

Exhibit S

Services, Definitions & Standards

EXHIBIT S

SERVICES, STANDARDS AND DEFINITIONS

This exhibit addresses the services requested in this proposal, the service definitions and the minimum standards expected for all programs that may be funded by SLAAA.

This exhibit is divided into 5 distinct parts for ease of understanding:

- 1 - Senior Supportive Services**
- 2 - Nutrition Services**
- 3 - Transportation Services**
- 4 - Caregiver Services (NFCSP)**
- 5 - Terms / Definitions**

The standards referenced in this exhibit are supported by the Missouri Code of State Regulations (CSR) and are minimum requirements for services provided through SLAAA funding.

Eligibility for services provided by Title III of the Older American's Act is limited to those individuals 60 years of age or older or as specified in the service standards. Eligibility for services funded by other sources is limited to those individuals 60 years of age or older and may, on a limited basis, be open to individuals 18-59 years of age with a disability, to caregivers, or to others as deemed eligible.

ALL SERVICE PROVIDERS WILL ENSURE:

-That all paid/volunteer staff will have a St. Louis City and County Criminal Background Screening at hiring and every five years thereafter; that all paid/volunteer staff will be registered in the FCSR with the screening results at hiring and every five years thereafter; that all paid/volunteer staff will be screened through the MO Sex Offender Registry upon hire and every five years; that all paid/volunteer staff who have direct contact with clients, either in their home or in a vehicle, have an annual PPD test with documented results; that all paid/volunteer staff will have an updated Hepatitis A vaccination if work tasks include meal preparation; that all paid/volunteer staff will have satisfactorily completed an evaluation of health conditions prior to direct client contact; that all paid/volunteer staff will have the appropriate current and valid MO Drivers License if they use a vehicle of any type while in the performance of their duties. In the event that the provider employs any paid/volunteer staff whose criminal record of convictions violates this provision, it shall constitute a material breach of this contract. Payment for any services provided in breach of this provision shall not be made by SLAAA. Any payment for services performed in violation of this provision shall be repaid to SLAAA by service provider.

UNIT OF SERVICE:

-SLAAA shall compensate selected providers for all qualifying units provided to eligible clients served in the previous month until the funds are expended or until the end of the contract period--whichever occurs first. No payment will be made to a provider for any units for which the provider has been paid by another source. Selected providers shall deliver to SLAAA all components of the monthly invoice no later than 5:00 on the third (3rd) calendar day after the last day of the month. If the third (3rd) calendar day falls on a Saturday or Sunday, reports are due on the following Monday.

1 - Senior Supportive Services will be provided by a mix of qualified for-profit and not-for-profit businesses and organizations that have experience in the performance and delivery of services for our eligible recipients and who will provide quality service at a reasonable cost for the entire contract period. These organizations will have successfully fulfilled the requirements of this RFP. Providers can bid for any number of services. There is no guarantee that any or all requested services will be awarded.

Each fundable/contracted service and each unit of service is defined in this section. Unless otherwise designated, all units of service are based upon one (1) hour of time to be recorded only in hours and percentages of hours. Portions of hours are to be reported. Payment will be made on whole units only. Only when portions of units are accumulated to the whole will payment be made.

2 - Nutrition Services

A. Senior Center Programs: Nutrition Services will be provided by qualified senior centers located in the City of St. Louis. All BIDDERS wanting to serve as a SLAAA Multi-Purpose Senior Center /SLAAA Nutrition Site agree to meet the Meals on Wheels Association of America (MOWAA) Accreditation Standards, as specified by the City, by the start of the contract period. The centers determined to be deficient at the start of the contract will be notified and will have 30 days to be in compliance. CONTRACTORS can request technical support from SLAAA. Senior Centers/Nutrition Sites not in compliance 30 days after the start of the contract may be terminated. Each unit of nutrition service is defined in this section. Unless otherwise designated, all units of meal service are based upon one (1) meal per client.

Senior centers have the opportunity to contract as a “SLAAA Multi-Purpose Senior Center” or a “SLAAA Nutrition Site”. Funding awards and unit price will be based on this selection. BIDDERS choosing to only participate as a SLAAA NUTRITION SITE will not be eligible for Citywide/Metro Transportation funding or other funding/opportunities that may be available during the year. All SLAAA Nutrition Sites will be required to meet the minimum MO CSR standards as listed in this exhibit as well as all applicable SLAAA policies and procedures.

BIDDERS choosing to participate as a SLAAA MULTI-PURPOSE SENIOR CENTER agree to serve Congregate Meals, and/or deliver Home Delivered Meals, provide Transportation, and participate in the following activities

- Thanksgiving Meal Delivery - Mandatory
- Christmas Day Meal Delivery - Mandatory
- Serve as a Warming and Cooling Site - Mandatory
- Participate in the Mature Mile - Mandatory Host 1 team of 5 seniors
- Serve as a Benefits Site - Mandatory
- Host 1 Falls Prevention Event - Mandatory (Exercise Class, Presentation, etc)
- Host 3 Health Promotion Activities - Mandatory (CDSM Class, Medication Mgmt Walking Group, IIID Approved Exercise Class)
- Attend Disability Awareness Tng - Mandatory (Paraquad or Office on the Disabled)
- Participate in Two (2) Senior Events - Mandatory (Spring Jubilee, VILLAGE of Many Colors, or other SLAAA Sponsored events)
- Schedule 2 SLAAA Presentations - Mandatory
- Attend quarterly Provider meetings -Mandatory

Further clarification of the two (2) center options will be available as questions arise.

B. Home Delivered - HIV/AIDS/Cancer:

The Home Delivered - HIV/AIDS/Cancer is an approved meal program authorized by SLAAA for senior citizens living with HIV/AIDS or undergoing treatment for cancer. Serving clients are too weak to prepare meals, shop for food, or experiencing changes in appetite due to the treatment side effects. All menu items to be trans fat free!

3 - Transportation Services: will provide transportation services to seniors during FY 2016 primarily through the senior center network. Qualified for-profit and not-for-profit businesses and organizations who have experience providing transportation services to the elderly, and who will provide reasonable, quality service for the entire contract period, may apply and will have their application reviewed.

Each unit of transportation service is defined in this section. Unless otherwise designated, all units of service are based upon one (1) one-way trip.

4 - Caregiver Services, under the National Family Caregiver Support Program (NFCSP), will be provided by a mix of qualified for-profit and not-for-profit businesses and organizations. These entities must have experience delivering services for our eligible recipients and must provide quality services at a reasonable cost for the entire contract period. These organizations will have successfully fulfilled the requirements of this RFP. Providers can bid for any number of services although there is no guarantee that all requested services will be awarded.

Each service and unit of service is defined in this section. Unless otherwise stated, units of service are based on one (1) hour of time to be recorded only in hours and percentages of hours. Portions of hours are to be reported. Payment will be only made on whole units. When portions of units are accumulated to the whole, then payment will be made.

5 - Terms / Definitions will provide the definition or meaning of various words and expressions that appear in the Request for Proposal, the contract document, or any amendment. The definitions listed shall apply throughout this exhibit.

PART 1 - SENIOR SUPPORTIVE SERVICES

CASE MANAGEMENT

SERVICE DEFINITION:

Case management is the coordination of services by qualified service providers with an eligible party. To be eligible, a person must want the service, be a resident of the City of St. Louis, be experiencing a need for services, and be age 60 or older. This is a client centered process where the Case Manager and client complete an assessment, develop a Plan of Care with goals and objectives, initiate the plan, document services provided and outcomes, follow-up and reassess as needed, and appropriately transition the client at the conclusion of services. Case management helps identify appropriate providers and facilities across the continuum of care, while ensuring that available resources are being used in a timely and cost-effective manner.

