



## **REQUEST FOR PROPOSAL (RFP) OAA Title III-E Transportation**

**Issued by:** Jayhawk Area Agency on Aging, Inc. (JAAA)

**RFP Release Date:** February 3, 2026

**Pre Bid Meeting:** February 11, 2026, 9:00am, Central Standard Time  
Join Zoom Meeting

<https://us02web.zoom.us/j/85612730337>

**Deadline to Submit Questions:** February 17, 2026, 12:00 noon,  
Central Standard Time

Responses to questions will be posted on February 23, 2026

**Proposal Due Date:** March 13, 2026, 12:00 noon, Central Standard  
Time

**Contract Period:** October 1, 2026 – September 30, 2027

## Jayhawk Area Agency on Aging, Inc. Standard Terms and Conditions

### 1. Terminology / Definitions

Whenever the following words and expressions appear in this solicitation or any amendment thereto, the definition below applies:

- **Agency / Department:** Jayhawk Area Agency on Aging, Inc., the entity purchasing equipment, supplies, and/or services.
- **Amendment:** A written, official modification to a solicitation or contract.
- **Attachment:** Forms included with a solicitation that provide informational data or requirements related to performance.
- **Bidder / Proposer:** A person or organization submitting a proposal to provide equipment, supplies, or services under this RFP.
- **Buyer:** The contact person referenced in the solicitation.
- **Client Registration:** The process of verifying client eligibility through the Caregiver Assessment Plan (CAP) (CAP), documenting required client information, authorizing transportation services, and maintaining records necessary for service delivery and reporting in accordance with KDADS Field Support Manual and Agency requirements.
- **Contract:** A legal, binding agreement between parties for procurement of equipment, supplies, or services.
- **Contractor:** A successful bidder who enters into a contract.
- **Exhibit:** Forms included with a bid/proposal that must be completed and returned.
- **Request for Proposal (RFP):** Procurement document issued by the Agency. Includes these Terms and Conditions, Pricing Pages, Exhibits, Attachments, and Amendments.
- **May:** Optional features, components, or action.
- **Must / Shall:** Mandatory requirement; non-compliance renders bid non-responsive.
- **Should:** Desirable but not mandatory features, components, or action.

### 2. Open Competition

- Bidders must submit questions or requests for clarification in writing to the Buyer by the deadline specified.
- Official Agency positions are only those stated in writing in the solicitation or amendments.
- Agency monitors procurement for anti-competitive behavior and may refer violations to the Kansas Attorney General.
- Agency reserves the right to modify or cancel a solicitation via amendment.

### 3. Preparation of Bid / Proposal

- Bidders must examine the entire solicitation carefully.
- Specifications are minimum requirements; bids must meet or exceed them.
- Proposed unit rate(s) shall include all costs associated with client eligibility verification/CAP, scheduling, dispatch, driver time, mileage, vehicle costs, and reporting, unless otherwise specified in this RFP.
- Proposed costs must reflect the total funding requested and shall remain unchanged throughout the proposal evaluation period.

#### **4. Submission of Bids / Proposals**

- Bids must be signed by an authorized representative; include all required information and be submitted by the official closing date/time.
- Proposals must be submitted electronically in Word or PDF format to [reporting@jhawkaaa.org](mailto:reporting@jhawkaaa.org) no later than 12:00 p.m. (noon) Central Standard Time on March 13, 2026. Late submissions or proposals sent by any other method will not be accepted or considered.
- Modifications or withdrawals must be in writing or in person with proper identification before the proposal's due date.

#### **5. Evaluation / Award**

- Bids are evaluated based on compliance with specifications, price, responsiveness, and other stated criteria.
- Agency may request clarification, consider references or other sources, and award by item, group, or entirety.
- Unit price prevails over extended totals in case of discrepancy.
- Awards are made by written notification.
- All submitted bids are subject to Kansas open records law.

