



1104 England Drive
Cookeville, TN 38501

REQUEST FOR PROPOSAL (RFP)
SENIOR CENTER APPLICATION
TO DELIVER
SENIOR CENTER SERVICES AND TITLE IIIID
UNDER OLDER AMERICANS ACT

RFP ISSUED: February 3, 2026

SUBMISSION PERIOD: February 11, 2026 - March 13, 2026 (4:30 P.M. CST)

BID OPENING: March 16, 2026 at 3:00 P.M. CST at the office of the UCDD.

Bids will be scored within 17 calendar days and posted afterwards at <https://ucdd.org/aaad/rfpa/>

AWARD PERIOD: July 1, 2026 - June 30, 2030

INTRODUCTION

In preparation of the Upper Cumberland Area Agency on Aging and Disability's (AAAD) four-year Area Plan (FY2027 – FY2030), applications to deliver senior center and Title IIID services under the Older Americans Act Programs are being accepted from February 11, 2026 until March 13, 2026 at 4:30 pm CST. The AAAD is seeking providers for nutrition service provision in each of the following counties: Cannon, Clay, Cumberland, Dekalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, and White Counties.

CORRESPONDENCE & QUESTIONS

All correspondence and questions concerning the RFP are to be submitted via email to kclarkson@ucdd.org. Questions should reference the section of the RFP to which the questions pertain and all contact information for the person submitting the questions. All emailed questions will be answered and posted on the AAAD website at <https://ucdd.org/aaad/rfpa/> mostly within forty-eight (48) hours. In order to prevent an unfair advantage to any respondent, verbal questions will not be answered. These guidelines for communication have been established to ensure a fair and equitable process for all interested applicants.

PROPOSAL SUBMISSION & TIMELINE

All applications must be typed and submitted electronically via email to UCRFPA@ucdd.org between February 11, 2026 - March 13, 2026 (4:30 P.M. CST). Facsimile or mailed proposals will not be accepted. Late or incomplete proposals may not be considered for evaluation. Under no circumstances will this deadline be extended.

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AWARD PERIOD: July 1, 2026 - June 30, 2030

Upper Cumberland Area Agency on Aging and Disability RFPA Overview

The Upper Cumberland Area Agency on Aging and Disability (AAAD) is accepting bids for Senior Centers funded through the Older Americans Act and the Tennessee Commission on Aging and Disability. The service delivery area includes: Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, and White Counties.

All contract requirements will comply with the Tennessee Department of Disability and Aging Policies and Procedures manual (a copy of which is available upon request).

The right is reserved, as the interest of the AAAD may require, to reject any and all bids and to waive any formality in bids received. The AAAD reserves the right to make an award on all items or on any of the items and for an item quantity less than the quantity bid unless qualified by specific limitation of the bidder. The contract shall be awarded to the best evaluated responsible bidder that has submitted a bid which conforms in all material aspects to the RFPA and is scored by an evaluation team to be one of the best evaluated overall proposals. Responsible Bidder is defined as a bidder that has the capacity in all respects to perform fully the contract requirements, and the integrity and reliability, which will assure good faith performance.

The bidder is specifically advised that any person, firm, or other party to whom it is proposed to award a subcontract under this contract must be acceptable to and approved by the AAAD.

The contract dates will be July 1, 2027 thru June 30, 2030. Contracts will be issued on an annual basis and will reflect any updates to current policy.

The Service Provider shall not assign any part of this agreement, its obligations, or rights to any party, company, partnership, or corporation.

Purpose of Senior Centers

The Older American's Act (OAA), Title I, Section 102 (36) U.S.C, the term "multipurpose senior center" means a community facility for the organization and provision of a broad spectrum of services, which shall include provision of health (including mental and behavioral health), social, nutritional, and educational services and the provision of facilities for recreational activities for older individuals.

Through the Older Americans Act (OAA) of 1965, as amended, the Area Agency on Aging and Disability (AAAD) serves as the agency designated by the Tennessee Department of Disability and Aging Administer a comprehensive and coordinated system of services for adults age 60 and over and adults with disabilities, including Senior Centers, as a part of the system within the boundaries of a defined planning service area (PSA). Each AAAD will carefully take into consideration when choosing a site giving preference to location in areas with the greatest incidence of older individuals with social or economic need, with particular attention to low-income older persons (including low-income minority, older individuals, older individuals with limited English proficiency, and older individuals living in rural areas). Special consideration will be given to transportation accessibility, neighborhood safety and security of participants and staff, convenience for collocation of services, and availability of supportive and nutritional services to be provided at the Senior Center.