UNIT OF SERVICE: One (1) hour of client contact or follow-up.

THE SERVICE PROVIDER WILL ENSURE:

-That all staff providing Case Management services have a baccalaureate degree in social work, occupational therapy, nursing or gerontology, or a related field from an accredited university and provide proof of at least three (3) years and 4,500 hours of paid, supervised, professional experience in an organization or agency that provides case management services. Additionally, staff providing Case Management services must be CLAIM certified and in good standing within three (3) months of the start of the contract time period. New staff must become certified within three (3) months of hire. Professionals that are licensed and certified are preferred.

CASE MANAGEMENT - CARE COORDINATION

SERVICE DEFINITION:

Care Coordination is a client centered process of assisting clients in identifying and applying for services. To be eligible, a person must want the service, be a resident of the City of St. Louis, and be experiencing a need for services. The person must be age 60 or older or age 18-59 with a disability. The Care Coordinator and client review the Benefits Check List, discuss the client's needs, and complete applications for obtaining services.

Care Coordination could be a one-time or ongoing service. Care Coordination helps identify appropriate providers and facilities across the continuum of care, while ensuring that available resources are being used in a timely and cost-effective manner.

UNIT OF SERVICE: One (1) hour of direct client contact.

THE SERVICE PROVIDER WILL ENSURE:

-That all staff providing Care Coordination services have a baccalaureate degree in social work, occupational therapy, nursing or gerontology, or a related field from an accredited university and provide proof of at least three (3) years and 4,500 hours of paid, supervised, professional experience in an organization or agency that provides case management services. Additionally, staff providing Care Coordination services must be CLAIM certified and in good standing within three (3) months of the start of the contract time period. New staff must become certified within three (3) months of hire. Professionals that are licensed and certified are preferred.

CASE MANAGEMENT-- HEALTHY IDEAS

SERVICE DEFINITION:

Pending the availability of funds, SLAAA will contract with providers to implement Healthy IDEAS [Identifying Depression, Empowering Activities for Seniors]. This evidence-based program assists seniors that have been pre-screened by the Geriatric Depression Scale. To be eligible, a person must want the service, be a resident of the City of St. Louis, be experiencing symptoms of depression, and be age 60 or older. This is a client centered process where the Case Manager and client follow the evidence based protocol.

UNIT OF SERVICE: One (1) hour of client contact or follow-up.

THE SERVICE PROVIDER WILL ENSURE:

-That all staff providing Healthy IDEAS services have a baccalaureate degree in social work, occupational therapy, nursing or gerontology, or a related field from an accredited university and provide proof of at least three (3) years and 4,500 hours of paid, supervised, professional experience in an organization or agency that provides case management services. Additionally, staff must complete the Healthy IDEAS training.

CASE MANAGEMENT - IN-HOME ASSESSMENT

SERVICE DEFINITION:

In-Home Assessment is a service that is completed in a client's home by qualified service providers with an eligible party. To be eligible, a client must be wanting the service, be a resident of the City of St. Louis, be experiencing a need for services, and be age 60 or older or a person that is 18-59 with a disability. The service provide and the client complete an assessment and the client is then approved or found ineligible for the service. The In-Home Assessment service is primarily used to screen clients for Home Delivered Meal eligibility but could be used to screen clients for other services.

UNIT OF SERVICE: One (1) hour of client contact or follow-up.

THE SERVICE PROVIDER WILL ENSURE:

-That all staff providing In-Home Assessment services have a baccalaureate degree in social work, occupational therapy, nursing or gerontology, or a related field from an accredited university and provide proof of at least three (3) years and 4,500 hours of paid, supervised, professional experience in an organization or agency that provides case management services. Additionally, staff providing Case Management services must be CLAIM certified and in good standing within three (3) months of the start of the contract time period. New staff must become certified within three (3) months of hire. Professionals that are licensed and certified are preferred.

IN-HOME SERVICES

SERVICE DEFINITION:

HOMEMAKER SERVICES are general household activities provided by a trained homemaker when the client is unable to manage the home and/or care for themselves. Activities included are found in 19 CSR 15.7.021;

PERSONAL CARE SERVICES are maintenance services provided to a client in the individual's residence to personally assist with the activities of daily living found in 19 CSR 70.91.010.

UNIT OF SERVICE: One (1) hour of direct client contact.

THE SERVICE PROVIDER WILL ENSURE:

-That all paid/volunteer staff will have an updated Hepatitis A vaccination if work tasks include meal preparation; that all paid/volunteer staff comply with the DHSS Requirements, 19 CSR 15-7.010, the In-Home Service Standards, 19 CSR 15-7.021; Personal Care Service Provider must also comply with standards for Personal Care, 19 CSR 70-91.010.

INTERPRETATION AND TRANSLATION

SERVICE DEFINITION:

Interpretation and translation is the translation of information for patients into their preferred language through auditory (interpretation) or written (translation) means, by qualified service providers with an eligible party. To be eligible, a person must want the service, be a resident of the City of St. Louis, be experiencing a need for services, and be age 60 or older. The service provider must detail the circumstances under which as client is eligible for these services.

UNIT OF SERVICE: One (1) hour of time spent interpreting or translating

THE SERVICE PROVIDER WILL ENSURE:

-That individuals providing interpretation and/or translation services are proficient in both English and the language(s) for which they interpret and/or translate. Entities that have received certification are preferred.

LEGAL ASSISTANCE SERVICES

SERVICE DEFINITION:

Legal Assistance is the provision of service involving legal advice and/ or representation by an attorney, including to the extent feasible, counseling or other appropriate assistance by a lawyer, a paralegal, or a law student under the supervision of an attorney.

UNIT OF SERVICE: One (1) case hour.

THE SERVICE PROVIDER WILL ENSURE:

-That all staff comply with the DHSS Rules for Legal Assistance, 19 CSR 15-4.270; that records are maintained of unduplicated clients including ethnic and income categories, and types of legal services provided to each client. The CONTRACTOR will negotiate with the CITY on the submission of information to SLAAA for utilization in NAPIS and will maintain client confidentiality while meeting the CITY'S needs. The CONTRACTOR will work with the CITY to make information regarding legal service delivery and client satisfaction/input available to SLAAA.

MINOR HOME REPAIR

SERVICE DEFINITION:

Minor Home Repair is a service involving home maintenance, minor modification or minor repair to the homes of seniors age 60 or older facilitating their ability to remain at home.

UNIT OF SERVICE: To be negotiated per bidder proposal

THE SERVICE PROVIDER WILL ENSURE:

-That the provider has established a reputation for fair and economical home repair services and supports the concept of independent living for seniors age 60 and older.

-That the provider has developed a plan and procedure for accepting referrals for services including an estimation of the time and material required to complete a project, coordination of work to be accomplished, completion of projects in a reasonable amount of time, and the ability to respond to emergency situations.

NURSING HOME OMBUDSMAN SERVICES

SERVICE DEFINITION:

Those activities that support the Federal Older American’s Act and the MO DHSS Long Term Care Ombudsman program.

UNIT OF SERVICE: One (1) documented unit of any of the following categories of service: Grievance Intake, Grievance Investigation, Grievance Resolution, Consultation, Information & Assistance, Training, and Mediation.

The CITY will compensate the Ombudsman CONTRACTOR on a grant basis for all appropriate costs as they are billed to the AGENCY up to amount of their Contract.

The BIDDER will propose a reporting and billing format to be negotiated with the City.

THE SERVICE PROVIDER WILL ENSURE:

-That the provider has a reputation for providing satisfactory long term care ombudsman services; that the provider has developed a plan that establishes measurable objectives, identifies facilities in the project area, and provides a plan for informing and serving the elderly residents of the identified facilities; that the provider complies with the DHSS Requirements for Ombudsman Services 19 CSR 15-4.280 [SLAAA reserves the right to further clarify or strengthen the given standards]; that the current, approved OMBUD database for tracking client complaints is used; that efforts are made to accept and resolve complaints, consultations, and information and assistance regarding long term care.

