



Tennessee Home and Community Based Services Network

SENIOR CENTER APPLICATION

TO DELIVER
SENIOR CENTER SERVICES UNDER OAA

Application Deadline: Friday, March 6th, 2026 - 4:30pm

Contract Period: July 1, 2026 – June 30, 2030

To apply, please observe the following instructions:

- **Submit this form and its entirety, along with attachments to rfp@ftaaad.org**

Questions?
Please contact:
Alice Peterson, Fiscal Manager
apeterson@ftaaad.org

Purpose of Senior Centers

Through the Older American's Act, the First Tennessee Development District (FTDD), Area Agency on Aging and Disability (AAAD) serves as the agency designated by the Tennessee Department of Disability and Aging to administer a comprehensive and coordinated system of services for adults aged 60 and over and adults with disabilities, including Senior Centers, as a part of the system within the boundaries of a defined planning service area (PSA). FTDD, AAAD will carefully take into consideration when choosing a site giving preference to location in areas with the greatest incidence of older individuals with social or economic need, with particular attention to low-income older persons (including low-income minority, older individuals, older individuals with limited English proficiency, and older individuals living in rural areas). Special consideration will be given to transportation accessibility, neighborhood safety and security of participants and staff, convenience for collocation of services, and availability of supportive and nutritional services to be provided at the Senior Center.

The Senior Center shall target state and federal resources to meet the needs of adults aged 60 and over with the greatest economic and/or social need with particular attention to low-income minority persons.

Organizations eligible for state and federal funds for the operation of a senior center must be chartered in the State of Tennessee as a non-profit corporation or be a division of a city or county government. Eligible organizations may host a virtual Senior Center. A Senior Center which is part of a city or county government must operate in accordance with policy and procedures of the city or county government. Governmental agencies must be created by statute, resolution, or ordinance.

If the Senior Center is a part of a city or county government, the city or county government must have policy and procedures that address the administrative and fiscal policies that govern the operation and management of the Senior Center.

If the Senior Center is chartered as a non-profit corporation, the Senior Center must have a governing entity that is responsible for the overall operation and fiscal integrity of the organization with a written set of bylaws that defines the governing entity and establishes its organizational structure. The governing entity is a group of individuals responsible for the administration and fiscal integrity of the Senior Center and the Senior Center's policy and procedures, programs, and services. The bylaws shall include the roles and responsibilities of the governing entity, Senior Center director, staff, participants, and fiscal integrity and responsibilities.

Funding sources include the State of Tennessee's Options for Community Living and the federal Older Americans Act Title IIIB, Title IIID, and Title IIIE programs. The following is a brief description of each program:

1. Tennessee's Options for Community Living Programs are designed to enable consumers to live independently in their homes by providing a limited amount of services such as homemaker services, personal care services and/or home delivered meals. With the assistance of these limited services, along with the support of family and others, the consumer may be able to avoid or prolong admission into institutional care. For the purpose of this RFP, the programs' funding will be used to provide case management.
2. The Older Americans Act (OAA) Title IIIB focuses on supportive services for older adults enhance the capacity of older individuals to remain self-sufficient and live independently in their

communities. The services funded under Title III-B include transportation, home care, case management and information and assistance, which are essential for supporting the needs of older adults and their caregivers.

3. The Older Americans Act (OAA) Title IIIC1 and Title IIIC2 programs provide nutrition services including congregate (IIIC1) and home-delivered meals (IIIC2) for persons age 60 and over. Services are designed to promote the health and well-being of older individuals by assisting them in gaining access to nutrition and other disease prevention and health promotion services to delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior. Title IIIC services are targeted to older individuals with the greatest economic need, with particular attention to low-income minority individuals, those with the greatest social needs and those residing in rural areas.
4. Title IIID under the Older Americans Act focuses on health promotion and disease prevention programs for older adults. Evidenced-based programs aim to improve the health and well-being of seniors, helping to reduce disability and injury.
5. The National Family Caregiver Support Program (NFCSP) provides an infrastructure of program resources and assistance for family caregivers, grandparents, and older individuals who are relative caregivers through the designated AAAD, its service providers and other appropriate consumer organizations. In accordance with program directives, information, assistance, and counseling can be provided to any caregiver, but respite and supplemental services are limited to caregiver support for older individuals who are unable to perform at least two activities of daily living, or, due to a cognitive or other mental impairment require substantial supervision. Priority is to be given to older individuals and families with the greatest social and economic need, with particular attention to low-income older individuals and older individuals caring for persons with severe disabilities.

