

Exhibit B-1

Focal Point/Senior Center Deliverables

- I. **PURPOSE:**
To provide grant funds to help support Community Focal Points/Senior Centers within the Aging Best Planning and Service Area in compliance with the Older Americans Act, Missouri Code of State Regulations, all other applicable federal and state laws, and the requirements of “Agreement to Provide Deliverables.”

- II. **AGREEMENT PERIOD:**
July 1, 2022 through June 30, 2023

- III. **ELIGIBLE PERSONS:**
Persons 60 years of age or older

- IV. **RATE:**
 - A. Grant Funding Agreement applications will be considered to the extent funding sources are available in proposed service area

 - B. Grant Funding Agreement awards will be based on the proposed services to be provided and by the projected numbers of people served in a particular area, as determined by Aging Best.

 - C. Funds must be used within the term of the agreement.

- V. **SERVICE DEFINITIONS:**
 - A. Provider must comply with Federal and State Regulations and with Division of Senior and Disability Services/Aging Best standards now in force or under development. Providers will adhere to 19 CSR 15-4.010, 19 CSR 15-4.230, 19CSR 15-4.240, 19 CSR 15-7.010 and 19CSR 15-7.060 as applicable as well as all other applicable state and Federal regulations and laws.

 - B. This grant funding agreement opportunity is designed to assist in funding Community Focal Point/Senior Centers.

“Recognized by the Older Americans Act as a community focal point, senior centers have become one of the most widely used services among America’s older adults. Senior Centers serve as a gateway to the nation’s aging network - connecting older adults to vital community services that can help them stay healthy and independent (ncoa.org). Focal Points, as defined in the Older Americans Act are facilities

established to encourage the maximum collection and coordination of services for older individuals.”

- C. Services/Projects to be provided under this funding opportunity may include
1. Recreation
 2. Hospitality
 3. Supplemental nutrition through pantry and emergency staples food distribution
 4. Educational and informational programs and services
 5. Volunteerism
 6. Advocacy for senior priorities
 7. Availability of the facility for warming and cooling assistance
 8. Access to and partnership in health and wellness programs
 9. Provision of a location for Aging Best Care Coordination and Information and Assistance appointments
 10. Provision of facility for support group meetings
 11. Referral to Aging Best Care Coordination and information services
 12. Referral to additional local resources of service
 13. Telephone reassurance outreach to local seniors
 14. Potential participation in special project outreach, as offered by Aging Best
 15. Provision of pension protection, scam, and nutrition information
 16. Partnership with community organizations to expand outreach and value
 17. Basic operational expenses
 18. Provision of paid staff
 19. Packaging and delivery of home-delivered meals. *See Note* below*
 20. Hot congregate meals. *See Note * below*

*NOTE**: Any center requesting use of AAA funding for hot congregate and/or home delivered meals will be held to additional standards and regulations within the Older Americans Act and 19 CSR 15-4.010, 19 CSR 15-4.230, 19CSR 15-4.240, 19 CSR 15-7.010 and 19CSR 15-7.060, as well as all policies and procedures contained within the Aging Best Nutrition Services Manual (**Exhibit F**). The meal program is heavily regulated, with limited latitude. Ongoing monitoring and oversight by Aging Best is required to ensure compliance. Options for funding for those not interested in seeking Aging Best meal funding would include sponsorships from local businesses, fundraisers, contributions, and through modest set prices.

- D. Any programs or services provided through Older American’s Act (OAA) funding must follow all applicable regulations, laws, and rules. Provider will be monitored annually for compliance with 19 CSR 15-7.010.

- E. Under this agreement, grant funds may not be used for any of the following:
1. Capital improvements or large equipment purchases
 2. Facility upgrades and maintenance
 3. Equipment replacement and maintenance
 4. Utility assistance
 5. For any other purpose except for those specifically provided for herein

VI. **SERVICE STANDARDS:**

A. General Service Standards to be met by Provider

1. Provide and maintain hospitality in any and all situations regardless of race, creed, color, age, sex, sexual orientation, or national origin.
2. Assure priority is given to 60+ persons with the greatest economic or social need, minority status, limited English proficiency, or rural status. Priority is also given to frail, homebound or isolated older people.
3. Assure that persons under 60+ shall only have access to services if doing so would not deny services to a person 60+ (or of any age if married to a spouse 60+).
4. Make every effort to provide non-English speaking service recipients with a form of translation services.
5. Maintain regular “open hours” for older people to gain access a minimum of five (5) days a week. Exceptions are made for inclement weather or building repairs. Provider shall immediately notify Aging Best if scheduled hours of service are disrupted.
6. Maintain an adequate number of trained employees or volunteers to perform essential functions.

