers and communities.

Contract award is for one year starting July 1, 2019 and ending on June 30, 2020. Funds for Title III E Family Caregiver Support Program are contingent upon the availability of federal, state and local funds.

When preparing a proposal in response to this request, please:

- ✚ Carefully read the entire RFP document before you start.
- ✚ Attend the Bidders' Conference, as noticed in this document. All applications received by the submission deadline will be considered regardless of whether or not the applicant attends the Bidder's Conference.
- ✚ Submit a complete proposal by the required deadline.
- ✚ Make sure that all procedures and requirements of the RFP are accurately followed and addressed.
- ✚ Carefully review the entire proposal prior to submittal and use the checklist provided in this RFP to make sure everything has been completed as instructed.

## **I. INTRODUCTION**

### **A. About Marin County Aging and Adult Services (AAS)**

The Marin County Aging and Adult Services (AAS) is a major branch of the Division of Social Services within the Marin County Department of Health and Human Services. AAS administers the Area Agency on Aging in Marin County and works closely with the Commission on Aging (COA), a 23-member advisory council representing supervisorial districts, towns and cities of Marin, and the California Senior Legislature. In partnership with the COA, AAS has the overall responsibility of planning, coordinating, and advocating for a comprehensive and integrated community-based service system to meet the needs of older persons in Marin County. In addition to the Area Agency on Aging, AAS oversees the Adult Protective Services and In-Home Support Services.

### **B. About the Planning and Service Area**

The State of California is divided into 33 Planning and Service Areas or PSAs for the administration of the Older Americans Act and Older Californians Act. In each PSA, a single agency has been designed as its Area Agency on Aging (AAA) charged with the responsibility of fulfilling the statutory mandates contained in both Acts. Marin County is designated as Planning and Service Area 5 (PSA 5) with its Area Agency on Aging administered by Aging and Adult Services.

### **C. The National Family Caregiver Support Program**

The National Family Caregiver Support Program (FCSP) was established in 2000 as part of the reauthorization of the federal Older Americans Act of 1965. This allowed funding for a range of services to support unpaid family and informal caregivers to care for their loved ones at home for as long as possible. FCSP services such as assessment, counseling, education and training, information and assistance, legal resources, respite, and support group help caregivers assist their loved ones while attending to their own health and well-being.

### **D. The Importance of Family Caregiving**

Family members and friends unquestionably provide the major proportion of support to loved ones needing care and assistance. From October 2014 to December 2014, Marin County Commission on Aging members surveyed 74 current or past family caregivers in the community. Commissioners asked friends, neighbors and people in their social network to share their caregiving experiences. Results from this survey guided the prioritization of services in this RFP as described in more detail in Section III of this document.

## II. PROGRAM DEFINITIONS

The Family Caregiver Support Program (FCSP) is defined in Title III, Part E Section 373(b) of the federal Older Americans Act (OAA) as support services that include the following:

- Information to caregivers, potential caregivers, and those who may assist caregivers about available services;
- Assistance to caregivers in gaining access to the services;
- Individual counseling, organization of support groups, and caregiver training (individual or group) to assist the caregivers in the areas of health, nutrition, and financial literacy, and in making decision and solving problems relating to their caregiving roles;
- Respite care to enable caregivers to be temporarily relieved from their caregiving responsibilities; and
- Supplemental services, on a limited basis, to complement the care provided by caregivers. In accordance with Part E, Section 373 (e) (1), the Department has established for the five support service categories additional standards that must be met.

### A. The Five FCSP Support Service Categories

The OAA Title III E Family Caregiver Support Program funds a variety of services that fall under one these five major service categories:

1. Access Assistance
2. Information Services
3. Respite
4. Support Services
5. Supplemental Services

The following table describes the services available within the five major program categories of FCSP. Applicants will describe which of the allowable types of services are planned and the number of units that will be provided during the contract period. To ensure there is no service duplication, Aging and Adult Services will not generally fund the same unit of service to multiple agencies.

Category	Service	Definition
ACCESS ASSISTANCE Unit Measure: 1 contact	Outreach	Involve interventions (one-on-one contacts with individuals) initiated by an agency or provider for the purpose of identifying caregivers and encouraging their use of existing caregiver support services.
	Information and Assistance	Provides caregivers with information on services available within the communities, including caregiving information related to assistive technology and caring for older

		individuals at risk for institutional placement. Links caregivers to the services and opportunities that are available within the communities, as well as establishes adequate procedures for follow-up with the caregiver.
	Interpretation/ Translation	Provides bilingual communication assistance to a caregiver in order to access services and receive support for his or her caregiving responsibilities.
	Legal Resources	Involves one-to-one guidance provided by an attorney (or person under the supervision of an attorney) in the use of legal resources and services when assisting a caregiver with caregiving-related legal issues.
INFORMATION SERVICE  Unit Measure: 1 activity	Public Information on Caregiving	Provides information about available FCSP and other caregiver support resources and services by disseminating publications, conducting media campaigns, and maintaining electronic information systems.
	Community Education on Caregiving	Educates groups of current or potential caregivers and those who may provide them with assistance about available FCSP and other caregiver support resources and services.
RESPITE CARE  Unit Measure: 1 hour	Home Chore	Service that includes an appropriately skilled provider or volunteer assisting a caregiver with heavy housework, yard work, and or sidewalk and other routine home maintenance (but not structural repairs) associated with caregiving responsibilities.
	Homemaker Assistance	Service that includes the provision of care receiver assistance with meal preparation, medication management, using the phone, and or light housework (along with care receiver supervision) by an appropriately skilled provider or volunteer.
	In-Home Personal Care	Service that includes the provision of care receiver assistance with eating, bathing, toileting, transferring, and or dressing (along with care receiver supervision and related homemaker assistance) by an appropriately skilled provider.
	In-Home Supervision	Service that includes the provision of care receiver day and/or overnight supervision and friendly visiting by a skilled provider or volunteer in order to prevent wandering and