#### **6. Contract / Purchase Order**

- Contract includes the solicitation, bidder response, and Agency acceptance.
- Any modifications must be executed via formal amendment.

#### **7. Invoicing and Payment**

- Contractor must submit accurate monthly reports as required.
- Payments will be made on a reimbursement basis and must correspond to the number of eligible service units (one-way trips) as reported. No advance payments will be issued.
- Services provided in excess of authorized quantities or not in accordance with contract requirements will not be reimbursed.

#### **8. Delivery**

- Time is of the essence. All required deliverables, including completion of Caregiver Assessment Plan (CAP), transportation service, and submission of required reports, must be completed by the dates specified in the contract and/or within the timeframes established by the KDADS Field Support Manual (FSM), or within a period otherwise deemed reasonable by the Agency.

#### **9. Inspection and Acceptance**

- The Agency reserves the right to monitor, review, and inspect all services provided under this RFP, including Caregiver Assessment Plan (CAP), transportation service, and reporting, to ensure compliance with program requirements and contract specifications.
- Transportation services that do not meet the requirements, service delivery standards, or reporting obligations, may be rejected and will not be reimbursed.
- Rejection of non-compliant services does not limit the Agency's right to pursue other legal or contractual remedies.

#### **10. Warranty or Services**

The Contractor warrants that all services provided under this RFP, including completion of Caregiver Assessment Plan (CAP), transportation service, and reporting, will:

- Conform to all specifications and requirements outlined in this RFP and the resulting contract.
- Be appropriate and safe for the intended recipients, meeting all transportation program standards.
- Be performed with high-quality standards and professional care, ensuring accuracy, timeliness, and reliability.

- Be free from defects or deficiencies in service delivery, documentation, or reporting.

#### **11. Conflict of Interest**

- The Contractor hereby covenants that, at the time of submission of this proposal, it has no contractual relationships or other obligations that would create an actual, perceived, or potential conflict of interest with the provision of transportation services, completion of Caregiver Assessment Plan (CAP), or reporting services under this RFP.
- The Contractor further agrees that during the term of any resulting contract, neither the Contractor nor any of its employees shall enter into or maintain any contractual relationships or engagements that would create an actual, perceived or potential conflict of interest with the delivery of services funded under the Older Americans Act through this Agency.

#### **12. Cancellation / Termination of Contract**

- **Material Breach**

In the event of a material breach of contractual obligations by the Contractor, Jayhawk Area Agency on Aging, Inc. (the Agency) may terminate the contract. At the Agency's sole discretion, the Contractor may be given an opportunity to cure the breach or provide a written plan detailing how the breach will be remedied. The cure must be completed within 10 working days from receipt of the Agency's notification.

- **Immediate Termination**

If the Contractor fails to cure the breach within the specified timeframe, or if circumstances require immediate action, the Agency may terminate the contract immediately by written notice.

- **Agency Remedies**

If the contract is terminated for breach, the Agency reserves the right to obtain transportation services, completion of Caregiver Assessment Plans (CAPs) and Plans of Care (POCs) (as applicable), and related services from alternative sources.

- **Termination for Convenience**

The Agency may terminate the contract at any time for its convenience, without penalty, by providing 30 calendar days' written notice. The Contractor will be entitled to equitable compensation for services satisfactorily performed up to the effective date of termination.

#### **13. Communications and Notices**

- Notices are valid if mailed, hand-delivered, or emailed to the authorized contractor contact.

#### **14. Non-Discrimination in Employment**

- Contractors and subcontractors shall not discriminate against employees, applicants, or service recipients.
- Violations may result in contract cancellation, removal from bidder lists, or referral to Attorney General's Office as deemed appropriate.

#### **15. Americans with Disabilities Act (ADA)**

- Contractors must comply with ADA requirements and provisions.

#### **16. Title VI of the Civil Rights Act of 1964**

- Contractors and subcontractors must comply with Title VI requirements and provisions.

#### **17. Older Americans Act (OAA)**

- Contractors and subcontractors must comply with OAA requirements and provisions.