General Requirements of Senior Centers

The following general requirements apply to all Senior Centers delivering services under OAA:

1. **GSN/GEN:** The Senior Center shall target state and federal resources to meet the needs of adults aged 60 and over with the greatest economic need and/or greatest social need with particular attention to low-income minority persons. *DDA Aging and Disability Program & Policy Manual, 5-3*
Service Providers shall specify how they will satisfy the service needs of those identified as in greatest social need, with a focus on low-income minority individuals in the service area. This includes attempting to provide services to low-income minority individuals at least in proportion to the number of low-income minority Older Individuals and family caregivers in the population serviced by the provider. *DDA Aging and Disability Program & Policy Manual, 4-2-.09(2)(a)*
2. **Eligible Organizations:** Organizations eligible for state and federal funds for the operation of a senior center must be chartered in the State of Tennessee as a non-profit corporation or be a division of a city or county government. *DDA Aging and Disability Program & Policy Manual, 5-4*

3. **City/County Government:** A Senior Center which is part of a city or county government must operate in accordance with policy and procedures of the city or county government. Governmental agencies must be created by statute, resolution, or ordinance. The city or county government must have policy and procedures that address the administrative and fiscal policies that govern the operation and management of the Senior Center. *DDA Aging and Disability Program & Policy Manual, 5-4*
4. **Non-profit:** A Senior Center which is chartered as a non-profit corporation must have a governing entity that is responsible for the overall operation and fiscal integrity of the organization with a written set of by-laws that defines the governing entity and establishes its organizational structure. *DDA Aging and Disability Program & Policy Manual, 5-4-.01*
5. **Annual Report:** The Senior Center must submit an annual report to the AAAD. Non-profit Senior Centers must also include a copy of the Senior Center's 990 Form for the most recent fiscal year. (Note: these are also requirements of the TN Secretary of State for Non-Profit Corporations.) *DDA Aging and Disability Program & Policy Manual, 5-4-.04*
6. **Satisfaction Survey:** The Senior Center must administer a satisfaction survey and submit the results to the AAAD annually. *DDA Aging and Disability Program & Policy Manual, 5-4-.05*
7. **Postings:** The Senior Center must post: Participant Grievance Procedures, Title VI Civil Rights Notice, Equal Employment Opportunity Poster, Public Accountability Poster (800# TN Comptroller's Office), Call 911 for Emergency, Location of First Aid Kits, and Monthly Calendar of Events. *DDA Aging and Disability Program & Policy Manual, 5-5-.03*
8. **Match:** The Senior Center must provide a ten percent (10%) local match for all federal funds and a fifty percent (50%) match for all state funds. *DDA Aging and Disability Program & Policy Manual, 5-6-.01*
9. **Non-Discrimination:** The Senior Center must assure that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of services or in the employment practices of the Senior Center on the grounds of handicap or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. The Senior Center shall, upon request, show proof of nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination. *DDA Aging and Disability Program & Policy Manual, 5-5-.01*
10. **Fiscal Integrity:** The Senior Center must have policies and procedures to ensure fiscal integrity of the organization. *DDA Aging and Disability Program & Policy Manual, 5-6*
11. **Participant Registration Form:** The Senior Center must record participant information using the questions on the Participant Registration Form and must enter it into the state-approved database and update as changes occur. Some AAADs may require Senior Centers to update annually to ensure that their membership contact information is kept up to date. *DDA Aging and Disability Program & Policy Manual, 5-8(1)*