		health or safety incidents.
	Out-of-Home Day Care	Service where the care receiver attends a supervised/protective, congregate setting during some portion of a day, and includes access to social and recreational activities.
	Out-of-Home Overnight Care	Service where the care receiver is temporarily placed in a supervised/protective, residential setting for one or more nights, and may include access to nursing and personal care.
SUPPORT SERVICES Unit Measure: 1 hour	Assessment	Conducted by persons trained and experienced in the skills required to deliver the service that should result in a plan that is periodically updated and explores options and courses of action for caregivers.
	Case Management	Provided by a person who is trained and experienced in the skills required to coordinate and monitor the provision of formal caregiver-related services to support caregivers who are experiencing diminished capacities due to mental impairment or temporary severe stress and/or depression.
	Counseling	Provided by a person appropriately trained and experienced to deliver a range of services that include guidance with caregiving responsibilities to therapy for stress, depression, and loss.
	Peer Counseling	Provided by experienced volunteers on the condition that appropriate training and qualified supervision protocols are in place.
	Support Group	Provided to a group of 3–12 caregivers that is led by a competent facilitator, conducted at least monthly within a supportive setting or via a controlled access for the purpose of sharing experiences and ideas to ease stress and improve caregiving skills.
	Training	Consist of workshops or one-on-one sessions conducted in person or electronically by a skilled and knowledgeable individual who can assist caregivers in developing the skills and knowledge necessary to fulfill their caregiving responsibilities.
SUPPLEMENTAL SERVICES Unit Measure: depending	Assistive Devices for Caregiving	Involves the purchase, rental and/or service fee of any equipment or product system in order to facilitate and fulfill caregiving responsibilities.

on the service	Caregiving Emergency Cash/ Material Aid	Arranges for and provides assistance to caregivers in the form of commodities, surplus food, emergency cash, discount cards, transit passes, meals, and vouchers that will help meet identified needs associated with an individual caregiver's responsibilities.
	Caregiving Services Registry	Recruits, screens, and maintains a listing of dependable, qualified self-employed homemaker or respite care workers who may be matched with caregivers willing to use personal resources to pay for assistance with their caregiving responsibilities.
	Home Adaptations for Caregiving	Makes any minor or major physical change to the home in order to fulfill caregiving responsibilities.

The following apply to Respite Care and Supplemental Services categories described above:

✚ “Respite Care” means the provision of temporary, substitute supports or living arrangements for care receivers and may be provided in the following settings: (1) in the home (and include the provision of personal, homemaker, and chore services to the care receiver); (2) by attendance of the care receiver at day care or other non-residential day center or program (including recreational outings for children); and (3) by attendance of the care receiver in a facility for an overnight stay on an occasional or emergency basis (such as a nursing home for older adults or summer camp for children).

✚ “Temporarily” means a brief period of relief or rest from a caregiver’s responsibilities during a limited time period, and could be provided on the following basis:

- Intermittent—time off a few hours once a week for a limited time to give the caregiver a planned or unscheduled break;
- Occasional—time off for the caregiver to attend a special event;
- Emergency—extended break to address an intervening circumstance, such as caregiver emotional stress or hospitalization and recovery.

✚ Title III E funds **cannot** be used to support the following activities:

- To pay the costs for a family caregiver to attend a camp, spa, resort, or restaurant;
- To temporarily relieve workers from formally paid services (e.g., In-Home Supportive Services or services required to be provided in a licensed facility such as a Residential Care Facility for the Elderly);

✚ Title III E Supplemental Services funds **cannot** be used to support the following activities:



- Assisting a care receiver, unless there is an identified caregiver need that is met through assistance to the care receiver;
- Providing ongoing assistance to a care receiver living alone;
- Same level of service provided to all caregivers, rather than assistance based on caregiver level of need and priority; and
- One-time, end-of-the-year assistance without an identified caregiver need.

## B. Eligible Service Population

Title III of the Older Americans Act identifies the following population as eligible to receive services under the Family Caregiver Support Program:

- Family Caregiver
- Grandparent or Older Individual Who is a Relative Caregiver

## C. Definitions

**Family Caregiver:** defined in Title III, Part A, Sections 302(3) of the OAA as an adult family member or another individual who is an informal provider of in-home and community care to an older individual or to an individual (of any age) with Alzheimer’s disease or a related disorder with a neurological and organic brain dysfunction. “Family caregiver” is used interchangeably with “informal caregiver.” “Informal” means that the care is not provided as part of a public or private formal service program.

A family caregiver provides care without pay. FCSP funds cannot be used to pay the family caregiver a stipend or salary for providing care. FCSP funds may be used to pay another family member or friend to provide respite care or supplemental services to the family caregiver.

Older parents providing care to their adult children with disabilities can be served in FCSP if the adult child is 60 years of age or older.

The broader term “caregiver” as defined in Title I, Section 102(18) (B) of the OAA is not applicable to Title III of the OAA since it also means an individual who—voluntarily or because of compensation—has responsibility for the care of an older individual and is providing this care on behalf of the “family caregiver” or on behalf of a public or private agency or organization.