B. Organizational/Business standards to be met by Provider

1. Maintain 501(c)3 senior center status as a non-profit organization, if the organization was such at the time of the grant award
2. Use no grant funds to promote any religious activity as prohibited by law (19 CSR 15-7.010 (15)(D)). These events must not disrupt or displace any other activities. Political activities must occur within the bounds of 19 CSR 15-7.010 (18).
3. Submit daily documentation to Aging Best of specific services, as applicable (i.e., recreation units, volunteer telephone reassurance units, the announcements and distribution of Senior Medicare Patrol flyers, Pension Project, etc.).
4. Submit required monthly invoice documentation to Aging Best by the 5th of the following month, prior to receiving a monthly release of funding from the balance of the agreement.
5. Prepare and distribute (via social media, other forms of media, literature, newsletters, etc.) a monthly activity calendar, alerting older people of opportunities within the senior center and through the Aging Best partnership.

6. Maintain policies and procedures to resolve conflicts, which include a formal grievance procedure that assures no fear of retribution.
7. Agreement to follow Affirmative Action/Equal Opportunity Plan, where applicable.
8. Follow the best practices of Missouri Sunshine Law for transparency.

C. Collaborative Partnership Requirements to be met by the Provider

1. Refer people to Aging Best services, as appropriate--ensuring friendly, collaborative partnership in connecting people to additional Aging Best services.
2. Identify Aging Best support in any media, literature, presentations, or celebration events. Within the senior center building, prominently credit the Aging Best partnership by poster, in media and literature by mention and print.
3. Refer older people to Aging Best for assistance if the in-center meal has a set price, and such persons have challenges with paying this fee. If Aging Best staff indicate eligibility for in-center meal assistance, a limited number of "punch cards" may be provided by Aging Best to the qualifying people, to be presented at the time of meal purchase. The Provider is also required to make these punch cards available to others who wish to purchase them from the center (to alleviate the identification of special needs people).

Aging Best will work with the Provider to determine a reduced rate for the purchase of quantities of these cards to be distributed by Aging Best for the purpose of serving those people who qualify for assistance. The purchase of these bulk tickets will be paid by Aging Best over and above the base grant agreement.

4. Display, distribute, and announce Aging Best information and education materials as requested by Aging Best (such as Senior Medicare Patrol, Pension Project, Wellness Programs, etc.)
5. Maintain the security of any Aging Best property.
6. Provide access for Aging Best, as needed, to a HIPAA compliant space where Aging Best staff are able to conduct appointments beneficial to clients, such as Application Assistance, Medicare Counseling, and Care Coordination. (Requests for the use of such spaces shall be submitted to the Provider with reasonable notice so that arrangements for program space can be planned for and provided).
7. Cooperate, to the extent possible, with providing extended open hours when heat/cooling relief and community disaster assistance are needed.
8. The Provider shall develop and implement policies and a plan to work with the Agency regarding service delivery during times of natural disaster, such as earthquakes or floods and other crises that may arise, such as bombs, bioterrorism and/or pandemics. The plan shall include working with the local emergency operation centers for the affected areas and comply with all terms, conditions, and assurances related to natural disasters and man-made disasters.

D. Safety and Building Requirements To Be Met By Provider

1. Providers who contract with Aging Best shall, in the event of a local area weather disaster (tornado, ice storm, flood or straight-line wind), make that senior center facility available to federal state or local disaster agencies unless the facility is damaged to the extent that it is unsafe for use or occupancy.
2. Assure the presence of a person on-site trained in First Aid/CPR.
3. Maintain ADA compliance so that services, programs, and activities are readily available to people with disabilities during all open hours of service.
4. Maintain a safe building exterior, including parking lots and sidewalks.
5. Maintain building improvements, and equipment repairs/maintenance.
6. Maintain a clean, sanitary, and safe environment, subject to health department regulations and inspections, fire inspections, and all other local, county, state, and federal regulations that are applicable.
7. Prominently post within the building a yearly fire inspection and health inspection conducted by local or state inspectors.
8. Install and maintain an adequate number of smoke detectors and fire extinguishers throughout the center. Periodically check batteries in detectors and pressure in the extinguishers and document these checks.
9. Conduct and document regular fire/tornado drills.
10. Maintain all essential utilities for operations, i.e., electric, phone service, natural gas, Wi-Fi, Internet, water, trash, and pest control.
11. Prominently post within the building a written safety plan and evacuation map in multiple places. The safety plan shall include emergency numbers and what to do in the event of various emergencies (e.g., fire, earthquake, tornado, etc.).
12. Maintain a training file for each staff member and volunteer that documents the type of training, the number of hours of training provided and when the training was provided.
13. Ensure that all staff/volunteers can recognize situations of possible abuse, neglect, exploitation, or likelihood of serious physical harm involving older persons. All such instances should be immediately reported to the Elderly Abuse Hotline (1-800-392-0210).