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

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

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

General Requirements of Senior Centers

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

1. The Senior Center shall target state and federal resources to meet the needs of adults aged 60 and over with the greatest economic need and / or greatest social need with particular attention to low-income minority persons.
2. Organizations eligible for state and federal funds for the operation of a senior center must be chartered in the State of Tennessee as a non-profit corporation or be a division of a city or county government.
3. A Senior Center which is part of a city or county government must operate in accordance with policy and procedures of the city or county government. Governmental agencies must be created by statute, resolution, or ordinance. The city or county government must have policy and procedures that address the administrative and fiscal policies that govern the operation and management of the Senior Center.
4. A Senior Center which is chartered as a non-profit corporation must have a governing entity that is responsible for the overall operation and fiscal integrity of the organization with a written set of by-laws that defines the governing entity and establishes its organizational structure.
5. The Senior Center must submit an annual report to the Secretary of State and to the AAAD. If the Senior Center is a non-profit organization, it must also submit a copy of the Senior Center's 990 tax form for the most recent fiscal year. (Note: these are also requirements of the TN Secretary of State for Non-Profit Corporations.)
6. The Senior Center must administer a satisfaction survey and submit the results to the AAAD annually.
7. The Senior Center must post:
 - a. Participant Grievance Procedures
 - b. Title VI Civil Rights Notice
 - c. Equal Employment Opportunity Poster
 - d. Public Accountability Poster (800# TN Comptroller's Office)
 - e. Call 911 for Emergency
 - f. Location of First Aid Kits, Fire Extinguishers and other supplies
 - g. Monthly Calendar of Events
8. The Senior Center must provide at least a ten percent (10%) local match for all federal funds and at least a fifty percent (50%) match for all state funds.
9. The Senior Center must assure that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of services or in the employment practices of the Senior Center on the grounds of handicap or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. The Senior Center shall, upon request, show proof of nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.
10. The Senior Center must have policies and procedures to ensure fiscal integrity of the organization.
11. The Senior Center must record participant information using the questions on the Participant Registration Form (PRF), maintain the information on file, and record the information in a format specified by the AAAD. (Note: AAADs may either require the Senior Center to record the information directly into the state unit on aging approved database or submit the information to the AAAD). Some AAADs may require Senior

Centers to update annually to ensure that their membership contact information is kept up to date.

12. The Senior Center shall document individual participation. The Senior Center must submit participant attendance monthly in a format specified by the AAAD. (Note: AAADs may either require the Senior Center to record the information directly into the state unit aging approved database or submit the information to the AAAD.)
13. Senior Centers shall comply with Tennessee Code Annotated § 52-2-1002 on completing backgrounds for employees and volunteers. The following online checks shall be performed and documented: The National Sex Offender Registry, The Tennessee Felony Offender Registry, The Tennessee Abuse Registry, The Tennessee Drug Offender Registry, The SIRI Registry.
14. All provider agencies will comply with all federal and state laws and regulations.
15. Service providers may expend federal and state funds only for those services for which they received authorization through a contract with the AAAD.
16. Service providers receiving state appropriations or OAA funds must comply with DDA contracting guidelines, program standards and service descriptions.
17. Services shall be provided only to consumers who meet eligibility criteria.
18. No service provider agent shall solicit or accept gratuities, favors, or anything of monetary value from a consumer, service provider, contractor, or potential contractor.
19. Each service provider must have procedures to protect the confidentiality of information collected about consumers. The procedures must ensure that no information about a consumer is obtained or disclosed by a service provider in a form that identifies the person without the “informed written consent” of that person or of his or her legal representative. Disclosure may be allowed by court order, or when securing client-related services, benefits, or rights. All consumer information must be maintained in controlled access files. (Exception: A written release of information when making a referral or Adult Protective Services is not required.)
20. Each service provider shall either provide a statement of self-insured status or procure and maintain payment of premiums on policies of insurance coverage to (A) adequately protect personal and real property whose acquisitions cost was borne in whole or in part as a direct charge to Title III or state funds from loss or damage; and (B) adequately cover all claims which may arise related to accidents involving personal injuries and/or use of products and services under the area plan.
21. All service providers must obtain sufficient bond coverage for protection of the AAAD and DDA from theft, forgery, embezzlement, and fraud losses by the service provider agency, any of its agents or employees, full or part-time.
22. Quality Assurance will be an ongoing process in which all entities including DDA, AAAD, service providers and consumers will play a role.
23. Service providers will be monitored by the AAAD at least annually using monitoring tools approved by DDA that are based on DDA’s Aging Program and Policy Manual.
24. Service providers shall provide service recipients with an opportunity to contribute to the cost of their service. Services shall not be denied because the older individual or family caregiver will not or cannot make a voluntary contribution.
25. Service providers shall, where feasible and appropriate, make arrangements for the availability of services to older individuals and family caregivers in weather-related and other emergencies.
26. Service providers shall assist participants in taking advantage of benefits under other programs.