**Older Individual Receiving Care (Care Receiver):** defined as one who is 60 years of age or older, or an individual (of any age) with Alzheimer’s disease or a related disorder with neurological and organic brain dysfunction [Title III, Part A, Section 302(3); Title I, Section 102(40)]. Family Caregivers cannot receive FCSP-funded respite and supplemental services specified in paragraph 8 of this section unless the care receiver meets the more restrictive eligibility criteria specified in Title III, Part E, Section 373 (c) (1) (B) of the OAA and the definition of “frail” in OAA Section 102 (22), which requires that the care receiver is unable to perform at least two activities of daily living [e.g.,

human assistance is needed for eating, toileting, walking, transferring in/out of bed or chair, bathing, dressing] or requires substantial supervision due to a cognitive or other mental impairment.

✚ **Grandparent or Older Individual Who is a Relative Caregiver:** defined as a grandparent or step-grandparent of a child, or a relative of a child by blood, marriage, or adoption, who is 55 years of age or older, and who meets the following additional criteria in Title III, Part E, Section 372 (3) of the OAA:

- a. Lives with the child;
- b. Is the primary caregiver of the child because the biological or adoptive parents are unable or unwilling to serve as the primary caregiver of the child; and
- c. Has a legal relationship with the child, such as legal custody, or guardianship, or is raising the child informally.
- d. In addition to the above, a grandparent or older relative caregiver that has adopted the child remains eligible to receive support services under this portion of FCSP.

✚ **Child (who receives care from a Grandparent or Older Individual who is a Relative Caregiver):** defined in Title III, Part E, Section 372 (a) (1) of the OAA as an individual who is not more than 18 years of age or is an individual of any age with a disability.

✚ **Individual with Severe Disabilities:** defined in Title 1, Section 102(48) of the OAA as a person with a severe, chronic disability attributable to mental or physical impairment, that is likely to continue indefinitely and results in substantial limitations in three or more of the following areas of major life activity:

- a. Self-care
- b. Receptive and expressive language
- c. Learning
- d. Mobility
- e. Self-direction
- f. Capacity for independent living
- g. Economic self-sufficiency
- h. Cognitive functioning
- i. Emotional adjustment

#### **D. Priority Populations**

Under the Older Americans Act, as amended, priority consideration should be given to the following populations:

- Persons in greatest social and economic need (persons with low-income, minority individuals; and persons who are isolated geographically).
- Older adults taking care of persons with mental retardation and related developmental disabilities.

### III. AVAILABLE FUNDING AND PRIORITY AREAS

#### Available Funding

Older Americans Act Title III E National Family Caregiver Support Program funds in the estimated amount of **\$158,731** are available for a contractor to develop a comprehensive system of family caregiver support services in Marin County. Grant requests will be for a minimum of \$10,000 and rounded to the nearest \$500 whenever possible.

Proposal narratives must be accompanied by a clear, concise and reasonable budget for the grant period July 1, 2019 to June 30, 2020 using the budget form provided in this RFP.

#### Funding Priority Areas

Marin County Aging and Adult Services is seeking qualified home- and community-based not-for-profit or public agencies to create programs that will respond to the identified needs of family and informal caregivers in Marin County. Based on the qualitative assessment conducted by the Marin County Commission on Aging from October to December 2014, services that fall under FCSP's category areas of Respite Care, Support Services, and Access Assistance should be prioritized for funding in order to respond to the most pressing service needs and support identified by family caregivers in Marin, as well as long-distance caregivers whose loved ones are living in the county. This RFP is therefore seeking applicants that can show their ability to develop approaches and programs in these priority areas as described below.

Applicants may request funding that exceeds the recommended funding levels if a justification is provided that demonstrates the need for additional funding in the service category. However, applicants must propose at least the minimum number of units indicated in each service category.

#### 1. RESPITE CARE:

**Funding available: \$65,079.71; minimum number of units to be proposed: 2,770 hours**

At least 41% of the total FCSP available funds or a minimum of \$65,079.71 will be granted for Respite Services. Over 20% of family caregiver's surveyed by Commission on Aging members said that they did nothing to take care of their own health and well-being. Close to a third of respondents recognize that finding balance between caring for others and taking care of themselves is important, with 36% of them taking care of their own health by taking breaks to do the things they enjoy doing, such as yoga, hikes, walks, bird watching, and meditation. Funds in this area will be used to provide direct services that relieve caregivers from their caregiving responsibilities and allow them to take much needed breaks. The Family Caregiver Support Program has several approaches to Respite Services that may be offered in a variety of settings (see Section II of this RFP). Respite services that offer family caregivers a "break" from their day-to-day responsibilities of tending to their loved

ones is a priority. Out-of-home day care will also offer companionship and stimulating activities for loved ones in a safe environment, one of the top need caregivers also mentioned. As a form of respite, potential bidders are encouraged to submit a proposal for a program that provides a safe environment to leave loved ones while caregivers attend trainings, workshops, and other activities.

The needs of caregivers must be clearly assessed and documented and services arranged for caregivers must be temporary and time-limited. While temporary respite is recognized as a clear need of many caregivers, agencies should strive to build long-term solutions for families and improve effective caregiving skills. It is also critical that these services are well publicized and known to caregivers in the community.

## **2. SUPPORT SERVICES:**

**Funding available: \$49,206.61; minimum number of units to be proposed: 1,098 hours**

At least 31% of the total FCSP available funds or a minimum of \$49,206.61 will be granted for Support Services. Caregiver trainings, including practical hands-on care tips such as transfer techniques, dealing with difficult behavior and resistance, and managing paid workers were identified as a need by survey participants. Survey comments reflect that people become family caregivers with no specific training in some difficult aspects of caregiving. Respondents also stressed the importance of getting support and advice from other caregivers who have gone through or are going through similar experiences. Many caregivers will relate to a peer who has been in the same position. Programs in this priority area should address caregivers' physical care, mental health, and support service needs. Connecting individuals to both informal and formal support systems through groups, individual, or peer counseling is important in alleviating stress as well as isolation of caregivers. This priority area may also include providing a comprehensive assessment of caregivers' needs, developing a caregiver resource directory, and conducting media campaign to raise awareness about resources for caregivers.