E. Authorities/Liberties Reserved by Local Senior Center Leadership

1. Decisions regarding safety or risk of building openings/closings during inclement weather or any other such conditions.
2. Decisions regarding scope of operations during public health concerns.
3. Rental of any portion of Senior Center facilities, any time of day or day of the week, as long as no rental activity interferes with or hinders an Aging Best program being provided under current agreement.

4. Management of any Senior Center employees, in keeping with labor laws, regarding pay, benefits, holidays, PTO, taxes, etc.
5. Special programming activities
6. Fundraising activities and sponsorships
7. Setting reasonable, fixed prices for meals served within the center, provided this meal is not included in Aging Best Agreement reimbursement. Collecting and retaining those fees locally.
8. Liberty in establishing menus for any in-center meals, provided these meals are not included in Aging Best Agreement reimbursement.
9. Option to include potlucks and volunteer meal preparation in center activities.
10. Use of applicable food bank items (i.e., Food Bank for Central and Northeast Missouri, Ozarks Food Harvest, St. Louis Area Food Bank as applicable) food items for supplemental nutrition assistance to older people within the community of service--as long as there is no fee for this service, per food bank guidelines.
11. Management of center decor
12. Management of center events
13. Hours of operation, if operations or building accessibility includes portions of five days a week. In the event the center wishes to have less than five days a week in operations or accessibility, a waiver must be requested and approved ahead of time

VII. **SPECIAL PROVISIONS:**

A. Congregate Hot Meal Provision

1. A congregate hot meal is defined as one meal provided in a congregate center facility that meets 1/3 of the of the dietary Reference Intakes (DRI) as established by the Food and Nutrition Board of the National Research council of the National Academy of Sciences.
2. To be considered “eligible” under the provisions of this agreement, Congregate hot meals must meet all standards set forth in 19 CSR 15-4.010, 19 CSR 15-4.240, 19 CSR 15-4.250, 19CSR 15-7.005, 19 CSR 15-7.060 as well as all policies and procedures contained within the Aging Best Nutrition Services Policy and Procedure Manual.
3. Each recipient shall be provided with an opportunity to voluntarily contribute to the cost of the service. Contributions are highly regulated and procedures for handling contributions must comply with 19CSR 15-7.010 and all Aging Best policies and procedures. All contributions shall be reported to the Agency and will be classified as program income and invested back into the program through Aging Best.
4. The Provider shall be required to enter all client service information and units of service into the AgingIS client management system within one (1) business day of the service being provided. The Provider will also be responsible for uploading and attaching requested documentation and signatures to the participants’ electronic

- file. Each provider will be granted access to AgingIS by the Agency, who will cover associated fees and serve as the administrator.
5. The Provider understands that failure to properly input the correct data into the AgingIS system within the specified timeline may impact funding. The Agency will only disburse funds for those services that are authorized and correctly entered into the system in a timely manner.
 6. Client intake forms shall be re-assessed every year and data entered into AgingIS.
 7. Menus approved by a registered dietician or nutritionist shall be provided by Aging Best upon request. Any other menus used by the Provider must be preapproved to be considered eligible.
 8. Any hot congregate meal programs funded in whole or part through Older American's Act (OAA) funding must follow all applicable regulations, laws, and rules. Providers will be monitored by Aging Best for compliance with 19 CSR 15-7.010.
 9. The Provider must maintain a file on all paid employees, volunteers, and any persons who have access to identification of congregate meal services for inspection by Aging Best. Each file must include training, EDL clearance verification (as provided by Aging Best), as well as any applicable completed, signed applications and payroll information. Files must be kept in a HIPAA compliant manner (locked and secure).
 10. Provider shall maintain physical and perpetual inventory of food and related supply products.