#### **18. Governing Law**

- All contractual agreements shall be subject to, governed by, and construed according to the laws of the State of Kansas

#### **19. Hold Harmless / Indemnification**

The Contractor agrees to protect, defend, indemnify, and hold Jayhawk Area Agency on Aging, Inc., its officers, employees, and agents harmless from and against any and all claims, liabilities, losses, damages, costs, or expenses, including reasonable attorney fees, arising out of or related to:

- The Contractor's performance or non-performance of services under this contract, including transportation services, Caregiver Assessment Plan (CAP), and reporting.
- Any errors, omissions, negligence, or misconduct of the Contractor or its employees or subcontractors.
- Any personal injury or property damage resulting from the Contractor's performance of the contract.
- Any violation of applicable laws, rules, regulations, or contractual requirements in connection with the services provided.

The Contractor further agrees to investigate, handle, respond to, and defend any such claims at its own expense, even if a claim is groundless, false, or fraudulent.

## **20. Titles / Headings**

- Paragraph titles are for reference only and do not affect contractual interpretation.

## **21. Right to Examine and Audit Records**

The Contractor agrees that Jayhawk Area Agency on Aging, Inc. (the Agency), or its authorized representatives, shall have access to and the right to examine and audit any and all books, records, documents, and data related to the Contractor's performance under this contract, including:

- Transportation services provision records
- Completion of Caregiver Assessment Plan (CAP)
- Reporting and administrative activities

Such records may include hard copy documents and electronic data.

The Contractor shall require that all subcontractors, suppliers, or other payees comply with this clause by including similar requirements in their written agreements.

The Contractor further agrees to fully cooperate with the Agency in providing or making available any such records, and to ensure that all related parties and payees cooperate as well.

## **22. HIPAA Compliance**

- The Contractor and any subcontractors agree to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), including all applicable Administrative Simplification provisions and related regulations issued by the U.S. Department of Health and Human Services.
- The Contractor shall implement all necessary safeguards to protect the privacy and security of any protected health information (PHI) obtained in connection with providing transportation services, completion of Caregiver Assessment Plan (CAP), or related services.
- If required, the Contractor agrees to execute any addenda, agreements, or memoranda of understanding necessary to ensure compliance with HIPAA and related regulations.

## **Jayhawk Area Agency on Aging, Inc. Special Conditions Governing Responses and Subsequent Contracts**

### **1. Compliance Requirements**

Contracts resulting from this RFP must comply with:

- Title VI of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act (ADA)
- 45 CFR 74, 45 CFR Part 92, and EO 12549, as applicable
- 45 CFR Part 1321, as revised

- Federal, state, and local health, safety, fire, and sanitation requirements
- Older Americans Act of 1965, as amended.
- KDADS Field Service Manual policies and procedures, including HIPAA.

Note: A signed statement of assurances, included in the RFP, is required.

## **2. Insurance Requirements**

- All bidders (except local government units) must provide a Certificate of Liability Insurance and maintain coverage for the duration of the contract:
- Commercial General Liability
  - Minimum \$1,000,000 per occurrence (bodily injury, personal injury, property damage)
  - Minimum \$2,000,000 aggregate
- Workers' Compensation & Employer's Liability
  - Workers' Compensation: statutory (all states endorsement)
  - Employer's Liability: \$100,000 per occurrence
- Additional Requirements:
  - Jayhawk Area Agency on Aging, Inc., its Board of Directors, officers, commissions, agents, and employees must be named as additional insureds.
  - This does not create a partnership or joint venture.
  - Certificate Holder:  
Jayhawk Area Agency on Aging, Inc.  
2910 SW Topeka Blvd., Topeka, KS 66611
  - 30-day advance written notice required for material changes or cancellations

## **3. Submission Timeline for Supporting Documents**

- 10 calendar days after notification to enter the contract.
- Failure to provide required insurance or bonds may result in withdrawal of award.