## **3. ACCESS ASSISTANCE**

**Funding available: \$26,984.27; minimum number of units to be proposed: 972 contacts**

At least 17% of the total funds available or a minimum of \$26,984.27 will be granted for Access Assistance services. The major components in Access Assistance are Outreach and Information, Assistance and Referral. Funds in this area will be used to increase caregivers' knowledge of resources and how to access appropriate services as needed. Input from family caregivers in Marin determined that many are not aware of the services that are available in the county and are not sure of where to go to find out about resources. Information and Assistance was in the top three service need mentioned by family caregivers. Outreach, information and assistance, interpretation/ translation, and legal resources funded under the Access Assistance service category are essential to: (1) promote

the Family Caregiver Support Program in Marin County; (2) increase awareness about the availability of the spectrum of services for older and disabled adults; and (3) provide easy access for individuals to get linked to services. A well-publicized and easily accessible entry point for family caregivers to get services and find out about resources is critical, especially for those who are doing this work from a distance. The availability of information materials in multiple languages as well as providing translation services in order for limited English-speaking caregivers to access services and receive support will enable agencies to reach a population targeted for this funding. Proposals must also demonstrate collaborative efforts with the Aging and Adults Services' Information, Assistance, and Referral Program (457-INFO) to improve coordination of outreach efforts and create a more informed community of family caregivers, disabled adults, and older persons in the county.

#### **IV. CONTRACTING PERIOD AND PROVISIONS**

##### **A. Eligibility and Contract Period**

Any private, nonprofit, or government entity that can meet the goals, standards, policies, and contracting requirements of Aging and Adult Services for providing services in Marin, as described in this Request for Proposal, is eligible to apply.

The contract period will be July 1, 2019 through June 30, 2020. All contract requirements noted herein and all contract provisions in the standard contract (see section XVI.iv) shall apply. By submitting an application, the applicant agrees to be bound by all terms and conditions of the County's standard contract, and execute the same, if selected. An authorized representative of the successful applicant shall be required to sign the County standard agreement.

Collaborative proposals with a single organization that has subcontract arrangements for specifically defined units of service with other agencies are highly encouraged. In this situation, the primary contracting agency must monitor and hold all subcontractor agencies to the same provisions set forth in the standard contract. Aging and Adult Services may negotiate changes to the project narrative and budget after the selection process is completed, but before the contract is signed, to assure that all program and fiscal requirements are covered.

##### **B. Matching Requirements**

Matching contributions mean local cash and/or in-kind contributions by the contractor, subcontractor, or other local resources (referred to as non-matching contribution) that qualify as match for the contract funding. The required minimum program matching contributions for Title III E Family Caregiver Support Program is 25%. Minimum matching requirements are calculated on net costs, which are total costs less program income and non-matching contributions.

### **C. Use of Funds in Addition to FCSP Funds**

Title III E National Family Caregiver Support Program funding generally does not cover all costs of providing a particular service or program. It is an incentive funding and may require other sources to support the program. Proposals will receive points based on their ability to provide adequate support for the program.

### **D. Contributions for Services**

Regulations under Title III of the Older Americans Act require that each service provider provide an opportunity for persons to contribute to the cost of the service. Contributions must be voluntary, and no service can be denied if an individual will not or cannot contribute to the cost of the service. These contributions will be recorded as program income and must be used to pay for current allowable costs of the program in the same fiscal year that the income was earned. Fees, including sliding fee scales, cannot be charged for Title III E services. Applicants reapplying for funds must have an established system for collecting contributions and include that system as part of the application. New applicants must develop and indicate in the proposal a system for collecting donations.

### **E. Supplanting other Funds**

Funds available under the National Family Caregiver Support Act shall supplement and not supplant any federal, state, or local funds. These funds are meant to expand services to caregivers and to reach previously un-served communities.

### **F. Applicable Laws and Regulations**

Proposals shall conform to all applicable provisions of laws and regulations, including, but not limited to, the Older Americans Act of 2006 as amended, the Civil Rights Act, the Americans with Disabilities Act, the Older Californians Act, and applicable federal, state and local laws, codes ordinances and regulations, as well as the terms and conditions required by the original funding sources for the programs and services described by this RFP and the terms and conditions of the County's standard contract. These references are available at the Aging and Adult Services office for review upon request.

### **G. Coordination Requirements**

Coordination with local providers of similar and related services for caregivers is required, both in planning and implementing the service. Successful applicants should be willing to share information with, and provide referrals to, other service providers, including cooperation and coordination in obtaining client authorization for release of confidential information. Aging and Adult Services further requires that coordination activity be documented in the application form and in appropriate reports for funded programs. Collaborative applications are encouraged and must include Letters of Support from partner agencies that will be subcontracted for services proposed.

Coordination with Marin County Aging and Adult Services Information, Assistance and Referral Unit is required. Successful applicants must be willing to share information, offer and partner on community trainings, coordinate outreach activities, and assist in creating a strong system of aging and family caregiver service network.. This should be documented fully in the application form. Applicants should also address collaboration with established Marin caregiving registries.

#### **H. Reporting and Monitoring Requirements**

All successful applicants shall utilize computerized data reporting systems (e.g. California GetCare/California Aging Reporting System) to comply with the California Department of Aging, Administration on Aging National Aging Program Information System, and Aging and Adult Services reporting requirements. Service and financial reports must be submitted by the due date of each month determined by Aging and Adult Services.