12. **Documentation:** The Senior Center shall document individual participation. *DDA Aging and Disability Program & Policy Manual, 5-8(2)*
13. **Background Checks:** Senior Centers shall comply with Tennessee Code Annotated § 52-2-1002 on completing background checks for employees and volunteers. *TCA § 52-2-1002*
14. **Compliance:** All provider agencies will comply with all federal and state laws and regulations. *DDA Aging and Disability Program & Policy Manual, 2-4-.01(2)(e)*
15. **Authorization:** Service providers may expend federal and state funds only for those services for which they have received authorization through a contract with the AAAD. *DDA Aging and Disability Program & Policy Manual, 14-2-.09(2)(g)*
16. **Service Description Adherence:** Service providers receiving state appropriations or OAA funds must comply with DDA contracting guidelines, program standards and service descriptions. *DDA Aging and Disability Program & Policy Manual, 4-2-.04(1)(b)(ii)*
17. **Eligibility:** Services shall be provided only to consumers who meet eligibility criteria. *DDA Aging and Disability Program & Policy Manual, 14-2-.02(1-2)*
18. **Gratuities/Favors:** No service provider agent shall solicit or accept gratuities, favors, or anything of monetary value from a consumer, service provider, contractor, or potential contractor. *DDA Aging and Disability Program & Policy Manual, 4-2-.04(1)(h)(i)*
19. **Confidentiality:** Each service provider must have procedures to protect the confidentiality of information collected about consumers. The procedures must ensure that no information about a consumer is obtained or disclosed by a service provider in a form that identifies the person without the “informed written consent” of that person or of his or her legal representative. Disclosure may be allowed by court order, or when securing client-related services, benefits, or rights. All consumer information must be maintained in controlled access files. (Exception: A written release of information when making a referral for Adult Protective Services is not required.) *DDA Aging and Disability Program & Policy Manual, 2-6-.10*
20. **Insurance:** Each service provider shall either provide a statement of self-insured status or procure and maintain payment of premiums on policies of insurance coverage to (A) adequately protect personal and real property whose acquisitions cost was borne in whole or in part as a direct charge to Title III or state funds from loss or damage; and (B) adequately cover all claims which may arise related to accidents involving personal injuries and/or use of products and services under the area plan. *DDA Aging and Disability Program & Policy Manual, 2-6-.07*
21. **Bond:** All service providers must obtain sufficient bond coverage for protection of the AAAD and DDA from theft, forgery, embezzlement, and fraud losses by the service provider agency, any of its agents or employees, full or part-time. *DDA Aging and Disability Program & Policy Manual, 2-6-.07*

22. **QA:** Quality Assurance will be an ongoing process in which all entities including DDA, AAAD, service providers and consumers will play a role. *DDA Aging and Disability Program & Policy Manual, 14-2-.09(1)(c)*
23. **Monitoring:** Service providers will be monitored by the AAAD at least annually using monitoring tools approved by DDA that are based on DDA's Aging Program and Policy Manual. *DDA Aging and Disability Program & Policy Manual, 18-1-.01*
24. **Voluntary Contributions:** Service providers shall provide service recipients with an opportunity to contribute to the cost of their service. Services shall not be denied because the older individual or family caregiver will not or cannot make a voluntary contribution. *45 CFR §1321.9 & DDA Aging and Disability Program & Policy Manual, 14-2-.09(2)(b)*
25. **Emergencies:** Service providers shall, where feasible and appropriate, make arrangements for the availability of services to older individuals and family caregivers in weather-related and other emergencies. *DDA Aging and Disability Program & Policy Manual, 14-2-.09(2)(c)*
26. **Benefits:** Service providers shall assist participants in taking advantage of benefits under other programs. *DDA Aging and Disability Program & Policy Manual, 14-2-.09(2)(d)*
27. **Abuse/Neglect/Exploitation Reporting:** Service providers shall comply with all state laws relating to mandated reporting of abuse, neglect, and/or exploitation and shall immediately make a report to appropriate officials for follow-up, conditions or circumstances which place the individual, or the household of the individual, in danger. *DDA Aging and Disability Program & Policy Manual, 14-2-.09(2)(k)*
28. **Incorporation:** Service providers, either private for-profit or not-for-profit organizations, must be incorporated under the laws of the state in which their principal place of business is located. *DDA Aging and Disability Program & Policy Manual, 4-2-.04(1)(f), 2-5-.01(3-4)*

Service Definitions

The Senior Center must provide at least (1) one or more of the following services during hours of operation:

Health Education - Individual and/or group sessions that assist participants to understand how their lifestyle impacts their physical and mental health and to develop practices that enhance their total well-being. Includes programs relating to prevention and reduction of chronic disabling conditions, (including osteoporosis and cardiovascular disease), alcohol and substance abuse reduction, smoking cessation, weight control and stress management.

Physical Fitness and Exercise - Programs providing activities designed to improve strength, flexibility, endurance, muscle tone, reflexes, cardiovascular health and/or other aspects of physical functioning. Includes group exercise, and music therapy, art therapy, and dance-movement therapy including programs for multigenerational participation.

Recreation - Providing activities (structured or unstructured) which foster the health and/or social well-being of individuals through social interaction and the satisfying use of leisure time.

Education - Activities designed to assist individuals to acquire knowledge, experience, or skills; provided to a group of older persons regarding issues related to their health, welfare, or well-being. Includes sessions to increase awareness in such areas as nutrition, financial management/consumerism, crime or accident prevention, promoting personal enrichment, increasing or gaining skills of a craft or trade.

Telephone Reassurance - A telephone service to provide comfort or help to participants, usually staffed by volunteers.

Transportation (One Way Trip) – Provision of transportation for a person who requires help in going from one location to another using a vehicle. Does not include any other activity.