## **4. Contract Period**

- Effective: October 1, 2026 – September 30, 2027
- Written agreements with all contractors must be secured by August 31, 2026

## **5. Option to Renew**

- Jayhawk Area Agency on Aging, Inc. reserves the sole right to renew annually.

## **6. Contract Pricing**

- Reimbursement at a cost per one-way trip for transportation service.
- Rates remain firm during the contract period.
- Funding sources: Title III-E funds (Older Americans Act), program income.

## **7. Accounting Policies**

- Contractors must follow Generally Accepted Accounting Principles (GAAP)
- Maintain accounting records supported by source documents.
- Reference: KDADS FSM 8.1.6

## **8. Licenses and Permits**

- Contractors must obtain all necessary licenses and permits.
- No expense to Jayhawk Area Agency on Aging, Inc.

## **9. Codes and Regulations**

- All work must comply with current prevailing codes and regulations.

## **10. Additional Services**

- Jayhawk Area Agency on Aging, Inc. may add services with mutual consent during the contract period.

#### **11. Negotiations**

- Agency reserves the right to negotiate any and all elements of the contract.

#### **12. Publicity Clause**

- All publicity materials must acknowledge support from:
  - Jayhawk Area Agency on Aging, Inc.
  - Kansas Department for Aging and Disability Services

#### **13. Ownership of Work Product**

- Any reports, data, or other deliverables provided to the Jayhawk Area Agency on Aging, Inc. as a result of services performed under this contract, including Caregiver Assessment Plan (CAP), transportation services records, and related reporting, shall be the property of the Agency.
- The Agency may use, reproduce, or distribute such materials as it deems appropriate.

#### **14. Electronic Version of RFP**

- Available upon request (Word for Microsoft Windows)
- Agency does not guarantee accuracy.
- Hard copy governs in case of discrepancies.

#### **15. Technical Assistance**

- Agency staff will provide assistance as requested.
- Contact:  
2910 SW Topeka Blvd., Topeka, KS 66611  
Phone: (785) 235-1367  
reporting@jhawkaaa.org

#### **16. Conflicts of Interest**

- All applicants and any subcontractors must remain free from actual, perceived or potential conflicts of interest in the provision of services under this RFP. Conflicts of interest include, but are not limited to, any personal, financial, or organizational relationships that could influence or appear to influence the delivery of transportation services, completion of Caregiver Assessment Plan (CAP), or related services.
- Applicants must comply with the following applicable regulations:
  - Kansas Administrative Regulations (K.A.R.) 26-3-1(1)(B) – prohibiting conflicts of interest in the provision of aging services.
  - Older Americans Act (OAA), Title III and 45 CFR 1321.67 – including conflict-of-interest requirements as they flow down to funded programs.
  - 45 CFR Part 75 – federal Uniform Administrative Requirements, Cost Principles, and Audit Requirements for HHS awards, including conflict-of-interest standards for federally funded programs.
- Disclosure Requirement: Applicants must disclose any actual, perceived, or potential conflicts of interest at the time of proposal submission. Failure to disclose may result in disqualification from consideration or termination of award.
- Subcontractor Compliance: Applicants must ensure that any subcontractors, vendors, or other payees comply with these conflict-of-interest requirements.

#### **17. Eligible Organizations**

- Eligible organizations: public agencies, not-for-profit, or for-profit

## **REQUEST FOR PROPOSAL (RFP)**

### **OAA Title III E Transportation Services**

**Issued by:** Jayhawk Area Agency on Aging, Inc. (JAAA)

**RFP Release Date:** February 3, 2026

**Pre-Bid Meeting:** February 11, 2026, 9:00 AM, Central Standard Time

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**Contract Period:** October 1, 2026 – September 30, 2027

## **PROCUREMENT REQUIREMENTS AND SUBMISSION STANDARDS**

### **Governing Authority**

- This Request for Proposals (RFP) is issued in accordance with the Older Americans Act of 1965, as amended; applicable federal regulations; Kansas Department for Aging and Disability Services (KDADS) requirements; and the KDADS Field Support Manual (FSM). The Jayhawk Area Agency on Aging (JAAA) is required to conduct this procurement in a manner that ensures open and fair competition and the uniform application of all solicitation requirements.
- This RFP is issued consistent with the Jayhawk Area Agency on Aging's Pre-Procurement Notice Regarding Procurement Standards dated January 16, 2026, which is incorporated herein by reference.