All successful applicants shall maintain statistical and financial data in such a way as to document and assure the accuracy of the data presented in the required program and financial reports.

Aging and Adult Services may conduct one or more of the following activities for program monitoring: review cases, conduct site visits, interview a random sample of clients who have received the service, interview agency staff and volunteers, interview other agencies who provide services to the same target population, and any other method deemed necessary. Fiscal monitoring will also be done and include one or more of the following activities: case review, site visits, desk audit, and yearly contract resolution. Applicants will cooperate with Aging and Adult Services in any evaluation techniques in order to improve program performance and comply with federal, state and local regulations.

#### **I. Maintenance of Performance Levels**

For all services funded by the Title III E Family Caregiver Support, each successful applicant shall maintain the contracted units of service level throughout the contract period. Unless there are extenuating circumstances, for each quarter in which the performance is reviewed, the number of units served shall not fall below **90%** of the level expected for the period being monitored. Should performance fall below the 90% expected service level for the period, the contractor is required to submit a written Plan of Action to Aging and Adult Services within 15 days of receiving the monitoring report from Aging and Adult Services, detailing specific steps to be taken, including time frame, to remedy performance. If the contractor fails to fulfill the contracted Unit of Service level within the time frame, Aging and Adult Services may institute sanctions as described in Aging and Adult Services' Sanction and Hearing Policy (see section XVI).

#### **J. Audit Requirements**

An annual audit by a Certified Public Accountant must be delivered to Aging and Adult Services within 120 days after the end of your organization's fiscal year. This is an

allowable program expense (up to a maximum of \$600) and should be reflected as a line item in the detailed budget. For all new applicants, please submit a copy of the most recent financial audit with the application.

## **V. APPLICATION PROCEDURE**

Grant applications will be available to be **picked up** starting **Wednesday, January 30, 2019**, at the following office:

Aging and Adult Services – Reception Desk  
10 N. San Pedro Road  
San Rafael, CA 94903

Grant applications may also be downloaded from the Aging and Adult web site at <https://www.marinhhs.org/publications-aging-adult-services>. Application packages will also be available at the Bidder's Conference.

Questions regarding the RFP may be directed at the Bidder's Conference, scheduled for **February 12, 2019, 10:00 a.m.–11:30 a.m.** at 10 North San Pedro Road, Suite 1018, San Rafael. Absence from the Bidder's Conference will not disqualify potential applicants from submitting a proposal. Answers to questions asked during the Bidder's Conference will be posted on Aging and Adult Services website within 48 business hours. Subsequent questions from bidders may also be sent via internet to Aging and Adult Services at <https://www.marinhhs.org/rfp/2019-01> until **Tuesday, February 19, 2019 at 4:00 p.m.** Questions will be answered and posted on the website within 48 business hours. No telephone questions will be accepted or considered. Please refer to the specific paragraph, and page in the RFP when asking questions.

No individual assistance or consultation will be provided by Aging and Adult Services staff or Commission on Aging members other than responses to questions posted on the website referred to above. During the period from issuance of this RFP and the award of the contract to a successful applicant(s), contact regarding the specific subject of this RFP between potential or actual applicant(s) and County staff is restricted under the terms of this section. Except as otherwise expressly authorized in this RFP, neither applicant nor County staff shall discuss, question or answer questions, or provide or solicit information, opinion, interpretation, or advocate or lobby regarding this RFP. A documented instance of such contact by an actual or potential applicant shall be grounds for disqualification from the process. County staff shall be defined as any County employees, agents or contractors involved in or connected with this RFP process.

**Applications must be received at Aging and Adult Services office at 10 North San Pedro Road, Reception by 12:00 p.m. on Monday, March 4, 2019.** To submit an application in person or via a courier service, proceed to the reception area of Aging and Adult Services office. Hand-delivered proposals will be issued a note certifying the receipt of the application. Mailed applications must be received in the Aging and Adult Services office by the deadline, not the date stamp of mailing. Applicant will receive an e-mail



notification from Aging and Adult Services confirming the receipt of the proposal and the date it was received. Applications received after the deadline is automatically disqualified from the proposal review and funding process. No verbal proposals will be considered.

## **VI. MINIMUM QUALIFICATIONS**

Applicants shall possess all of the following minimum qualifications:

- A minimum of 2 years of same or similar services to that required in this RFP.
- A minimum of 2 years serving the target population.

## **VII. CONTENT OF THE RESPONSE PACKAGE**

A complete request for proposal application package must include an original, four copies, and an electronic copy saved on a USB device. Proposals received with insufficient copies cannot be properly disseminated to the evaluation committee and other reviewers for necessary action and therefore will not be processed. Faxed copies are not accepted.

Proposals that do not follow instructions and/or fail to respond to all parts of the RFP shall be deemed non-responsive and will not be considered. The County will not accept any amendments, clarifications, revisions or alterations after the proposal due date unless the changes are requested by the County.

All proposals must be on eight and one half by eleven-inch (8 ½" by 11") paper, with font no smaller than 12 point. The County may in its discretion accept or reject in whole or in part any or all proposals, may cancel, amend or reissue the RFP at any time prior to contract approval and may waive any immaterial defect in a proposal. The County's waiver of an immaterial defect shall in no way modify the proposal requirements or excuse the applicant from full compliance with the objective if awarded the contract.

The application package must contain all of the following items and must be presented in the order listed below:

### **A. Application Face Sheet (Attachment A)**

Complete the Application Face Sheet of this RFP. Include the completed Face Sheet with each copy of a complete application packet. The Face Sheet includes an Application checklist. Applicants must complete the checklist and ensure that all required documents are provided in the response package.