27. Service providers shall comply with all state laws relating to mandated reporting of abuse, neglect, and/or exploitation and shall immediately make a report to appropriate officials for follow-up, conditions or circumstances which place the individual, or the household of the individual, in danger.
28. Service providers, either private for-profit or not-for-profit organizations, must be incorporated under the laws of the state in which their principal place of business is located.
29. Games are encouraged to be played at senior centers across Tennessee. All games played must all for all interested members to participate without requiring a monetary fee or donation of a good to play. If a member is required to “pay to play” the game is then considered a “game of chance” and Tennessee Charitable Gaming Laws would be required to be followed.

Upper Cumberland Area Agency on Aging and Disability (AAAD) Requirements

1. The Participant Registration Form (PRF) and Nutrition Screening (NS) shall be updated annually by senior center staff. The forms should be submitted within 24 hours by email upon completion to the AAAD at seniorcenters@ucdd.org
2. Senior Centers must use the approved standardized version of the PRF and NS, no additions or changes will be accepted to the form.
3. The Senior Center must submit participant attendance monthly in a format specified by the AAAD. (Note: AAADs may either require the Senior Center to record the information directly into the state unit aging approved database or submit the information to the AAAD.) Monthly recap reports are due to the AAAD, in electronic format, by the 5th of the following month and submitted to the AAAD at seniorcenters@ucdd.org
4. Senior Center directors or their designee will attend quarterly meetings at the AAAD.
5. Senior Centers shall submit program data and financial reports to the AAAD at least quarterly by the 10th of the month following the quarter.
6. All Service providers shall respond to Tennessee Department of Disability and Aging & AAAD information requests.
7. Provide transportation vouchers to senior center participants, with priority given to those who are low-income, low-income minority, and/or clients with functional based needs. Transportation log sheets shall be submitted to the AAAD by the 5th of the following month to seniorcenters@ucdd.org

Provision of Non-Registered Services (Service Definitions)

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

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

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

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

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

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

Policy / Guidance

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

Provision of Title III D – Evidence-Based Disease Prevention and Health Promotion Services

Under the Older American's Act (OAA), Title III, Part D, Section 361 (a), grants are made to States under State plans to implement evidence-based disease prevention and health promotion services and information to be offered at multipurpose senior centers, at congregate meal sites, through home delivered meals programs, or at other appropriate sites. Evidence-based disease prevention and health promotion programs reduce the need for more costly medical interventions.

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

General Requirements for Title III D

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

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

10. Service providers will be monitored by the AAAD at least annually using monitoring tools approved by DDA that are based on DDA's Aging Program and Policy Manual.
11. All provider agencies will comply with all federal and state laws and regulations.
12. Service Providers shall specify how they will satisfy the service needs of those identified as in greatest social need, with a focus on low-income minority individuals in the service area. This includes attempting to provide services to low-income minority individuals at least in proportion to the number of low-income minority Older Individuals and family caregivers in the population serviced by the provider.
13. Service providers shall provide service recipients with an opportunity to contribute to the cost of their service. Services shall not be denied because the older individual or family caregiver will not or cannot make a voluntary contribution.
14. Service providers shall, where feasible and appropriate, make arrangements for the availability of services to older individuals and family caregivers in weather-related and other emergencies.
15. Service providers shall assist participants in taking advantage of benefits under other programs.
16. Service providers shall assure that all services are coordinated with other appropriate services in the community, and that these services do not constitute an unnecessary duplication of services provided by other sources.
17. Service providers shall comply with all state laws relating to mandated reporting of abuse, neglect, and/or exploitation and shall immediately make a report to appropriate officials for follow-up, conditions or circumstances which place the individual, or the household of the individual, in danger.
18. Service providers, either private for-profit or not-for-profit organizations, must be incorporated under the laws of the state in which their principal place of business is located.
19. Provide appropriately trained leaders, coaches, or instructors with evidence of proper certification or credentials to conduct specific evidence-based programs.
20. Have methods and procedures in place for the collection and reporting of data, including but not limited to, number of participants, number and type of workshops, location of workshops.
21. Provide financial reports to the AAAD at least quarterly by the 10th day of the month following the quarter.
22. The Older Americans Act (OAA) ensures that, in accordance with current practice, disease prevention and health promotion programs are funded under Title IIID programs are evidence-based. There are two ways to assess whether Title III-D funds can be spent on a particular program:
 - a. The program is considered to be an "evidence-based program" by any operating division of the U.S. Department of Health and Human Services (HHS) and is shown to be effective and appropriate for older adults.
 - b. The program meets the requirements for ACL's Evidence-Based Definition. Definitions are:
 - Have demonstrated through evaluation that they are effective for improving the health and well-being or reducing the disability and/or injury among older adults; and