Case Management - Means a service provided to an older individual, at the direction of the older individual or a family member of the individual:

- by an individual who is trained or experienced in the case management skills that are required to deliver the services and coordination described in subparagraph; and
- to assess the needs, and to arrange, coordinate, and monitor an optimum package of services to meet the needs, of the older individual; and

Includes services and coordination such as—

- comprehensive assessment of the older individual (including the physical, psychological, and social needs of the individual);
- development and implementation of a service plan with the older individual to mobilize the formal and informal resources and services identified in the assessment to meet the needs of the older individual, including coordination of the resources and services—
 - with any other plans that exist for various formal services, such as hospital discharge plans; and
 - with the information and assistance services provided under the Older Americans Act;
- coordination and monitoring of formal and informal service delivery, including coordination and monitoring to ensure that services specified in the plan are being provided;
 - periodic reassessment and revision of the status of the older individual with—
 - the older individual; or
 - if necessary, a primary caregiver or family member of the older individual; and
 - in accordance with the wishes of the older individual, advocacy on behalf of the older individual for needed services or resources.

(Source: OAA)

Case Management (Caregiver) - Means a service provided to a caregiver, at the direction of the caregiver:

- by an individual who is trained or experienced in the case management skills that are required to deliver the services and coordination described in subparagraph; and
- to assess the needs, and to arrange, coordinate, and monitor an optimum package of services to meet the needs, of the caregiver; and

Includes services and coordination such as—

- comprehensive assessment of the caregiver (including the physical, psychological, and social needs of the individual);

- development and implementation of a service plan with the caregiver to mobilize the formal and informal resources and services identified in the assessment to meet the needs of the caregiver, including coordination of the resources and services—
 - with any other plans that exist for various formal services; and
 - with the information and assistance services provided under the Older Americans Act;
 - coordination and monitoring of formal and informal service delivery, including coordination and monitoring to ensure that services specified in the plan are being provided;
 - periodic reassessment and revision of the status of the caregiver; and
 - in accordance with the wishes of the caregiver, advocacy on behalf of the caregiver for needed services or resources.

(Source: OAA)

Policy/Guidance

All providers must comply with the program guidelines contained in the Tennessee Department of Disability and Aging Program and Policy Manual, as well as all applicable federal and state laws, regulations, and rules. The applicable chapter(s) of the manual related to the services for which you are applying are attached for reference.

Transportation Services

The following requirements apply to all Senior Centers delivering services under OAA (in addition to general requirements):

1. **Coordination:** Service providers shall assure that all services are coordinated with other appropriate services in the community, and that these services do not constitute an unnecessary duplication of services provided by other sources. 1 *DDA Aging and Disability Program & Policy Manual, 14-2-.09(2)(e)*
2. **Licensure:** Service providers shall be licensed in accordance with the regulations of the State prior to performing any services. *DDA Aging and Disability Program & Policy Manual, 4-2-.04(1)(c)*
3. **Data Collection:** Service providers shall have methods and procedures in place for the collection and reporting of individual specific data, and invoices and provide to the AAAD by the tenth (10th) day of the month following the month being reported. *DDA Aging and Disability Program & Policy Manual, 14-2-.09(2)(j)*

Evidence-based Health Promotion/Disease Prevention Services

Under the Older Americans Act (OAA), Title III, Part D, Section 361 (a), grants are made to States under State plans to implement evidence-based disease prevention and health promotion services and information at multipurpose senior centers, at congregate meal sites, through home-delivered meals programs, or other appropriate sites.

The Tennessee Department of Disability and Aging (DDA) administers OAA Title III-D programs and services through contracts with the FTDD, AAAD which enter into agreements with local service providers to deliver services within their communities. Program services are provided statewide by contractors and subcontractors.

General Requirements for Title III-D Evidence Based Services

The following general requirements apply to all Title III-D evidence-based health promotion/disease prevention services delivered under OAA:

1. Service providers may expend federal and state funds only for those services for which they have received authorization through a contract with the FTDD, AAAD.
2. Service providers receiving state appropriations or OAA funds must comply with DDA contracting guidelines, program standards and service descriptions.
3. Ensure participants are age 60 or older.
4. No service provider agent shall solicit or accept gratuities, favors, or anything of monetary value from a consumer, service provider, contractor, or potential contractor.
5. Each service provider must have procedures to protect the confidentiality of information collected about consumers. The procedures must ensure that no information about a consumer is obtained or disclosed by a service provider in a form that identifies the person without the "informed written consent" of that person or of his or her legal representative. Disclosure may be allowed by court order, or when securing client-related services, benefits, or rights. All consumer information must be maintained in controlled access files. (Exception: A written release of information when making a referral for Adult Protective Services is not required.)
6. Each service provider shall either provide a statement of self-insured status or procure and maintain payment of premiums on policies of insurance coverage to (A) adequately protect personal and real property whose acquisitions cost was borne in whole or in part as a direct charge to Title III or state funds from loss or damage; and (B) adequately cover all claims which may arise related to accidents involving personal injuries and/or use of products and services under the area plan.
7. All service providers must obtain sufficient bond coverage for protection of the FTDD, AAAD and DDA from theft, forgery, embezzlement, and fraud losses by the service provider agency, any of its agents or employees, full or part-time.
8. All service providers shall comply with Tennessee Code Annotated § 52-2-1002 on completing background checks for employees and volunteers.

9. Quality Assurance will be an ongoing process in which all entities including DDA, FTDD, AAAD service providers and consumers will play a role.
10. Service providers will be monitored by the FTDD, AAAD at least annually using monitoring tools approved by DDA that are based on DDA's Aging Program and Policy Manual.
11. All provider agencies will comply with all federal and state laws and regulations.
12. Service Providers shall specify how they will satisfy the service needs of those identified as in greatest social need, with a focus on low-income minority individuals in the service area. This includes attempting to provide services to low-income minority individuals at least in proportion to the number of low-income minority Older Individuals and family caregivers in the population serviced by the provider.
13. Service providers shall provide service recipients with an opportunity to contribute to the cost of their service. Services shall not be denied because the older individual or family caregiver will not or cannot make a voluntary contribution.
14. Service providers shall, where feasible and appropriate, make arrangements for the availability of services to older individuals and family caregivers in weather-related and other emergencies.
15. Service providers shall assist participants in taking advantage of benefits under other programs.
16. Service providers shall assure that all services are coordinated with other appropriate services in the community, and that these services do not constitute an unnecessary duplication of services provided by other sources.
17. Service providers shall be licensed in accordance with the regulations of the State prior to performing any services. Service providers providing in-home services (homemaker and personal care) must have a PSSA license or be licensed as a home health care agency.
18. Service providers shall comply with all state laws relating to mandated reporting of abuse, neglect, and/or exploitation and shall immediately make a report to appropriate officials for follow-up, conditions or circumstances which place the individual, or the household of the individual, in danger.
19. Service providers, either private for-profit or not-for-profit organizations, must be incorporated under the laws of the state in which their principal place of business is located.
20. Provide appropriately trained leaders, coaches, or instructors with evidence of proper certification or credentials to conduct specific evidence-based programs.
21. Have methods and procedures in place for the collection and reporting of data, including but not limited to, number of participants, number and type of workshops, location of workshops.
22. Provide financial reports to the FTDD, AAAD at least quarterly by the 10th day of the month following the quarter.
23. The program provided with Title III-D funds must either meet the requirements of ACL's Evidence-Based definition (found at *DDA Aging and Disability Program and Policy*

Manual, 15-1-.04) or be considered an “evidence-based program” by any operation division of the U.S. Department of Health and Human Services (HHS) and is shown to be effective and appropriate for older adults.

Evidence-Based Health Promotion/Disease Prevention Service Definitions

Health Promotion: Evidence-Based: Activities related to the prevention and mitigation of the effects of chronic disease (including osteoporosis, hypertension, obesity, diabetes, and cardiovascular disease), alcohol and substance abuse reduction, smoking cessation, weight loss and control, stress management, falls prevention, physical activity, and improved nutrition). Activities must meet ACL/AoA’s definition for an evidence-based program, as presented on the ACL website.

Policy/Guidance

All providers must comply with the program guidelines contained in the Tennessee Department of Disability and Aging Program and Policy Manual, as well as all applicable federal and state laws, regulations, and rules. The applicable chapter(s) of the manual related to the services for which you are applying are attached for reference.