### **B. Narrative Responses (Attachment B)**

Using the Narrative Responses Form of this RFP, respond to the questions and information requested in order to describe the Applicant's capacity to administer the Family Caregiver Support Program and successfully fulfill its requirements and deliver the services. Narrative responses should be provided directly on the Narrative Response Form and must not exceed 12 pages total, including the form itself.

### **C. Program Budget**

Using the [Program Budget Form](#) of this RFP, provide a breakdown of all the costs associated with providing the services proposed in the application. In addition to the grant being sought from the County, identify other funding sources to cover all costs outlined in the budget.

**Matching Contributions** mean local cash and/or in-kind contributions by the Applicant, subcontractor, or other local resources that qualify as match for the contract funding. Cash and/or in-kind contributions may count as match, if such contributions are used to meet program requirements. Matching contributions must be used for allowable costs in accordance with the Office of Management and Budget (OMB) circulars. Matching Contribution for FCSP is 25%.

**Non-Matching Contributions** mean local funding that does not qualify as matching contributions and/or is not being budgeted as matching contributions. (e.g., federal funds overmatch, etc.).

### **D. Letters of Support**

Include a minimum of two letters of support from partner organizations. The letters of support should highlight the partnership of the recommender with the Applicant, citing specific examples of projects and efforts to coordinate services and improve clients' access to local resources.

## **VIII. EVALUATION CRITERIA AND SELECTION PROCESS**

Proposals are going to be evaluated based on the following criteria:

- A. Organizational Capacity (25 points maximum): history, experience, and capacity of the organization providing similar services to the target population.
- B. Program Design and Approach (40 points maximum): planned services, goals and objectives of proposed program, evaluation strategies, outreach and marketing, service to targeted populations.
- C. Administrative and Fiscal Qualifications (35 points maximum): cost effectiveness and efficiency of the services proposed.

Proposals received in response to this RFP will be evaluated in several stages. Staff will initially screen the proposals to assure compliance with all requirements of the RFP and all relevant federal and state laws. Proposals not meeting the minimum requirements shall be deemed non-responsive and will be automatically disqualified.

An evaluation committee comprised of parties with expertise in the services intended in this RFP will review and score proposals according to the criteria and assigned points specified above. The committee shall not include potential contractors, and no committee member may apply or assist others in applying for this contract. The County reserves the right to seek clarifying or additional information from applicants, potentially including site visits or

agency interviews. An applicant may not be recommended for funding, regardless of the merits of the application submitted, if it has a history of contract non-compliance with the requirements of Marin County Department of Health and Human Services or other funding source or poor past or current contract performance with any HHS or other funding source. The applicant may be given a provisional award with the stipulation that special terms and conditions regarding the areas of concern will be a part of the contract.

Following the evaluation and selection process, staff will negotiate with successful respondents to determine the contract terms and conditions. County reserves the right to reject or to seek modification of any offer if, at the County's sole discretion, the offer does not meet the overall service and performance objectives. No award is final until the respondent and the Marin County Board of Supervisors have signed a contract.

## **IX. NOTICE OF AWARD AND POST AWARD**

Contract award will be announced on **Monday, March 11, 2019**. All Applicants will be notified of the award decision by e-mail with a hard copy to follow by post.

Once the notice of award has been issued, the provider(s) selected will be contacted to execute the County's standard contract. At that time, the selected provider(s) and the County may discuss adjustments to the budget and the scope of work. No other provisions of the County's standard contract will be negotiated. Refer to Section XVI.iv., for a copy of the same.

All applicants awarded a contract under this bid process will be required to adhere to the reporting requirements set forth by Aging and Adult Services, as well as to provide any additional data needed to satisfy other County, state or federal reporting requirements.

Award of a contract under this process does not preclude the County from conducting another RFP process for these services at a future date.

## **X. PROTEST PROCEDURE**

Within five calendar days of the issuance of a notice of intent to award the contract, any Applicant that has submitted a proposal and believes that Aging and Adult Services has incorrectly selected another Applicant for award may submit a written notice of protest. The notice of protest must include a written statement specifying in detail each and every ground asserted for the protest. The protest must be signed by an individual authorized to represent the Applicant, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the Applicant must specify facts and evidence sufficient for the County to determine the validity of the protest.

### **A. Delivery of Protest**

All protests must be submitted in writing and received by 4.00 p.m. PST on Tuesday, March 19, 2019 at the following address:

Marin County Department of Health and Human Services,  
Aging and Adult Services  
10 North San Pedro Road  
San Rafael, CA 94903  
Attention: Lee Pullen, AAA Director

If a protest is mailed, the Applicant bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the date the County received the protest. Protests or notice of protests made orally (e.g., by telephone) or via e-mail will not be considered.

#### B. Protest Decision

The appeal will be reviewed by Lee Pullen, Director, Area Agency on Aging/Aging and Adult Services. The decision of the Director on the protest is final and will be sent to the protesting Applicant by email with a hard copy to follow by post.

### **XI. COSTS OF PREPARING AND OWNERSHIP OF PROPOSALS**

Costs for developing proposals are solely the responsibility of applicants. The County will not provide reimbursement for such costs. The proposal documents shall become the property of the County upon submission.

### **XII. CONFIDENTIALITY**

Applicants acknowledge and agree that the County is a public agency subject to the disclosure requirements of the California Public Records Act ("CPRA"). If Applicant's proprietary information is contained in documents or information submitted to the County, and Applicant claims that such information falls within one or more CPRA exemption, the Applicant must clearly mark such information "CONFIDENTIAL AND PROPRIETARY" and identify the specific lines containing such information.