B. Home Delivered Meals Provision

1. A home delivered meal is defined as a meal delivered to the residence of an eligible participant or other eligible individuals at the participant's place of residence, which complies with the Dietary Guidelines for Americans and meets 1/3 of the RDI for individuals aged 60 and older. One unit = one meal delivered.
2. In instances where the base grant agreement award includes the expectation that final packaging and delivery of all Home Delivered Meals (as authorized and supplied by Aging Best) are to be accomplished by the Provider, the following provisions must be met:
 - a. Provider shall service and deliver the frozen home meals provided by Aging Best to individuals assessed and preapproved to the service, within the geographical area established in this RFP.
 - b. If home delivered meal quantities exceed an expected number of meals (as established from previous performance or as established during the award period) additional funding may be preauthorized by Aging Best.
 - c. The Provider shall be required to enter all client service information and units of service into the AgingIS client management system within one (1) business

day of the service being provided. Provider will also be responsible for uploading and attaching requested documentation and signatures to the client's electronic file. Each provider will be granted access to AgingIS by the Agency, who will cover associated fees and serve as the administrator

- d. The Provider understands that failure to properly input the correct data into the AgingIS system within the specified timeline may impact reimbursements. The Agency will only reimburse for those services that are authorized and correctly entered into the system in a timely manner.
- e. The Provider must recruit adequate volunteers to complete home meal packing and delivery within the service area if this service is included in the grant agreement. Center must have a written plan for recruiting, training, supervising and terminating volunteers. Center must have a written job description for each position function and responsibility and the line of supervisory authority for each position paid and/or volunteer.
- f. The Provider must maintain a file on each Home Delivered Meal Driver and any persons who have access to identification of home meal service for inspection by Aging Best. Each file must include EDL clearance verification (as provided by Aging Best), as well as a completed, signed, and approved Aging Best Volunteer Application. Files must be kept in a HIPAA compliant manner (locked and secure). The file for drivers must also include current vehicle insurance and Driver's License.
- g. The Provider shall use only the frozen meals provided by Aging Best for this service.
- h. The Provider shall deliver meals in compliance with Aging Best meal route designations. Documentation of completed routes shall be entered into the AgingIS client system within one (1) business day of service delivery.
- i. The Provider must ensure that no one at the center (no volunteer, no meal driver, nor any other person) collects any contributions designated for or in appreciation of home meals. Federal regulations mandate that these funds go directly back into the home delivered meal program. A monthly mailing will be completed by Aging Best, to all home meal recipients, providing opportunity for them to contribute directly to Aging Best. If a donor wishes to contribute to home meal service, the Provider will provide the potential donor with contact information for Aging Best, along with an envelope provided by Aging Best for this purpose.
- j. The Provider shall maintain physical and perpetual inventory of meal products for the home meal service (i.e., bread, milk, desserts, frozen meals, packaging supplies, etc.).
- k. The Provider shall distribute nutrition education, as supplied by Aging Best, to home meal recipients on a quarterly basis.

1. The Provider must ensure the presence of adequate equipment for the home meal program:
 - i. Refrigerators kept at or below 41 degrees Fahrenheit for refrigerated products (verified by a thermometer kept in each unit, checked and recorded daily)
 - ii. Freezers at or below zero degrees Fahrenheit for frozen products (verified by a thermometer kept in each unit, checked and recorded daily)
 - iii. A designated hand-washing sink
 - iv. Insulated carriers for the delivery of home meals
 - v. Cleaning supplies are stored in a separate location away from food products
 - vi. Food products are stored at least 6" above the floor
 - vii. Dry storage is kept clean and well-organized
 - viii. Follow appropriate sanitation procedures in repackaging (e.g., frequent hand washing, gloves, hair nets).
 - ix. Check and record the temperature of the frozen meals and milk at the end of delivery on each route once a quarter. Retain these records.
 - x. Any home delivered meal program funded in whole or part through Older American's Act (OAA) funding must follow all applicable regulations, laws, and rules. Providers will be monitored by Aging Best for compliance with 19 CSR 15-7.010.

C. Special Project Expansion Provision

From time to time, Aging Best may be called upon to complete additional tasks for senior services. Every opportunity to engage Grant Funding Agreement centers in helping meet goals for such tasks will be welcome. When these opportunities arise, if monetary reimbursement is available to Aging Best for goal achievement, Aging Best will invite Providers to participate in reaching goals, as well as benefit by sharing in the reimbursement. The parameters for partnership in each special project will be presented case by case to the Provider for consideration. Such special projects may result in additional funds, over and above the original award.