SENIOR CENTER APPLICATION

Applicant Organization Name: City of Kingsport/Kingsport Senior

Mailing Address: 415 Broad Street, Kingsport, TN

Office Address: 1200 East Center

Contact: Shirley

E-Mail Address: Shirleyabuchanan@kingsporttn.gov

Telephone: 423-392-840

Emergency Contact (Name & #): Shirley Buchanan

Fiscal Contact (Name & #): Jessica Vaughn, 423-229-9331

Date of Application: 03/05/2026

Employer ID # 62-6000323

I. Cover Letter

Applicant must provide a cover letter signed by an authorized individual submitting the proposal on behalf of their agency. This letter includes:

- a) A statement that the accompanying application is in response to this RFP.
- b) A statement that the applicant is willing, if selected, to execute a contract with the FTDD, AAAD.
- c) A statement identifying the individual(s) authorized to finalize a contract with the FTDD, AAAD on behalf of the Applicant

II. Organizational Structure and Information (Please provide a W-9)**

Indicate the entity type:

<input type="checkbox"/> Minority owned/ operated	<input type="checkbox"/> Small business	<input type="checkbox"/> For Profit Corporation	<input type="checkbox"/> Non-Profit Organization
<input type="checkbox"/> Faith-Based Organization	<input type="checkbox"/> Women owned / operated	<input checked="" type="checkbox"/> Government	<input type="checkbox"/> None of the above

1. Provide a list of the present membership of the Board of Directors or other governing body of the applicant. The list must include each member's name, address, sex, race and

whether he or she is a person with a disability. Also include the method used for selecting and replacing board members.)

- a. Date Established: 1917
- b. Place of Establishment: City of Kingsport
- c. State where Licensed/Incorporated: Tennessee

III. License, Certification, Permits, and Accreditation

Provide copies of all required licenses, certifications, permits, and accreditation required by the state or federal governments, including the following:

- a. A copy of any licensures related to the proposed services (i.e., PSSA, etc.) N/A
- b. Any required business license (i.e., 501(c), etc.) W-9 Attached
- c. A copy of the Applicant's current Certificate of Insurances and Workers Compensation (i.e., Liability and Bond, etc.)
- d. A copy of most recent PSSA or other licensing entity's monitoring report N/A

IV. History, Experience, and Mission

Provide the following information about the Applicant's history, experience, and mission:

- a. A brief history of the Applicant and its service delivery system for any proposed services. Attached
- b. Provide a list of current membership of governing body. Attached
- c. The number of years the Applicant has been in business. 65 years
- d. Organization Chart [for overall agency and single organization unit responsible for delivering proposed service(s).] (including governing body, if applicable) Attached
- e. The Applicant's mission statement, values, and guiding principles Attached
- f. Describe organizational experience in working with older persons and/or adults with disabilities.

The Kingsport Senior Center is owned and operated by the City of Kingsport. It is not governed by a Board of Directors rather a Board of Mayor and Alderman. The Senior Center has an Advisory Council that consists of 11 voting members and 2 ex-officio members. The Advisory Council is appointed by the Mayor of Kingsport for a term of two years and can be re-appointed three consecutive terms. The Advisory Councils Duties and Responsibilities are as follows:

The Advisory Council shall offer advice and make recommendations to the Senior Center staff to assist them in achieving goals, in implementing policies and procedures, and in identifying needs, service, problems and means of improving services to our senior population.

V. Personnel & Training

Provide the following information related to personnel and training:

- a) Identify the key personnel who will be involved with the program. Please make available upon request a resume for each of the key personnel. [Attached](#)
- b) Identify the supervisory structure related to proposed service delivery. [Attached](#)
- c) Describe the qualifications and required competencies for persons who will serve as direct service workers. Include job descriptions. [N/A](#)
- d) Include the proposed training approaches and curriculum to be used to keep staff current in service delivery and best practices in services and supports. [Senior Center staff attend local, regional, and national aging conferences and training each](#)

VI. Financial Capacity

Provide the following documentation to show the Applicant's financial management capacity:

- a) If available, the most recently completed audited financial statements of Applicant
If an audited financial statement is not available, you must provide the following information: <https://www.kingsporttn.gov/government/city-budg>
1. IRS tax reporting forms / tax return is appropriate for the submitting organization.
2. A current written bank reference, in the form of a standard business letter, indicating that the applicant's business relationship with the financial institution is in positive standing. [N/A](#)
3. Two (2) current written positive credit references in the form of standard business letters from vendors with which the applicant has done business, or documentation of a positive credit rating determined by an accredited credit bureau within the last six (6) months. [N/A](#)

VII. Assurances & Certifications

By signing this application, the Applicant agrees:

- To certify that, under penalty of perjury, your provider organization has completed this Provider Application independent of any outside influence which may result in your receiving privileged information about this RFP.
- To certify that this RFP factually represents your administrative capabilities and proposed services, and that if your organization is approved, you agree to abide by the terms and conditions of the Provider Contract.
- To certify that if your organization is approved, you agree to contract with the FTDD, AAAD for services at your usual and customary charges not to exceed the maximum charges outlined in this provider application.
- To certify that your organization is in compliance with the specific Service Description and Standards required by the State for each proposed service activity.