In the event of a request for such information, County will make reasonable efforts to provide notice to Applicant prior to any disclosure. If Applicant contends that any documents are exempt from the CPRA and wishes to prevent disclosure, then Applicant is required to obtain a protective order, injunctive relief or other appropriate remedy from a court of law in Marin County before the County's deadline to respond to the CPRA request. If Applicant fails to obtain such remedy, County may disclose the requested information without penalty or liability.

Applicant further agrees that it shall defend, indemnify and hold County harmless against any claim, action or litigation (including but not limited to all judgments, costs, fees and attorneys' fees) that may result from deniable by County of a CPRA request for information arising from any representation, or any action (or inaction) by the Applicant.

### **XIII. MOST FAVORABLE TERMS AND INCORPORATION OF PROPOSAL**

The County and AAS reserve the right to make an award without further discussion of the proposal submitted. Therefore, proposals should be submitted initially with the most favorable terms that the applicant can propose. After submission of the application and closing of the application period, no information other than what is outlined in this RFP will be released, until an award becomes final. Applicants should be prepared to accept the terms of this RFP for incorporation into any contract resulting from the RFP, as well as any terms and conditions required by the state and federal laws for this RFP.

### **XIV. LIMITATIONS AND COUNTY RESERVATION OF RIGHTS**

This RFP does not commit the County to award a contract or to procure or contract for services, and is in no way an agreement, obligation, or contract between County and any applicant. At its discretion, County reserves the right to accept or request any proposal or all proposals submitted in response to this RFP, or to cancel in part or in its entirety this RFP if it is in County's best interest to do so. The County reserves the right to split the award in any manner deemed most advantageous to the County, as well as to increase or decrease the award amount.

In an effort to reach a decision concerning the most qualified applicant, the County reserves the right to evaluate all factors it deems appropriate, whether or not such factors have been stated in the RFP.

The County reserves the sole right to interpret, change or terminate any provision of the RFP at any time prior to the submission date. Any such interpretation or change shall be in the form of a written addendum and shall become part of the RFP. The County also reserves the right to accept and reject any or all of the RFP, cancel the RFP in whole or in part, or terminate the process and elect to operate by other means.

### **XV. ADMINISTRATIVE AND LEGAL REQUIREMENTS**

- A. **Jurisdiction and Venue:** All matters related to this RFP and any subsequent contract shall be governed by and in accordance with the substantive and procedural laws of the State of California and venue shall be in the County of Marin.
- B. **Non-Appropriations:** The County's performance and obligation to fund the contract arising from this RFP process are contingent upon the availability of funds from the sources identified in this RFP. Should these funds not be appropriated or otherwise made available to County, any contract entered into pursuant to this RFP will be terminated with respect to any payments for which such funds are not available.
- C. **Anti-Discrimination:** The County does not discriminate on the basis of sex, race, color, religion, disability, gender, marital status, or nation origin in employment or in its educational programs and activities. All matters and subsequent contract will comply with the anti-discrimination and anti-harassment mandates of all Federal, State and local statutes, regulations and ordinances including but not limited to County of Marin Personnel

Management Regulation (PMR) 21.

- D. **Insurance:** The County requires that all contractors carry \$1,000,000 in liability insurance (\$2,000,000 aggregate). The County must be named as additional insured, and specific language must be included on the signed endorsement to the policy. The required insurance coverage requirements include automobile insurance and is described in the County of Marin's Standard Professional Services Contract, (refer to Section XVI; List of Attachments and Links). *It is strongly suggested that applying entities be certain of the ability to secure this insurance and verification prior to submitting an Application.*
- E. **Payment:** Contractor's payment will be made following county's receipt of a timely, accurate and accepted invoice to be submitted no later than the 10<sup>th</sup> of the following month. Services will be reimbursed according to a fee for service model for contracted services provided on the monthly invoices, not to exceed the total contract amount. It is the responsibility of the contractor to track expenditures and any services provided by contractor and/or subcontractors. Expenses that exceed the annual allocation will not be reimbursed.
- F. Applicant must be legally authorized to conduct business in the State of California and have established administrative and program resources to provide services in Marin County. The applicant must also have appropriate federal, state and local permits or certifications necessary to perform the services that are the subject of this RFP.
- G. Prior to executing a contract, the applicant (and any subcontractors/partners) must be able to provide the following written policies and procedures that comply with and are otherwise acceptable to the federal, state and local statutes, laws, regulations, and ordinances:
  - a. Conflict of interest policy for staff and governing boards.
  - b. Grievance procedure for customers and clients.
  - c. Does not discriminate against nor deny employment or services to any person on the grounds of race, color, religion, sex, national origin, age, disability, citizenship, political affiliation or belief.
  - d. Complies with the 1990 ADA.
- H. Applicants must have proven fiscal capacity including capacity for fund accounting.
- I. Applicants must have access to non-County funds sufficient to cover any disallowed costs that may be identified through the audit process.
- J. Applicants must agree that state, federal, and local monitors or auditors may review provider facilities and relevant financial and performance records to ensure compliance with funding requirements.
- K. Applicants must be eligible to receive Federal funds.
- L. Applicants must have the demonstrated ability to collect outcome data, which measure performance to plan.

M. If applicable, Contractor shall maintain medical records required by the California Code of Regulations. Notwithstanding the foregoing, Contractor shall maintain beneficiary medical and/or clinical records for a period of ten (10) years, except that the records of persons under age eighteen (18) at the time of treatment shall be maintained: a) until one (1) year beyond the person's eighteenth (18th) birthday or b) for a period of ten (10) years beyond the date of discharge, whichever is later.