### **Notice of Procurement Standards**

- Providers are advised that this RFP is issued consistent with the Pre-Procurement Notice Regarding Procurement Standards distributed by the Jayhawk Area Agency on Aging on January 16, 2026.
- The requirements set forth in that notice, including provider responsibility for timely and complete submissions and the statement that late or incomplete proposals will be deemed non-responsive with no exceptions, are fully incorporated into this RFP by reference and apply to this procurement in their entirety

### **Provider Responsibility**

- The responsibility for submitting a complete, accurate, timely, and responsive proposal rests solely with the responding provider.
- By submitting a proposal, the provider affirms that it has:
  - Read and understands all RFP instructions, requirements, and deadlines.
  - Reviewed all forms, certifications, assurances, and attachments required for submission.
  - Ensured that the proposal is complete and responsive at the time of submission.



- JAAA is not permitted to provide individualized assistance, reminders, or guidance to ensure provider compliance with procurement requirements, nor to remedy deficiencies in a proposal after the submission deadline, as doing so would compromise the integrity of the procurement process and violate procurement requirements.

#### **Submission Deadline and Method**

- Proposals must be submitted in the manner, format, and by the deadline specified in this RFP. It is the provider's responsibility to ensure timely receipt by JAAA.
- Failure to comply with the submission deadline or submission method specified in this RFP shall result in the proposal being deemed non-responsive.

#### **Late, Incomplete, or Non-Compliant Proposals — Non-Responsive**

- In accordance with KDADS Field Support Manual procurement requirements, proposals that are late, incomplete, or fail to strictly comply with the instructions and requirements of this RFP are considered non-responsive and must not be accepted, reviewed, or evaluated. No exceptions will be made.
- This includes, but is not limited to:
  - Proposals received after the stated deadline;
  - Proposals missing required forms, certifications, assurances, or signatures;
  - Proposals submitted using a method or format not specified in this RFP; and
  - Any materials submitted after the deadline for the purpose of correcting, clarifying, or completing a proposal.
- JAAA is prohibited from accepting or considering non-responsive proposals. A determination of non-responsiveness under this section is not subject to protest.

#### **Questions and Communications**

- All questions regarding this RFP must be submitted in writing and within the timeframe identified in this solicitation. Responses, if provided, will be issued in writing and shared in a manner consistent with KDADS FSM procurement standards.
- Verbal, informal, or unauthorized communications outside the established procurement process are not binding and must not be relied upon by providers.

#### **No Guarantee of Award**

- Submission of a proposal does not guarantee contract award or continuation of funding. Contract awards will be made based solely on responsiveness to this RFP, the evaluation criteria identified herein, availability of funds, and compliance with KDADS FSM and OAA requirements.

#### **Procurement Protest Limitations**

- Any protest related to this procurement must be submitted in writing and in accordance with the procedures and timelines specified in this RFP and applicable Kansas Department for Aging and Disability Services (KDADS) Field Support Manual (FSM) requirements.
- Protests shall be limited to allegations that the Jayhawk Area Agency on Aging (JAAA) failed to follow the procurement procedures identified in this solicitation or applicable KDADS FSM requirements.
- Protests based on a provider's failure to submit a timely, complete, or responsive proposal, including but not limited to late submissions, missing documents, incorrect submission methods, or failure to follow RFP instructions, shall not be considered.
- JAAA shall not consider protests requesting exceptions to stated submission deadlines, requirements, or evaluation procedures. Allowing such exceptions is prohibited under KDADS FSM procurement requirements and would compromise fair and open competition.
- The decision of JAAA regarding the responsiveness of a proposal and compliance with procurement requirements shall be final.