- To certify that your organization has written policies regarding the following:

• Personnel Policies	• Affirmative Action Policy
• Non-discrimination in Hiring Policy	• Confidentiality Policy
• Non-discrimination in Service Delivery Policy	• Civil Rights Compliance Policy (Title VI and VII)
• ADA Compliance Policy	• Certification Regarding Lobbying
• Drug Free Policy	• Prohibition on Illegal Immigrants Policy

- To certify that your organization has secured all required licenses, certifications, permits and accreditation (as required by the State and/or Federal governments).

VIII. Service Delivery

- Provide a detailed narrative describing the applicant's service delivery plan and how all previously listed provider requirements will be met. [Attached](#)
- Explain the organization's policy process for conducting and maintaining documentation on criminal background checks for staff and volunteers involved in service delivery related to this Application. [Senior Center Follows TDDA](#)
- Explain the organization's policy process for conducting Customer Satisfaction Surveys and attach the results of your most recent Customer Satisfaction Survey Report showing the percentage of satisfied customers for the period. [The Center provides the surveys to the participants and then delivers them to the FTAAAD for evaluation](#)

IX. Targeting

[See Attached for most recent CSSR](#)

- OAA funds are used to serve individuals 60 years of age and older; however, its focus should be on serving persons with the greatest social or economic need.
- Explain, in detailed narrative format, the applicant's ability to reach the following individuals:
 - Low Income [The Kingsport Senior Center serves all seniors age 50 and older. The Center targets individual's with a focus of serving persons with the greatest social or economic need. Included in the focus are individuals that are low income, low income minority, rural, and have English limitation in the following ways:](#)
 - Low Income Minority
 - Rural
 - English Limitation

[Scholarships to seniors whose income falls below the Federal Poverty Level](#)

[Free Educational and Wellness Seminars, Classes, and Programs](#)

[Congregate Meal Site](#)

[Healthy Cooking Classes](#)

[Home Repair Classes](#)

[Spanish classes](#)

[Marketing \(targeting diverse seniors by using varied media outlets and locations\) \(ie\) Free Newsletter with listing of all Senior Center events, programs, classes, and seminars.](#)

[AARP Free tax preparation site](#)

[Free Medicare Part D enrollment program w/ individual help from pharmacy students.](#)

[Branch Sites that meet resident closer to where they live](#)

AUTHORIZATION FOR SUBMISSION

City of Kingsport / Senior Center

Legal Name of Applicant Agency

Submits this application as part of its response to the Request for Proposals solicited by the FTDD, AAAD. This application and all materials provided in response to the RFP will become part of any contract should the Applicant's proposal be selected.

Governing Entity Information

Executive Director Name: The City of Kingsport Mayor Paul Montgomery

Email: _____

Chairman Name: _____

Email: _____

The Executive Director, governing body Chairman, or CEO listed above has authorized my signature on behalf of the organization/agency for submission of this application.

I affirm that I am duly authorized to execute this document on behalf of the organization. My typed name below constitutes my electronic signature.

Printed Name: _____

Authorized Representative Title: _____

Date: _____

SCOPE OF WORK

APPLICANT AGENCY: City of Kingsport

(All services may not be available within each Area Agency on Aging and Disability. If you have questions about particular service availability, please contact the FTDD, AAAD.)

A. SUMMARY OF DIRECT SERVICE ACTIVITIES ***Check services to be provided:***

OAA TITLE III/STATE FUNDS

- Senior Center
- IIIC Congregate Meals/Home Delivered Meals
- IIID Evidence Based
- Case Management
- Transportation

B. SERVICE DELIVERY AREA(S):

**Northeast TN
Counties:**

- Carter
- Greene
- Hancock
- Hawkins
- Johnson
- Sullivan
- Unicoi
- Washington

Comments:

SENIOR CENTER - SCOPE OF WORK

I. STATUS PLAN/TARGETING

	Approximate Number of Individuals 60+ to be Served Yearly	Average Daily Attendance
Total Unduplicated Individuals	2000	200
Low Income	100	
Low Income Minority	20	
Rural	20	
English Limitation	4	

II. PROVISION OF SERVICES

Explain, in detailed narrative format, the types of activities and services that will be provided through the Senior Center and funded using Title IIIB funds to reach low income, low income minority, rural, and English limitation individuals.

[See Attached Annual](#)

TITLE IIID - SCOPE OF WORK

I. STATUS PLAN/TARGETING

	Approximate Number of Individuals 60+ to be Served Yearly	Average Daily Attendance
Total Unduplicated Individuals	50	10
Low Income	2	
Low Income Minority	2	
Rural	10	
English Limitation	4	

II. PROVISION OF SERVICES

Explain, in detailed narrative format, the types of activities and services that will be provided through the Senior Center and funded using Title IIID funds to reach low income, low income minority, rural, and English limitation individuals.