VIII. **CONDITIONS FOR PAYMENT:**

- A. Grant funds will be paid out in monthly installments, not to exceed 1/12th of the total grant per month, throughout the term of the grant, as long as compliance with Agreement terms is maintained.
- B. Grant funds may only be applied to those services and expenses that are outlined within the final Agreement to Provide Deliverables, which includes all applicable exhibits.

- C. Monthly billing invoices shall be submitted to the Agency by the 5th day of the month for services delivered in the previous month.
- D. No payment will be made to the Provider for any services for which the Provider has been paid by another source.
- E. Additional expenses may be considered for reimbursement only if preapproved by the identified authorized Aging Best representative.
- F. Provider shall submit a performance report within two (2) months of the grant’s end date, outlining how grant funds were used and what outcomes were achieved.

IX. PROPOSAL EVALUATION CRITERIA:

The evaluation will be based on the following categories and respective weight criteria:

Experience	20%
Expertise	10%
Status (MBE/WBE)	10%
<u>Operational Approach/Quality Assurance</u>	<u>60%</u>
Total	100%

Explanations of the above criteria are as follows:

- a. *Experience* - Length of time the Provider has been in operation. Amount of experience includes types of activities or services provided, etc.
- b. *Expertise* - The capacity of Provider to provide proposed service. Are support staff qualified and are there enough to provide service? Is training appropriate for service?
- c. *Status* - Aging Best does not discriminate based on race, color, sex, national origin, age, military status, or disability. Women and/or minority owned businesses (WBE/MBE) are encouraged to participate.
- d. *Operational Approach/Quality Assurance* - The operational approach must adequately describe what is being proposed, how the proposed activity/program would operate, who would be operating it, what processes for compliance and quality assurance are in place, how does the Provider approach working with people, what is the Provider’s plan for sustainability?

Focal Point/Senior Center- Grant Funding Agreement -Supplemental Application

In addition to all documents requested in the RFP, Providers applying for Focal Point/Senior Center funding shall complete the following application questions and supply additional documents as requested below:

1. Please specify all program expenses proposed under the proposed agreement by checking the appropriate boxes:

- Recreation
- Hospitality
- Supplemental nutrition through pantry and emergency staples food distribution
- Educational and informational programs and services
- Volunteerism
- Advocacy for senior priorities
- Availability of the facility for warming and cooling assistance
- Access to and partnership in health and wellness programs
- Provision of a location for Aging Best Care Coordination and Information and Assistance appointments
- Provision of facility for support group meetings
- Referral to Aging Best Care Coordination and information services
- Telephone reassurance outreach to local seniors
- Potential participation in special project outreach, as offered by Aging Best
- Provision of pension protection, scam, and nutrition information
- Partnership with community organizations to expand outreach and value
- Basic operational expenses
- Provision of paid staff
- Packaging and delivery of home-delivered meals. *See Note* below*
- Hot congregate meals. *See Note * below*

NOTE*: Any center requesting use of Aging Best funding for meals would be provided with additional significant regulations not contained in this grant document. The meal program is heavily regulated, with limited latitude and will require significant oversight and monitoring from Aging Best. Aging Best Nutrition Services Manual is available upon request at supportiveservicesRFP@agingbest.org.

Any programs or services provided through Older American's Act (OAA) funding must follow all applicable regulations, laws, and rules. Providers will be monitored at least annually for compliance with all applicable policies and procedures, and state and Federal laws and regulations.

Describe how services will be provided if awarded grant funding

Describe any innovative, creative and/or beneficial services not otherwise listed to be provided if awarded grant funding

The Provider agrees and understands that refusal or failure to deliver services in accordance with this Agreement to Provide Deliverables may constitute a breach of the Agreement unless prior approval has been obtained from the Agency. It shall be deemed a material breach of this agreement for the Provider to limit its acceptance of clients for service to any particular group or subgroup of clients.

The undersigned, on behalf of the Provider, assures compliance with the service specific deliverables described herein in addition to all provisions set for the in the FY23 Aging Best Supportive Services RFP and the “Agreement to Provide Deliverables”.

Printed name of Provider’s Authorized Agent

Signature of Provider’s Authorized Agent

Date

To be completed by Aging Best staff only

Award under the terms of this Agreement: _____

To be paid in increments of no more than 1/12 of the total amount monthly over the award period: _____

Award granted to provide the following services: _____