RESPIRE CARE

SERVICE DEFINITION:

Respite care services are maintenance and supervisory services provided to a client in the individual’s home to provide temporary relief to the usual caregiver(s). Respite care services shall include, at a minimum, the following activities:

Supervision – The respite care worker will provide personal oversight of the client for the duration of the service period. Personal oversight includes making a reasonable effort to assure the safety of the client and to assist the client in meeting his/her own essential human needs. Sleeping is permitted when the client is asleep. The worker must be in close proximity to the client during a sleeping period.

Companionship – The worker will provide companionship during the client’s waking hours and attempt to make the client as comfortable as possible.

UNIT OF SERVICE: One (1) hour of direct client contact.

THE SERVICE PROVIDER WILL ENSURE:

-That all paid/volunteer staff will have an updated Hepatitis A vaccination if work tasks include meal preparation; that all paid/volunteer staff comply with the DHSS Requirements, 19 CSR 15-7.010, the In-Home Service Standards, 19 CSR 15-7.021; that the provider will meet with the client or primary care giver quarterly and will mutually determine and document the range of respite activities that will be provided.

SENIOR CENTER INNOVATIVE PROGRAMS

SERVICE DEFINITION:

Other services provided by the senior center that support the needs of seniors/caregivers and are not normally considered for SLAAA funding. These services may be those that don't qualify as Supplemental Programs. The bidder must clearly spell out what service is being provided, how it helps seniors or caregivers, how it will be measured, etc. The bidder must specifically detail the process by which a client would access services provided under this category.

UNIT OF SERVICE: To be negotiated based on bidder's proposal.

ADDITIONAL ASSURANCES MAY BE NECESSARY BASED ON THE PROPOSAL.

SUPPLEMENTAL SERVICES

SERVICE DEFINITION:

The provision of meats, produce, canned goods, perishables, and other commodities (ex. incontinence supplies) to supplement the nutritional intake and/or personal care of seniors.

UNIT OF SERVICE: One (1) distribution of items to a senior at an approved center or to a homebound client in their home. The CITY will negotiate Units of Service with the BIDDER based on the proposal submitted.

THE SERVICE PROVIDER WILL ENSURE:

-That all paid/volunteer staff will have an updated Hepatitis A vaccination if work tasks include meal preparation

MISCELLANEOUS SERVICES

SERVICE DEFINITION:

The following Services are found as separate Exhibits in the RFP due to their complexity.

- Exhibit CC- Affordable Care Act - Navigator
- Exhibit EE- Case Management - Medicaid Assessment/Reassessment
- Exhibit FF- Case Management - Money Follows the Person
- Exhibit GG- Health Promotion - HomeMeds

UNIT OF SERVICE: As prescribed in each Exhibit

The CITY will negotiate Units of Service with the BIDDER based on their proposal.

Interested Bidders will submit Bid Sheets indicating their desire to contract with the City for these services when funding becomes available.

There is no guarantee of that these services will be available during the contract period.

PART 2 - NUTRITION SERVICES

The following meals may be provided by senior center nutrition providers as designated by the CITY. Standards for Frozen Meal delivery will be worked out with all senior center nutrition providers if/when a bid is accepted from a qualified caterer.

Congregate Meal – Bulk - Hot (CM) -

A dietitian approved hot meal, prepared daily, either on site, or delivered in bulk by a caterer to an approved SLAAA nutrition site (senior center) to be served to eligible clients on a daily basis (M-F), throughout the year. Funding for weekend and designated holidays is not currently available for congregate meals. Unit of Service: One (1) meal.

Home Delivered Meal (HDM) -

A dietitian approved hot meal, prepared and delivered pre-plated by a caterer, to an approved SLAAA nutrition site (senior center) to be delivered to eligible clients, at the individual's place of residence, throughout the year. Pending the availability of funds, SLAAA will contract with providers to provide services on the weekend and designated holidays. Unit of Service: One (1) meal.

Congregate Boxed Lunch – Cold:

A dietitian approved meal: boxed/bagged food items that may be requested by nutrition centers for picnics and / or special events. Meals must be approved by the SLAAA Dietitian. When the box lunch is delivered with the hot meal the center will not be reimbursed for the delivering of box lunch; the caterer will be paid at the congregate meal rate and meals for homebound clients will be reimbursed at the congregate meal rate. Unit of Service: One (1) meal.

Home Delivered Holiday Meals Enhanced:

Special menu meals are provided on designated holidays or upon request. The SLAAA Dietitian prepares the menu for these meals and provides the number of meals each nutrition center will need to the caterer. Unit of Service: One (1) meal.

Home Delivered Emergency Meals Shelf Stable:

Shelf stable meals consisting of a meat product, vegetable/fruit, starch and dry milk/cocoa packet are required in order that the CITY has meals on hand for weather related or other emergencies that prevent hot meal delivery to homebound clients. Meals are packed three (3) to a case. Meals are ordered by the SLAAA Nutrition Coordinator throughout the year. The meals are stored at the caterer until directed to be delivered to the approved SLAAA nutrition sites. Senior Centers are required to have at least fifty (50), three (3) meal cases, on hand at all times.

Home Delivered 2nd Meal Supplement:

The Home Delivered (2nd Meal) Supplement is an approved meal authorized by the SLAAA Dietitian after the completion of an extensive nutritional assessment in the home of a nutritionally at risk client. The client receives forty (40) cans of Nutrition Supplements and one (1) thirty-five (35) ounce bag of bran flakes monthly. The SLAAA Dietitian will tell the caterer monthly the number of clients per nutrition center that will receive the supplements.

MEAL SERVICE PROVIDED BY NUTRITON SUBCONTRACTORS

Senior centers will bid on Home Delivered Meal delivery and / or Congregate Meal delivery. Centers are NOT required to bid on both. Those centers that have previously been designated as "onsite" providers will be able to bid for congregate meals only.

THE SERVICE PROVIDER WILL ENSURE:

-That all paid/volunteer staff will have a St. Louis City and County Criminal Background Screening at hiring and every five years thereafter; that all paid/volunteer staff will be registered in the FCSR with the screening results at hiring, and every five years thereafter; that all paid/volunteer staff will be screened through the MO Sex Offender Registry upon hire and every five years; that all paid/volunteer staff who have direct contact with clients, either in their home or in a vehicle, have an annual PPD test with documented results; that all paid/volunteer staff will have an updated Hepatitis A vaccination if work tasks include meal preparation; that all paid/volunteer staff will have satisfactorily completed an evaluation of health conditions prior to direct client contact; that all paid/volunteer staff will have the appropriate current and valid MO Drivers License if they use a vehicle of any type while in the performance of their duties.

1. The following rules apply for all Senior Centers Providing Congregate Meals:

All Centers shall be open to provide services to seniors 60 and older, at least five (5) days per week, for a minimum of six (6) hours.

- a. Nutrition subcontractor is allowed a maximum of twelve (12) holidays. Meals are not to be budgeted or ordered from the caterer for those holidays listed in the contract. A nutrition center may not be closed for four (4) or more consecutive days, including weekends, without prior permission from the CITY.
- b. Nutrition service provider shall serve a minimum average of fifty (50) meals per day (combination of congregate & home delivered meals) unless a waiver is requested and granted from the Missouri Department of Health and Senior Services (DHSS).
- c. Nutrition service providers must maintain a reservation system for both congregate and home delivered meals. The catered nutrition provider is to phone the caterer by the agreed upon time and method to give the order for the following service day. This order must include the number of congregate meals needed and the number of home delivered meals.
- d. All meal delivery will be documented in the NAPIS within five (5) days of delivery. All client information will be kept current per SLAAA Policies.
- e. Nutrition service provider must reassess and document the client's ADLs/ IADLs and Nutritional Risk at least annually. Emergency contact info must be updated regularly.