[See Attached Annual](#)

CASE MANAGEMENT - SCOPE OF WORK

I. STATUS PLAN/TARGETING

	Approximate Number of Individuals 60+ to be Served Yearly	Average Daily Attendance
Total Unduplicated Individuals	N/A	
Low Income		
Low Income Minority		
Rural		
English Limitation		

II. PROVISION OF SERVICES

Explain, in detailed narrative format, the types of activities and services that will be provided through the Senior Center to reach low income, low income minority, rural, and English limitation individuals.

TRANSPORTATION - SCOPE OF WORK

I. STATUS PLAN/TARGETING

	Approximate Number of Individuals 60+ to be Served Yearly	Average # of Rides
Total Unduplicated Individuals	350	10
Low Income	30	
Low Income Minority	10	
Rural	40	
English Limitation	4	

II. PROVISION OF SERVICES

Explain, in detailed narrative format, the types of transportation that will be provided. Please address the following within the narrative if applicable:

1. Average cost per ride.
2. Is one-on-one assistance provided? (i.e., stop to stop or door through door) N/A
3. What locations are allowable? (i.e., medical only, grocery store, beauty shop, pharmacy, etc.) N/A
4. What is their average wait time for pick up/drop off? N/A
5. What is the advance notice of need for a ride (3 days, 2 weeks, 1 day, etc.)?
6. Will they travel outside of the service area for an additional fee? (i.e., larger metropolitan area for specialized treatment) N/A
7. Is service based on income only? N/A
8. What is the complaint process? N/A
9. What is the customer service process? N/A
10. What is the screening process of drivers? All drivers are staff with

CONGREGATE MEAL SITE - SCOPE OF WORK

I. STATUS PLAN/TARGETING

	Approximate Number of Individuals 60+ to be Served Yearly	Average Daily Attendance
Total Unduplicated Individuals	N/A	
Low Income		
Low Income Minority		
Rural		
English Limitation		

III. PROVISION OF SERVICES

Explain, in detailed narrative format, the types of activities and services that will be provided through the Senior Center and funded using Title IIIC funds to reach low income, low income minority, rural, and English limitation individuals.

FTHRA Handles this we offer in kind space for the
program **PROVISION OF SERVICE**

A. SERVICE AVAILABILITY:

Days of Service: _____

Hours of Service Availability: _____

If the applicant agency has multiple offices, please attach a list to the application.

B. NAME OF SUB-CONTRACTOR (if any):

Mailing Address: FTHRA _____

Phone Number: _____ Email _____

(For each additional sub-contractor, attach listing with above information)

C. **QUALITY OF SERVICE:** The Provider shall deliver quality services to eligible consumers using an established quality assurance process to assess and maintain service standards.

D. **TRAINING:** The Provider will attend meetings or workshops sponsored by the Agency and the Tennessee Department of Disability and Aging, where appropriate and indicated.

E. SPECIAL CONTRACT CONDITIONS:

1. Attach a schedule of approved holiday closings.
2. Caregiver Training Only: Attach a training curriculum that includes class/session objectives along with a copy of the proposed training schedule for the twelve-month period.

Note: The scope of work for delivery of agreed upon services is a part of the contract and must be attached to both the Provider and the FTDD, AAAD copy of the contract.

RFPA EVALUATION AND SCORING

This Section is completed by Area Agency Staff only.

Total Points Earned: _____

Applicant Name: _____ Date: _____

Name of Individual Scoring Application: _____

RFPA Requirement	Points Possible	Points Earned	Comments
Minority or Women Owned Business	2		
Documentation of all required licenses to provide services	1		
Organizational information provided	1		
Record of accurate and timely billing	1-3		Fiscal staff can provide documentation of record
Staff Adequacy (as measured by missed visit track record)	1		Sufficient trained staff available (credentialed)
Record of accurate reporting	1		QA /HCBS Staff can provide documentation
Customer Satisfaction rate has been measured and documentation that 80% or more of consumers are satisfied with services	2		
Organization has been providing services to consumers for more than 1 year	1-3		1 point per year up to 3 years
Multiple county proposal	1 point per county		1 point per county covered in district
Organization has the capacity to reach all areas of the county they are proposing to serve	1		
Proposal would fill existing gap in services	3		
Only RFPA to fill an existing gap in services	5		
Cost to provide services is less than the maximum allowable rate	5		
Total			