Applicants who do not meet these minimum requirements shall be deemed non-responsive and will not receive further consideration. Any application that is rejected as non-responsive will not be evaluated and no score will be assigned.

## **XVI. LIST OF ATTACHMENTS AND LINKS**

- i. Attachment A: Application Face Sheet & Checklist
- ii. Attachment B: Narrative Response Form
- iii. [Program Budget Form](#)
- iv. [Contract Template](#)
- v. [Aging and Adult Services Sanction Policy](#)

## **XVII. ADDITIONAL DOCUMENTS REQUIRED FOR REVIEW**

The following links outline the program requirements and regulations governing Title III E. Copy and paste the link to your web browser to access the document. Applicants must review these documents and make sure you understand the program requirements before submitting an application.

- i. [Older Americans Act - Title III E](#)
- ii. [Title 22 California Code of Regulations](#)
- iii. [California Department of Aging Federal and State Grant Terms and Conditions](#)
- iv. [Office of Management and Budget Circular 133](#)

# ATTACHMENT A: APPLICATION FACE SHEET AND CHECKLIST

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

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Website (if applicable): \_\_\_\_\_ Fax: \_\_\_\_\_

Executive Director: \_\_\_\_\_ Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Total Grant Request (**July 1, 2019 – June 30, 2020**): \$ \_\_\_\_\_

This application package includes the following (check all items included in Applicant's response package):

- Cover letter
- Completed Application Face Sheet (Attachment A)
- Blank Scoring Sheet (Attachment B)
- Narrative Response (Attachment C)
- Program Budget (Attachment D)
- Letters of Support
- One original, four copies, and one electronic copy on a USB device

I, the undersigned am an official authorized to bind the Applicant to this Response to the Request for Proposal. I understand that the Department of Health and Human Services, Aging and Adult Services (AAS) reserves the right to modify the specifics of this application at the time of funding and/or during the contract negotiation; that no officer, employee or agent of AAS, exercising any function or responsibility in connection with the proposed services contract or with planning or carrying out any agreement relative to this proposal has any personal financial interest, direct or indirect, in the operation of the Applicant; that a contract may be negotiated for a portion of the amount requested; and that there is not contract until a written contract has been signed by both parties and approved by all applicable County agencies and agents.

Signature of authorized representative(s):

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## **ATTACHMENT B: NARRATIVE RESPONSE FORM**

**Please provide complete and concise responses to the following questions. Limit your responses to no more than 12 pages total, including this Narrative Response Form.**

### **ORGANIZATIONAL CAPACITY (3 PAGES MAXIMUM); AVAILABLE POINTS: 25**

1. Provide a summary of the proposed program and describe how it will enhance and strengthen family caregiving in Marin County. Identify and explain the appropriateness of planned services and how they fit the program goals.
2. Discuss the needs, problems, service gaps and barriers facing family caregivers in Marin County. Include demographic and geographic data relevant to the program proposed. Describe the religious, cultural, income and language considerations affecting the potential population.
3. Describe the organization's experience in coordinating with local and regional community services to integrate the service delivery system in Marin County. Provide specific examples of how these efforts have led to increased opportunities for family caregivers to access services. If submitting a collaborative proposal, describe the nature and roles of relationship(s) with other organization(s).
4. Describe the organization's experience in providing community-based services to family caregivers in Marin County. Document the number and the characteristics of individuals being served by type of service in Marin County. Explain how the family caregiver program is clearly distinguished from other services provided by the organization.

### **PROGRAM DESIGN AND APPROACH (6 PAGES MAXIMUM); AVAILABLE POINTS: 40**

1. Provide a summary of the proposed program and describe how it will enhance and strengthen family caregiving in Marin County. Identify and explain the appropriateness of planned services and how they fit the program goals.
2. Identify overall **goals** of the proposed program. Describe specific measurable outcome-based **objectives**, with timelines, that will support the fulfillment of the established program goals.
3. Identify the **services** (see Section II of this RFP: FCSP 5 Support Service Categories and Services table) proposed, along with the **number of units** for each service planned.
4. Describe methods for which the effectiveness of the program will be evaluated. Identify ways the agency will measure the impact of services on the health/well-being, skills, knowledge, and other factors that support caregivers. Identify strategies the agency plans to use to continuously improve the quality of the program.

5. Describe the outreach/marketing methods the organization intends to employ to generate participation in the program. Identify strategies to reach caregivers who have not previously been served by the program, include timelines and measurable outcomes.
6. Describe collaboration efforts with other providers. Specifically elaborate on the collaboration with registry services to ensure that family caregivers will have access to a list of potential paid caregivers they could employ.
7. Describe how Applicant is going to partner with Aging and Adult Services' Information, Assistance, Referral Program in order to improve coordination of outreach activities and increase family caregivers' access to resources in the community.

**ADMINISTRATIVE AND FISCAL QUALIFICATIONS (3 PAGES MAXIMUM);**  
**AVAILABLE POINTS: 35**

1. Describe the organizational structure and proposed job descriptions and duties of paid staff and volunteers in the program.
2. Discuss how the organization will comply with data and fiscal reporting requirements
3. Describe the organization's current accounting system, including the following: areas and frequency of accounting for receivables and payables; payroll processing; financial statement preparation and internal/external auditing.
4. Describe a plan for maintaining service delivery during a disaster/emergency.
5. Describe the system for collecting voluntary contributions for services. Describe how program income will be distributed.
6. Describe the organization's ability to provide cash match and in-kind support.
7. Using the enclosed budget format and comprehensive narrative, describe the proposed program budget.