- Have been proven effective with the older adult population, having used an Experimental or Quasi-Experimental Design (Experimental designs use random assignment and a control group; Quasi-Experimental designs do not use a random assignment); and
- Have research/evaluation results that have been published in a peer-reviewed journal; and
- Have been implemented previously at the community level (with fidelity to the published research) at least once before and shown to be effective outside a research setting; and
- Includes developed program manuals, guides, and/or handouts that are available to the public.

Upper Cumberland Area Agency on Aging and Disability (AAAD) Requirements

1. Evidence-Based programs must be completed by April 1st and final reports, including all documentation, should be submitted via email to seniorcenters@ucdd.org by April 15th.
2. Senior center will submit via email to seniorcenters@ucdd.org what workshop / class that will be conducted at the center / location twenty (20) days prior to the class starting.
3. Senior Center must complete a PRF of each class participant and submit to the AAAD to ensure eligibility of age 60 years or older.

Evidence-Based Health Promotion / Disease Prevention Service Definition

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

Policy / Guidance

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

SENIOR CENTER APPLICATION

Applicant Organization Name: _____

Mailing Address: _____

Physical Address: _____

Contact (Name & Title): _____

Email Address: _____

Telephone: _____ Fax: _____

Emergency Contact (Name & Phone No.): _____

Fiscal Contact (Name & #): _____

Date of Application: _____

Sub-recipient's Unique Entity Identifier (SAM) : _____

I. COVER LETTER

- a) Cover Letter – At a minimum, this letter must include the following:
- A statement that the accompanying application is in response to this RFP (application).
 - A statement that the applicant is willing, if selected, to execute a contract with the grantee agency of the Area Agency on Aging and Disability (AAAD).
 - A statement identifying the individual(s) authorized to finalize a contract with the grantee agency of the AAAD on behalf of the Applicant.

II. ORGANIZATIONAL STRUCTURE AND INFORMATION

- a) Provide a W-9

Indicate the entity type:

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

- b) Please indicate the status of your agency:
- Single purpose agency (Only serving 60 and older)
- Multipurpose agency
- c) Place of Establishment: _____
- d) Date Established: _____
- e) Organizational Capacity: Provide a list of the present membership of the Board of Directors or other governing body of the applicant. The list must include each member's name, address, sex, race and whether he or she is a person with a disability. Also include the method used for selecting and replacing board members.

III. License, Certification, Permits, and Accreditation

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

- a) Any required business license (i.e., 501(c), etc.)
- b) A copy of the Applicant's current Certificate of Insurances and Workers Compensation (i.e., Liability and Bond, etc.)

IV. History, Experience, and Mission

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

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

V. Personnel & Training

Provide the following information related to personnel and training:

- a) Identify the key personnel who will be involved with the program. Please make available upon request a resume of each of the key personnel.
- b) Identify the supervisory structure related to proposed service delivery.
- c) Describe the qualifications and required competencies for persons who serve as direct care workers. Include job descriptions.
- d) Include the proposed training approaches and curriculum to be used to keep staff current in best practices in services and supports.

VI. Financial Capacity

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

- a) If available, the most recently completed audited financial statements of Applicant

If an audited financial statement is not available, you must provide the following information:

1. IRS tax reporting forms / tax return is appropriate for the submitting organization.
2. A current written bank reference, in the form of a standard business letter, indicating that the applicant's business relationship with the financial institution is in positive standing.
3. Two (2) current written positive credit references in the form of standard business letters from vendors with which the applicant has done business, or documentation of a positive credit rating determined by an accredited credit bureau within the last six (6) months.

VII. Assurances & Certifications

By signing this application, the Applicant agrees:

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

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

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

VIII. Service Delivery

Provide a detailed narrative describing the applicant's service delivery plan and how all previously listed provider requirements will be met.