Meals may be disallowed when these procedures are not followed.

- f. Nutrition service provider shall have an information area to:
 - (1) Post an easy-to-read monthly activity calendar in an area, which is highly visible and accessible to the service recipients.

(2) Post an attractive, easy-to-read, weekly menu in the dining room on Friday of the week prior to service. The menu shall also be posted in the kitchen.

(3) Post written instructions for emergencies by each telephone. These instructions will include 911 and other emergency information numbers.

2. The following rules apply for all Senior Centers Providing Home Delivered Meals:

All Centers shall be open to provide services to the elderly, at least five (5) days per week, for a minimum of seven (7) hours.

a. Nutrition service provider shall assess the need for home delivered meals among the elderly within the community they serve. All referrals for home delivered meals must be approved through the SLAAA Office (314-612-5918). Nutrition service providers will be contacted thru the NAPIS Referral System to start the meal delivery. Meal delivery must begin within two (2) days. Nutrition service providers will be notified by NAPMail or MyVault (Secure Mail) if the individual is no longer eligible and asked to stop the meal delivery.

b. Nutrition service provider shall ensure that each meal deliverer wears an easily recognizable identification badge.

c. SLAAA shall assess and document individual's eligibility to receive home delivered meals. The nutrition service provider must reassess the need for continuing the services at least annually. (CSR)

(1) When referrals are received from DHSS, their assessment will be sufficient documentation of eligibility. The service recipient's assessment form shall document that the referral was received from DHSS and that the assessment made by DHSS established eligibility for the home delivered meal. A NAPIS form, however, must be completed.

(2) In emergency situations, home-delivered meals may be delivered for a maximum of five (5) days prior to the initial assessment of eligibility. Delivery of home delivered meals must begin within two (2) days after the referral is received. (SLAAA)

d. Nutrition service provider shall maintain a list, in priority order, of homebound persons requesting meals for which units of service are not available.

e. Nutrition service provider shall make available home delivered meals at least once a day, five (5) days a week.

f. Nutrition service provider shall arrange for the availability of meals to serve recipients in weather-related emergencies – shelf-stable food items (Emergency Meals) approved by the SLAAA Nutrition Dietitian.

g. All meal delivery will be documented in the NAPIS within five (5) days of delivery. All client information will be kept current per SLAAA Policies.

Meals may be disallowed when these procedures are not followed.

3. Additional services that are MANDATED (CSR) for all nutrition service providers include:

- a. Outreach – A first-time individualized face-to-face contact initiated, by staff/volunteers, to identify the elderly population not served by the site, to inform them of available senior center/community resources and, if appropriate, assist them in gaining access to needed services and benefits, (NAPIS Definition)
- b. Nutrition Education – All centers must have quarterly nutrition education programs planned, pre-approved or provided by the SLAAA Nutrition Coordinator. Nutrition education shall involve congregate meal participants and must also be given to homebound participants. Nutrition Education is defined as a one-hour program designed to promote better health by providing accurate and culturally sensitive nutrition, physical fitness or health (as it relates to nutrition) information and instruction, to participants/caregivers, in a group or individual setting, overseen by a dietitian or individual of comparable expertise. (NAPIS definition)
- c. Public Education Information – Activities to ensure that older persons are informed of the services available and have maximum opportunity for participation.
- d. Coordination – Working/Networking with other service providers in the planning and service area to assure comprehensive delivery of services and reduce duplication. This shall include coordination with the MO DHSS and Missouri Division of Family Services.
- e. Services for older persons with the greatest economic or social need, especially low-income minority persons. Service provider may use methods such as location of services and specialization in the types of services most needed by these groups to meet this requirement. Service provider shall not use a means test to deny individuals services within the target population.
- f. Procedures for obtaining and documenting the views of service recipients about the services they receive/need.

ADDITIONAL NUTRITION INFORMATION WILL BE PROVIDED AS IT BECOMES AVAILABLE.

PART 3 - TRANSPORTATION SERVICES

The St. Louis Area Agency on Aging (SLAAA) seeks a coordinated community-based transportation program to meet the transportation needs of the residents of the City of St. Louis that are over 60 years of age or adults with disabilities between the ages of 18 and 59. Citywide transportation needs that can not be met by other means justify this request for proposal in order to ensure that a wide range of transportation services are available for older adults in the City of St. Louis.

The purpose of this section is to address the Transportation services requested and the minimum standards expected for transportation programs funded by SLAAA.

The standards referenced in this section are supported by the CSR and are minimum requirements for services provided through SLAAA funding. ALL CONTRACTORS will comply with the Missouri Motor Carrier Compliance and Safety Regulations and Standards.

SLAAA utilizes Title III, Social Services Block Grant (SSBG) funds; MO State General Revenue, Missouri Department of Transportation (MODOT) funds; and Client Program Income to fund these transportation services to older adults.

Eligibility for services provided by Title III of the Older American's Act is limited to those individuals 60 years of age or older or as specified in the service standards (CSR). Eligibility for transportation services funded by other sources is open to those individuals 60 years of age or older and may, on a limited basis, be open to individuals 18-59 years of age with a disability.

UNIT OF SERVICE: A one-way trip per individual passenger. A client signature is required for each one-way trip. An enroute shopping/business stop on the direct route from point A to point B is not considered a trip and is therefore not reimbursable as a unit of service. **THIS SERVICE IS STILL IN DRAFT FORMAT**

TRANSPORTATION SERVICES ALLOWED:

Direct Transportation to SLAAA Funded Nutrition Sites

Non-Emergency Medical Trips: Doctor appointments/Health Promotion Activities/Health Services, such as hearing aids, eyeglasses, medical prescriptions, dialysis, etc. Clients that give the Provider a week's notice must receive transportation to the County for Non-Emergency Medical trips.

Essential Shopping: Food, clothing, medication, etc., beauty/barber shop within the local community (Should normally take place within 10 miles of the client's pickup point and scheduled trips should be listed on the senior center's calendar).

Essential Business: Social Security Office, City and state offices, banks, Public benefit offices, legal services, etc. (essential business visits, which must be conducted in person.)

Attendant/Nursing Home: Visit immediate family member.

Aging/Disability Advocacy Events/Activities: SLAAA Advisory Council Meeting, Silver Haired Legislature Meetings and Activities

Senior Events/Activities: SLAAA Spring Jubilee events; Public Hearings or governmental meetings. Regularly scheduled senior center activities; VILLAGE of Many Colors Event, etc.

Pre-Approved Group Recreation/ Entertainment: These are social events or entertainment in a group setting including SLAAA-sponsored activities.

THE SERVICE PROVIDER WILL ENSURE:

-That all paid/volunteer staff will have a St. Louis City and County Criminal Background Screening at hiring and every five years thereafter; that all paid/volunteer staff will be registered in the FCSR with the screening results at hiring, and every five years thereafter; that all paid/volunteer staff will be screened through the MO Sex Offender Registry upon hire and every five years; that all paid/volunteer staff who have direct contact with clients, either in their home or in a vehicle, have an annual PPD test with documented results; that all paid/volunteer staff will have an updated Hepatitis A vaccination if work tasks include meal preparation; that all paid/volunteer staff will have satisfactorily completed an evaluation of health conditions prior to direct client contact; that all paid/volunteer staff will have the appropriate current and valid MO Drivers License if they use a vehicle of any type while in the performance of their duties.

SENIOR CENTER TRANSPORTATION

This is predominantly regular transportation service provided by a qualified senior center BIDDER within the City of St. Louis and the near St. Louis County. This service is offered in multiple levels. Overall funding to the BIDDER will be based on the bid chosen.

Local Center Funding - This service is designed to provide allowable transportation for ambulatory/assisted clients who regularly attend the senior center or live in the immediate vicinity of the center. This service is provided Monday through Friday excluding holidays during the center's hours of operation predominantly within the confines of the senior center service area. Wheelchair transportation may be included at the bidder's desire.

Citywide/Metro Funding - This service is designed to support all senior center clients and activities and all normal transportation purposes for eligible clients throughout the City. Additionally, it is designed to support eligible clients throughout the City who desire to travel across the local metro area. This service is provided Monday through Friday, excluding holidays, during the hours of 8:00am to 5:00pm or as long as needed to meet the needs of the community. This level of transportation is not available to those BIDDERS choosing to be a SLAAA Nutrition Site only.

SLAAA Event Funding – This service is designed to support SLAAA sponsored or supported events. Coordination with SLAAA staff will normally take place prior to the events. Provider will be paid at the Group rate or as negotiated with the SLAAA Director. This level of transportation is not available to those BIDDERS choosing to be a SLAAA Nutrition Site only. There are no guarantees of any level of service with this category.

Group Funding - This service is designed to take groups usually larger than seven (7) persons from one single location to another single location. This is usually coordinated with SLAAA Staff but may be provided so long as justification is provided prior to invoicing. This level of transportation is not available to those BIDDERS choosing to be a SLAAA Nutrition Site only. There are no guarantees of any level of service with this category.

Senior Centers wanting to provide Transportation service under one of these categories will submit a bid sheet as required by this RFP stating their center's wish to be awarded a grant for the contract period. Those BIDDERS wanting to be a SLAAA Multi-Purpose Senior Center may bid on any or all of the categories.

The service area, the clients that will be served, the total number of hours per day of service, and the start and end times for the service must be listed.

Local Center Funding and Citywide/Metro Funding will be paid to the successful BIDDER by a grant award. The grant amount awarded to the qualified provider will be dependent on the level of services that will be performed. All grants payments will be made initially at 50% of the total award. At the mid point of the year the CITY will analyze all ride data submitted by the provider in NAPIS. A determination will also be made as to the support rendered by the transportation provider to SLAAA throughout the period. If the rides to grant ratio is within the standards set by the CITY and/or the support for SLAAA programs is satisfactory the remaining part of the grant will be honored. The grant award may be reduced if the level of service rendered is not satisfactory.

SLAAA Event Funding and Group Funding will be paid at the agreed upon unit price based on the information provided on the end of month report and satisfactory documentation within NAPIS.

The transportation provider agrees to participate in periodic surveys, analysis and evaluations of the service provided. This may include SLAAA staff riding on the vehicle, observing transportation service at the site and participating in client discussion groups. The provider is expected to complete and submit time and mileage studies when requested.

TRANSPORTATION SERVICES – VENDOR

Qualified vendors who receive an agreement as a result of this RFP shall provide services for eligible participants in compliance with the information provided below on an as needed basis.

SLAAA envisions funding a mix of for-profit and not-for-profit businesses and organizations who have experience in transportation services to the elderly and who will provide quality service for the entire contract period.

To meet specific needs in the program SLAAA seeks to contract with appropriate Transportation Vendors, including but not limited to public transit systems; private transit systems; senior centers; taxis; wheelchair lift vans; sedans and minivans.

Bidders interested in this service will comply with **Exhibit HH**.

These Vendors will provide SLAAA 'Directed' Transportation service throughout the St. Louis City. Transportation to the St. Louis County is available for medical trips and/ or SLAAA approved event trips (VILLage of Many Colors, etc.) only. The service level is 'Curb to Curb'. The drivers are available to assist the passenger on and off the vehicle at the pick-up and destination entrances. The Vendors will provide the following transportation services for eligible participants who are registered to receive the services:

- Non-emergency medical transportation (ambulatory and/or lift) within City
- Non-emergency medical transportation (ambulatory and/or lift) to County

- Shopping & official business transportation (ambulatory and/or lift) within City
- Special transportation directed by SLAAA (ambulatory and/or lift) within City
- Special transportation directed by SLAAA (ambulatory and/or life) to County

After the CITY has determined that a client is eligible for directed transportation a potential vendor will be identified and contacted. If the request is made at least five (5) days in advance, the Provider must accept the ride request. Potential vendors are requested to detail the process that they will use in the narrative of their proposal.

The City will not accept bids for individual trips. Reimbursement will be at the rate as specified by the Vendor in its application, or less if the Vendor specifies a discount. The CITY will use the information outlined in the Vendor Bid to determine the least costly transportation service that can reasonably meet the clients' transportation need.

The Vendor shall expressly understand and agree that no quantity of clients is guaranteed under the Contract and that all rides are 'directed' by SLAAA. The Vendor further understands that the selection of Vendor to deliver services will primarily be based upon the clients' needs. SLAAA does not guarantee that the Vendor's services will be utilized to any degree.

Standards and Guidelines:

- ALL CONTRACTORS will comply with the CSR concerning senior transportation (19 CSR 15-7.040)

- ALL CONTRACTORS will comply with the Missouri Motor Carrier Compliance and Safety Regulations and Standards.

SLAAA will provide assistance to any provider requesting guidance to remain compliant with SLAAA policies and procedures.

PART 4 - CAREGIVER SERVICES AND STANDARDS

The purpose of this section is to address the NFCSP services requested in this proposal and the minimum standards expected for all NFCSP programs funded by SLAAA.

The standards referenced in this section are supported by Title III E of the Older Americans Act, MO DHSS guidance, and are minimum requirements for services paid with SLAAA funding. Eligibility for services provided by Title III E of the Older American's Act is limited to those individuals that qualify as caregivers under the Act. Clients for all other Title III services must be at least 60 years or older or as specified in the service standards (CSR).

CAREGIVER SERVICES REQUESTED

The CITY request proposals from qualified Bidders for the following Caregiver services:

1. Case Management
2. Legal Services
3. Training/Education
4. Respite Care Services
5. Supplemental Services

Each of these services is separate and distinct from the other. Qualified Bidders may bid on any or all of the services. There is no expressed guarantee that the entire proposal will be accepted. Awards may be made for separate and distinct categories of service unless the bidder specifically states that such award will not be accepted. These services are described as follows:

CASE MANAGEMENT

SERVICE DEFINITION:

Case management is the coordination of services by qualified service providers with an eligible party. To be eligible, a person must want the service, be a resident of the City of St. Louis, be experiencing a need for services, and be age 60 or older. This is a client centered process where the Case Manager and client complete an assessment, develop a Plan of Care with goals and objectives, initiate the plan, document services provided and outcomes, follow-up and reassess as needed, and appropriately transition the client at the conclusion of services.

Case management helps identify appropriate providers and facilities across the continuum of care, while ensuring that available resources are being used in a timely and cost-effective manner in order to obtain optimum value for both the client and the reimbursement source.

UNIT OF SERVICE: One (1) hour of time spent in direct client service.

THE SERVICE PROVIDER WILL ENSURE:

-That all staff providing Case Management services have a baccalaureate degree in social work, occupational therapy, nursing or gerontology, or a related field from an accredited university and provide proof of at least three (3) years and 4,500 hours of paid, supervised, professional experience in an organization or agency that provides case management services. Additionally, staff providing Care Coordination services must be CLAIM certified

and in good standing within three months of the start of the contract time period. New staff must become certified within three months of hire. Professionals that are licensed and certified are preferred.