Explain the organization's policy process for conducting and maintaining documentation on criminal background checks for staff and volunteers involved in service delivery related to this Application.

Explain the organization's policy process for conducting Customer Satisfaction Surveys and attach the results of your most recent Customer Satisfaction Survey Report showing the percentage of satisfied customers for the period.

IX. TARGETING

- a) OAA funds are used to serve individuals 60 years of age and older; however, its focus should be on serving persons with the greatest social or economic need. The table below indicates the demographics for the district for which the applicant is applying to serve.

Upper Cumberland TN						
Geography	Population		Language	Poverty		Rural
	60+ Population	60+ Minority population	% of individuals ages 65+ who speak language other than English at Home	% of individuals ages 65+ who are below 100% FPL	% of individuals ages 65+ who are Low Income Minority	% of all 65 who are rural
Cannon County	3,561	178	1.43%	9.95%	0.54%	81.13%
Clay County	2,447	171	2.34%	21.68%	0.38%	100.00%
Cumberland County	20,842	625	2.37%	6.71%	0.18%	60.89%
Dekalb County	4,656	140	3.35%	7.98%	0.52%	78.37%
Fentress County	5,058	101	0.67%	14.95%	0.29%	100.00%
Jackson County	3,343	67	1.19%	18.63%	0.00%	100.00%
Macon County	4,497	150	0.00%	12.04%	0.00%	79.57%
Overton County	5,920	118	1.79%	13.11%	0.14%	84.22%
Pickett County	1,738	70	0.00%	14.12%	2.13%	100.00%
Putnam County	16,199	648	2.14%	11.59%	0.00%	34.98%
Smith County	4,065	163	0.78%	13.72%	1.99%	82.88%
Van Buren County	1,653	17	3.39%	9.23%	0.00%	100.00%
Warren County	9,102	364	1.31%	11.55%	0.61%	61.38%
White County	7,121	427	1.53%	11.91%	0.63%	78.17%

- b) Explain, in detailed narrative format, the applicant's ability to reach the following individuals considering the demographics listed above:
1. Low Income
 2. Low Income Minority
 3. Rural
 4. English Limitation

**SENIOR CENTER APPLICATION
AUTHORIZATION FOR SUBMISSION**

Legal Name of Applicant Agency

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

Executive Director / CEO / President Applicant Organization

Date

Print Name of Executive Director: _____

Chairman, Governing Body

Date

Print Name of Chairman: _____

SENIOR CENTER - SCOPE OF WORK**I. STATUS PLAN / TARGETING**

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

II. PROVISION OF SERVICES

Explain, in detailed narrative format, the types of activities and services that will be provided through the Senior Center and including those funded by Title IIIB funds.

TITLE IIID - SCOPE OF WORK**I. STATUS PLAN /TARGETING**

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

II. PROVISION OF SERVICES

Explain, in detailed narrative format, the types of programs that will be provided through the Title IIID funding including training and certification received and a schedule of events.

RFPA CHECKLIST

- Cover Letter
- W-9
- Audited financial statement or other requested financial information
- Business License/Business Status
- Valid certificate of liability insurance
- Service Delivery explanation, & Attachment 1 – Scope of Work, Timeline for implementation
- Policy for conducting/maintaining background checks
- Attached schedule of holidays
- History, Governing Body, Organizational Chart, Experience
- Mission Statement, Values/Guiding Principles
- Personnel – supervisory structure, qualifications/job descriptions, proposed training and curriculum
- Verification of Workers Compensation Insurance
- Signed Authorization for submission

This Section is completed by Area Agency Staff only.

RFPA EVALUATION AND SCORING

Total Points Earned: _____

Applicant Name: _____ Date: _____

Name of Individual Scoring Application: _____

RFPA Requirement	Points Possible	Points Earned	Comments
Documentation of all required licenses to provide services; organizational information provided	5		
Record of accurate and timely billing & reporting	5		Fiscal and QA staff can provide documentation of record
Customer Satisfaction rate has been measured and documentation that 80% or more of participants are satisfied with services	2		
Organization has been providing senior center services for more than 1 year	1-3		0 points less 1 year 1 point (1-5 years) 2 points (6-10 tears) 3 points (11+ years)
Plans to provide Evidence-Based programs.	1-2		1 point for each program, 2 points maximum
Has been providing Evidence-Based programs for more than 1 year.	2		
Organization will provide innovative services.	3		
Total			