LEGAL ASSISTANCE SERVICES

SERVICE DEFINITION:

Caregiver Legal Assistance is the provision of service involving legal counseling, advice, advocacy and/ or assistance with probate conservatorships, child guardianship and/ or representation by an attorney, a paralegal, or law student under the supervision of an attorney. Services to be delivered in accordance with the NFCSP.

UNIT OF SERVICE: One (1) case hour

THE SERVICE PROVIDER WILL ENSURE:

-That all staff comply with the DHSS Rules for Legal Assistance, 19 CSR 15-4.270; that records are maintained of unduplicated clients including ethnic and income categories, and types of legal services provided to each client. The CONTRACTOR will negotiate with the CITY on the submission of information to SLAAA for utilization in NAPIS and will maintain client confidentiality while meeting the CITY'S needs. The CONTRACTOR will work with the CITY to make information regarding legal service delivery and client satisfaction/input available to SLAAA.

CAREGIVER TRAINING / EDUCATION

SERVICE DEFINITION:

Education and instruction for caregivers in making decisions and solving challenges related to their caregiver roles.

UNIT OF SERVICE: To be negotiated per proposal.

RESPIRE CARE SERVICES

SERVICE DEFINITION:

Temporary assistance to provide a brief period of relief or rest for caregivers may include in and out of home respite, adult day services, overnight care, or other innovative types of respite. Respite services should go beyond the existing state respite care requirements. Respite care services shall include, at a minimum, the following activities:

Supervision – the respite care worker will provide personal oversight of the client for the duration of the service period. Personal oversight includes making a reasonable effort to assure the safety of the client and to assist the client in meeting his/her own essential human needs. Sleeping is permitted when the client is asleep. The worker must be in close proximity to the client during a sleeping period.

Companionship – The worker will provide companionship during the client's waking hours and attempt to make the client as comfortable as possible.

UNIT OF SERVICE: One (1) hour of direct client service in the client's home.

THE SERVICE PROVIDER WILL ENSURE:

-That all paid/volunteer staff will have an updated Hepatitis A vaccination if work tasks include meal preparation; that all paid/volunteer staff comply with the DHSS Requirements, 19 CSR 15-7.010, the In-Home Service Standards, 19 CSR 15-7.021; that the provider will meet with the client or primary care giver quarterly and will mutually determine and document the range of respite activities that will be provided.

SUPPLEMENTAL SERVICES

SERVICE DEFINITION:

Other services to support the needs of caregivers on a limited basis may include home modifications, translation services, specialized transportation and help in purchasing needed supplies, durable goods or equipment and other forms of support and information necessary to maintain the unpaid care giving activity. The bidder must specifically detail the process by which a client would access services provided under this category.

UNIT OF SERVICE: To be negotiated per proposal.

THE SERVICE PROVIDER WILL ENSURE:

-That all paid/volunteer staff will have an updated Hepatitis A vaccination if work tasks include meal preparation.

CAREGIVER STANDARDS

Service as agreed upon by SLAAA and the provider. A client signature is required for each unit of service unless SLAAA and the provider agree upon another system.

CONTRACTOR must

- Maintain documentation for both the caregiver and the recipient of care for service delivery utilizing the NAPIS System.
- Ensure that all services are provided on a citywide basis.
- Ensure that either the Caregiver or the senior client resides in the City of St. Louis. Both the Caregiver and the senior must reside in the state of Missouri.
- Ensure that the person receiving the care is screened and must have limitations of 2 or more ADLs, except persons 18 years and younger, before their caregiver is eligible for respite or supplemental services. The Provider must use the NAPIS Client Registration Form to document this qualification

PART 5 - TERMS / DEFINITIONS

Whenever the following words and expressions appear in the Request for Proposal document or any amendment thereto, the definition or meaning described below shall apply.

ADA - Americans With Disabilities Act

Administrative Costs - Those personnel and associated costs not directly involved with providing units of service.

Amendment - A written, official modification to an RFP or to a contract.

Assisted Transportation - An access service for a person who requires help going from one (1) location to another, using a vehicle. This is for a person who is not ambulatory. *This is "Curb-to-Curb" service but it does not prevent the provider from providing limited assistance if necessary.* This is non-emergency transportation.

Attachment - All forms which are included with an RFP to incorporate any information or requirements related to the performance requirements and/or specifications. Attachments are for the bidder to complete and submit with the bid prior to the specified target date and time.

Bid Submission Sheets - The form(s) on which the bidder must state the price(s) applicable for the services required in the RFP.

BIDDER - The person or organization that responds to an RFP by submitting a bid with prices to provide the services as required in the RFP document.

CITY/SLAAA - The statutory unit of City government for which the services are being purchased by the City of St. Louis. The agency is also responsible for payment.

Contract - A legal and binding agreement between two or more competent parties, for a consideration for the procurement of services.

CONTRACTOR - A person or organization who is a successful bidder as a result of an RFP and who enters into a contract.

Designated Nutrition Centers - SLAAA contracted nutrition centers providing a congregate meal and other social activities.

Exhibit - Forms which are included with a RFP for information purposes or for the CONTRACTOR to utilize. They are submitted as Attachments to the RFP.

Family Caregiver - An adult family member, or another individual, who is an informal provider of in-home and community care to an older individual (*TITLE III Definition*).

Grandparent Caregiver - A relative caregiver means a grandparent or step grandparent of a child, or relative of a child by blood or marriage, who is 60 years of age or older and lives with the child; is the primary caregiver of the child because the biological or adoptive parents are unable or unwilling to serve the primary caregiver of the child.

May - That a certain feature, component, or action is permissible, but not required.

Meal Eligibility-

Congregate Meals

1. Individuals sixty (60) years of age or older and persons age 18-59 residing in housing facilities occupied primarily by the elderly and at which congregate nutrition services are not available; and
2. Individuals with disabilities eighteen (18) years of age to fifty-nine (59) years of age not residing in elderly housing or with an older individual who comes for congregate nutrition services; however, these meals are not USDA-eligible.
3. Volunteers (unpaid staff), under sixty (60) years of age, who expend substantial direct effort with food preparation, service delivery, and/or clean-up.
4. Guests and paid staff under age sixty (60) may eat a meal at a nutrition program when this does not deprive an eligible older participant of a meal. These guests and staff under sixty (60) years of age must pay the full cost of the meal; these meals are not USDA-eligible.

Home Delivered Meals

1. Individuals sixty (60) years of age or older who are homebound by reason of illness, incapacitating disability, or are otherwise isolated, who do not have an in-home worker assigned to cook;
2. The spouse and/or primary caregiver over 60 years of age who resides in the home with an eligible homebound recipient; and
3. Persons with disabilities who reside in the home with an eligible homebound recipient.
4. Under the Social Service Block Grant and Community Development Block Grant, adults with disabilities eighteen (18) years of age to fifty-nine (59) years of age are eligible to receive home delivered nutrition services. These meals are not USDA-eligible.

Means Testing - Use of income to limit or deny service.

Must - That a certain feature, component, or action is mandatory. Failure to provide or comply will result in a bid being considered non-responsive.

MyVaultMail (Secure Mail) - HIPAA compliant email system that allows persons to send and receive secure mail with anyone with an email address and an Internet browser. All BIDDERS who receive an award will be required to have a secure email system.

NAPIS - The National Aging Program Information System. All BIDDERS who receive an award will be required to have a napis seat and will enter all pertinent data into NAPIS as directed by SLAAA.

NAPMail - Each nutrition provider shall receive a NAPMail referral from the SLAAA Office asking that the home delivered meal start. Service delivery should begin within two (2) days. Once assessed, if the eligibility changes, the Provider will receive a NAPMail to stop the meal. The nutrition provider must assess the individual's need for continuing the

service at least annually thereafter. In emergency situations, home delivered meals may be delivered for a maximum of five (5) days prior to the initial assessment of eligibility.

PSA - Planning and Service Area. For this exhibit, PSA means the following:

Supportive Services - the City of St. Louis

Family Caregiver Services - the City of St. Louis

Nutrition - the area designated specifically to senior centers for Home Delivered Meals.

Transportation - dependent on the level service selected

Regular Transportation - An access service for a person who requires help going from one (1) location to another, using a vehicle. This is for a person who is ambulatory. *This is "Curb-to-Curb" service but it does not prevent the provider from providing limited assistance if necessary.* This is non-emergency transportation.

Request for Proposal (RFP) - The solicitation document issued by the CITY to potential bidders for the purchase of services as described in the document. The definition includes these Terms and Conditions as well as all Exhibits, Attachments, and Amendments thereto.

Shall - Has the same meaning as the word must.

Should - That a certain feature, component and/or action are desirable but not mandatory.

Wheelchair Transportation - An access service for a person who has difficulties (physical or cognitive) using regular vehicular transportation and requires special help going from one location to another. This is door-to-door service utilizing a wheelchair or the wheelchair lift in the case of an individual using a walker or cane who is not able to access a vehicle in any other way. This is non-emergency transportation.

End

Exhibit T

SLAAA Grievance Procedure

EXHIBIT T

SLAAA GRIEVANCE PROCEDURE

GRIEVANCE/APPEAL

The St. Louis Area Agency on Aging will provide an opportunity for an appeal to any applicant and/or service provider whose application to provide services is denied, or whose grant or contract is terminated or is not renewed except as provided in 45 CFR Part 74 Subpart M. 45 CFR Part 74 Subpart M refers to "termination for cause" and "termination on other grounds." "Termination for cause" is defined as terminating any grant in whole, or in part, at any time before the date of expiration, whenever it has determined that the grantee has materially failed to comply with the terms of the grant. "Termination on other grounds" is defined as termination by the granting agency with the consent of the grantee, and termination by the grantee.

A. Grievance Procedures for Service Participants

1. All SLAAA-funded service providers must have a written grievance procedure which informs service recipients that they have a right to file a written grievance when they are dissatisfied with services, denied services, or claim staff misconduct.

If the grievance is received by the St. Louis Area Agency on Aging, it shall be referred to the contracting agency.

The contracting agency, after rendering a decision, shall report the results of the decision within ten (10) working days to the service recipient and the Program Manager of the St. Louis Area Agency on Aging, if the grievance was originally received by the St. Louis Area Agency on Aging.

2. If, after attempting to resolve the grievance at the service provider level, the service recipient is not satisfied with the results, he/she may submit a letter of appeal to the St. Louis Area Agency on Aging specifically outlining the grievance and the remedy sought. All grievances should be documented as fully as possible.
3. Within fifteen (15) working days after receipt of the appeal, the Program Manager of the St. Louis Area Agency on Aging shall convene a hearing with the grieving party and the contracting agency to discuss the matter outlined in the appeal letter. The Program Manager of the St. Louis Area Agency on Aging, as presiding officer, shall conduct a fair hearing, avoid delays, maintain order, regulate the course of the hearing, regulate the participation and conduct of the parties and others at the hearing, rule on procedural matters, and question all persons presenting information.
4. The Program Manager of the St. Louis Area Agency on Aging shall issue a final written decision, via regular mail, within ten (10) working days of the hearing.

B. Service Provider/Applicant Agency Grievances

1. The Service Provider Agency shall have the right to appeal a decision to terminate or not renew an existing contract. An Applicant Agency may appeal a decision to reject its bid for services.
 - a. The Service Provider/Applicant Agency must file a written request with the Executive Board of the St. Louis Area Agency on Aging Advisory Council within seven (7) working days following its receipt of notice of action, which is being appealed. If the Service Provider/Applicant Agency does not file a written request within seven (7) working days, the decision will be final.
 - b. Within fifteen (15) working days after receipt of an appeal, the Executive Board of the St. Louis Area Agency on Aging Advisory Council shall convene a hearing with the grieving agency and the Director of Human Services to discuss the appeal. The Executive Board of the SLAAA Advisory Council shall conduct a fair hearing, avoid delays, maintain order, regulate the course of the hearing, regulate the participation and conduct of the parties and others at the hearing, rule on procedural matters, and question all persons presenting information.
 - c. The Executive Board of the SLAAA Advisory Council shall make a recommendation to the Director of Human Services, who shall issue a final written decision, via regular mail, within ten (10) working days of the hearing.
 - d. If the Service Provider/Applicant Agency is dissatisfied with the decision of the Director of Human Services, a letter of appeal, specifically outlining the grievance and the remedy sought, may be sent to the MO Dept of Health & Senior Services.
2. The Service Provider Agency shall have the right to appeal a decision to withhold funding and reimbursement for services reported.
 - a. The Service Provider Agency must file a written request with the SLAAA Program Manager within seven (7) working days following its receipt of notice of action, which is being appealed. If the Service Provider does not file a written request with the Program Manager within seven (7) working days, the decision will be final
 - b. Within fifteen (15) working days after receipt of an appeal, the SLAAA Program Manager shall convene a hearing with the grieving agency and the Director of Human Services to discuss the appeal. The Director shall conduct a fair hearing, avoid delays, maintain order, regulate the course of the hearing, regulate the participation and conduct of the parties and others at the hearing, rule on procedural matters and question all persons presenting information.
 - c. The Director of the Department of Human Services shall issue a final written decision, via regular mail, within ten (10) working days of the hearing.
 - d. If the Service Provider is dissatisfied with the decision of the Director of Human Services, a letter of appeal, specifically outlining the grievance and the remedy sought, may be sent to the MO Department of Health & Senior Services.

Exhibit U

SLAAA Holiday Schedule

Exhibit U SLAAA Holiday Schedule

SLAAA will observe the following holidays for FY 2016. These are officially recognized as holidays for the entire network and will be observed and publicized as such for the purpose of scheduling events, meetings, training, monitoring, menus, etc. (H) signifies when SLAAA Offices will be closed.

There are 250 possible serving days in this contract period.

HOLIDAY	DATE	DAY	SLAAA
	FY 2016		
Independence Day (observed)	July 3, 2015	FRI	H
Labor Day	September 7, 2015	MON	H
Columbus Day	October 12, 2015	MON	
Veterans Day (Observed)	November 11, 2015	WED	H
Thanksgiving Day	November 26, 2015	THU	H
Day After Thanksgiving	November 27, 2015	FRI	H
Christmas Eve Day	December 24, 2015	THU	
Christmas Day	December 25, 2015	FRI	H
New Years Day	January 1, 2016	FRI	H
Dr. Martin Luther King Day	January 18, 2016	MON	H
Presidents' Day	February 15, 2016	MON	H
Good Friday	March 25, 2016	FRI	
Memorial Day	May 30, 2016	MON	H
List additional days if necessary			

I acknowledge the holiday information provided.

Signature _____

Date _____

Exhibit V

Sample Menus

EXHIBIT V
SAMPLE MENU

The information provided in this exhibit complies with Menu Planning Guidelines issued to the Area Agencies on Aging, by the MO Department of Health and Senior Services, effective July 1, 2011.

These are minimum requirements and provide flexibility for serving meals with higher values.

The SLAAA Nutrition Coordinator will work with the Contractor to ensure high quality, nutritious meals are produced.

V-1 Sample Menu

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1) Chicken nuggets/strips corn parsley peas and carrots wheat bread hot chunky applesauce 1% milk C	2) Vegetable Lasagna green beans zucchini and tomatoes italian bread/margarine diced pears 1% milk	3) Sweet & sour pork oven parsley rice winter mix vegetables wheat bread pineapple tidbits / coleslaw 1% milk	4) Oven Turkey Sausage parsley mashed potatoes sauerkraut hotdog bun fresh apple 1% milk C	5) Grilled chicken breast w chx gravy; steamed cabbage au gratin potatoes wheat bread tropical fruit 1% milk
7) Italian meatballs - in tom. sauce/spaghetti/with sauce mixed vegetables Italian bread/margarine coleslaw; sliced pears 1% milk	8) Bk. Chicken patty/bun macaroni and cheese spinach/onion cooked carrots chilled peaches 1% milk C	9) Beef stew cornbread/margarine green beans baked apples 1% milk	10) Bk Lemon fish w/bread crumbs / herbed rice steamed peas and carrots steamed broccoli fruit cocktail 1% milk C	18) Grilled chicken breast w chx gravy; steamed cabbage au gratin potatoes wheat bread tropical fruit 1% milk
14) Meat loaf w/ gravy parsley mashed potatoes spinach/onion wheat bread diced peaches 1% milk	15) Veal parmesan/ red sauce red potatoes wedges Italian blend vegetables italian bread/margarine orange 1% milk	16) Ham and beans brussels sprouts corn bread/margarine banana 1% milk	17) Roast beef au jus mashed potatoes cauliflower/cheese sauce italian bread/margarine fruit bar 1% milk	25)  Veteran's Day
21) Pork chop /gravy whole wheat macaroni & cheese zucchini and tomatoes wheat bread fresh apple/grape juice 1% milk	22) Green pepper casserole broccoli wheat bread apple crisp with oatmeal 1% milk	23) Pineapple glazed ham/ dressing green beans w/almonds parsley carrots dinner roll / margarine cranberry sauce; 1% milk pumpkin or sweet potato pie	24) Happy Thanksgiving 	Centers Closed
28) Baked chicken leg quarters scalloped potatoes lima beans wheat bread mandarin oranges 1% milk	29) Chili macaroni cooked carrots peas and mushrooms fruit bar 1% milk	30) Baked pork chop broccoli sweet potatoes dinner roll/ margarine flavored applesauce 1% milk	* Center Closed Veterans Day Observed on November 11,2011	

Menu subject to change. Diet menu has been eliminated. All diets will receive the same menu as the Regular diets, unless marked with a star (*). For menus marked with a star (*), please see "Substitution Diet List" Below. Pureed and mechanical soft /ground diets are still available

November 2011

- 11/02/11: Substitute beef and noodles dish for vegetable lasagna
- 11/04/11: Substitute cabbage for sauerkraut
- 11/08/11: Substitute baked chicken for baked chicken patty
- 11/15/11: Substitute plain veal patty for parmesan veal patty. Diets get parsley noodles instead of fettuccini noodles
- 11/16/11: Substitute roast pork & beans for ham & beans

GUIDELINES FOR ALL DIETS (Including Regular diets)

- Use frozen vegetables rather than canned to reduce sodium content.
- Always use low sodium chicken and beef broth/gravies (Made with low sodium base)
- Always use 1% milk for all clients.

Exhibit W

HDM Areas

EXHIBIT W
SERVICE AREAS FOR BID

(INDICATE AREAS TO BE SERVED ON YOUR BID SHEET)
(SPECIFICALLY REQUIRED FOR HOME DELIVERED MEALS)

AREA	BOUNDARY	DESCRIPTION
1	East	Mississippi River between East Taylor & City Limits
	South	West Florissant between East Taylor & Riverview; Gladys between Riverview & City Limits
	Southeast	East Taylor between W. Florissant & Mississippi River
	West/Northwest	Goodfellow / City Limits between Gladys & Mississippi River
2	East	Euclid between I-70 & West Florissant; Riverview between West Florissant & Gladys; Siemer Lane between Natural Bridge & I-70
	South	I-70 between Euclid & Siemer Lane; Natural Bridge between Siemer Lane & City Limits
	West	City Limits between Natural Bridge & Gladys
	North	West Florissant between Euclid & Riverview; Gladys between Riverview & City Limits
3	East/ Northeast	Prairie between Kossuth & Mississippi River; Fair between Kossuth & Ashland; Marcus between Ashland & Dr. Martin Luther King
	South	Ashland between Fair & Marcus; Page between Marcus & City Limits; Kossuth between Fair & Prairie
	West/Northwest	City Limits between Dr. Martin Luther King & Natural Bridge; Siemer Lane between Natural Bridge & I-70; Euclid between I-70 & West Florissant; East Taylor between West Florissant & Mississippi River
	North	Natural Bridge between City Limits & Siemer Lane; Euclid between I-70 & West Florissant; I-70 between Siemer & Euclid; West Florissant between Euclid & East Taylor; Mississippi River between Prairie & East Taylor
4	East/ Northeast	Mississippi River between Washington & Prairie; Grand between Forest Park Blvd. & Washington
	South	Washington Avenue between Mississippi River & Grand; Forest Park Blvd. between Grand & Sarah; Page between Sarah & Marcus
	West/Northwest	Sarah between Forest Park Blvd. & Page; Marcus between Page & Ashland; Fair between Ashland & Kossuth
	North	East Prairie between Kossuth & Mississippi River; Ashland between Fair & Marcus; Kossuth between East Prairie & Fair
5	East	Sarah between Forest Park Blvd. & Page; Marcus between Page & Dr. Martin Luther King; Kingshighway between Forest Park Blvd. & Lindell
	South	Forest Park Blvd. between Sarah & Kingshighway; Lindell between Kingshighway & City Limits
	West	Kingshighway between Forest Park Blvd. & Lindell; City Limits between Lindell & Dr. Martin Luther King
	North	Page between Sarah & the City Limits.
7	East	Mississippi River between Osceola & Washington
	South	Osceola between Mississippi River & Gustine
	West	Gustine between Osceola & Gravois; Grand between Gravois & Washington
	North	Gravois between Gustine & Grand; Washington between Grand & Mississippi River
8	East	Grand between Forest Park & Gravois; Gustine between Gravois & Chippewa
	South	Gravois between Grand & Gustine; Chippewa between Gustine & Kingshighway
	West	Kingshighway between Chippewa & Forest Park
	North	Forest Park between Kingshighway & Grand

EXHIBIT W
SERVICE AREAS FOR BID

(INDICATE AREAS TO BE SERVED ON YOUR BID SHEET)
(SPECIFICALLY REQUIRED FOR HOME DELIVERED MEALS)

AREA	BOUNDARY	DESCRIPTION
9	East	Kingshighway between Chippewa & Oakland ; Skinker between Oakland & Lindell
	South	Chippewa between Kingshighway & City Limits
	West	City Limits between Chippewa & Lindell
	North	Oakland between Kingshighway & Skinker; Lindell between Skinker & City Limits
10	East	Gravois between Loughborough & Holly Hills; Leona between Holly Hills & Wilmington; Ulena/Gustine between Wilmington & Chippewa
	South	Wilmington between Ulena/Coronado & Leona; Holly Hills between Leona & Gravois; Loughborough between Gravois & City Limits
	West	City Limits between Loughborough & Chippewa
	North/Northwest	Chippewa between Gustine & City Limits
11	East	Mississippi River between Robert & Osceola
	South/Southwest	Robert between Mississippi River & I-55; I-55 between Robert & City Limits; City Limits between I-55 & Loughborough
	West	Gustine/Ulena between Osceola & Wilmington; Leona between Wilmington & Holly Hills; Gravois between Holly Hills & Loughborough
	South	Osceola between Mississippi River & Gustine; Wilmington between Coronado & Leona; Holly Hills between Leona & Gravois; Loughborough from Gravois to City Limits
12	East	Mississippi River between City Limits & Robert
	South	City Limits between Mississippi River & I-55
	West	I-55 between City Limits & Robert
	North	Robert between Mississippi River & I-55