## **1. INTRODUCTION & STATEMENT OF NEED**

Jayhawk Area Agency on Aging, Inc. (JAAA) seeks proposals from qualified transportation services to provide Transportation Services funded under Title III-E of the Older Americans Act (OAA).

The purpose of Transportation Services is to support and sustain family caregivers by providing transportation that helps caregivers access caregiver support and fulfill caregiving-related responsibilities for eligible care recipients in Douglas, Jefferson, and Shawnee Counties.

- Transportation services to eligible participants.
- Targeted outreach to family caregivers with the greatest economic and social need, including low-income caregivers, caregivers from minority communities, caregivers with limited English proficiency, and caregivers in rural areas.
- Completion and maintenance of Caregiver Assessment Plan (CAP) in accordance with the Kansas Department for Aging and Disability Services (KDADS) Field Service Manual (FSM) and OAA.
- Ensuring OAA-funded transportation services are managed to provide service to eligible clients for the full contract period.

## 2. STATEMENT OF PURPOSE

The purpose of this RFP is to:

- Provide transportation services to eligible participants.
- Implement an Outreach Plan to engage older adult caregivers with the greatest economic or social needs.
- Conduct and maintain Caregiver Assessment Plan (CAP) for all participants, ensuring compliance with KDADS FSM and OAA criteria.

## 3. SCOPE OF SERVICES

- One (1) unit of OAA Title III-E Transportation service is defined as one (1) one-way trip provided to an eligible caregiver and/or care recipient in support of an approved caregiving arrangement. Reimbursement is based on one-way trips only. Approved purposes include medical and health-related appointments and other essential trips consistent with KDADS FSM and JAAA policy. (*Older Americans Act § 303(a)(3)(E); 45 CFR § 1321.89;*)
- Transportation services shall be provided at a minimum as curb-to-curb level of assistance.
- Transportation services do not include the provision of medical care, personal care, physical lifting, or escort services beyond the vehicle.
- The Contractor must notify JAAA promptly of any vehicle accident, injury, or safety incident involving clients during service delivery and submit an incident report in the timeframe required by JAAA, or within twenty-four (24) hours unless otherwise specified by the Agency. (*OAA § 306(a)(2); JAAA policy*)
- The Contractor must provide services in compliance with the Americans with Disabilities Act (ADA), including reasonable accommodations and accessible transportation as required. (*Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101–12213; 49 CFR Parts 37 & 38; OAA § 504;*)
- The Contractor shall ensure that all staff involved in the delivery of transportation services receive training appropriate to their role. At a minimum, training must include working with older adults, effective communication skills, customer service expectations, and safety.
- The Contractor shall comply with all mandatory reporting requirements under applicable federal and state laws and shall promptly report any suspected abuse, neglect, exploitation, safety concerns, or other reportable incidents involving

customers to the appropriate authorities and to JAAA, in accordance with KDADS and Agency policies. (*K.S.A. 39-1431 et seq.*)

- All services provided and billed under this contract must meet the applicable service definitions for OAA Title III-E Transportation services and be delivered in accordance with the approved Caregiver Assessment Plan (CAP) and Plan of Care (POC), if applicable. (*Older Americans Act § 303(a)(3)(E); 45 CFR § 1321.89*)
- The Contractor shall comply with all personnel requirements applicable to the provision of transportation services, including employee background checks, screening, and supervision, in accordance with federal and state law, KDADS requirements, and JAAA policies.
- The Contractor shall comply with all requirements, terms, and conditions contained in the resulting service contract, this RFP, and all applicable federal, state, and local laws and regulations. (*OAA § 306(a); 45 CFR § 1321.67*)
- The Contractor shall remain fully responsible for compliance with all contract requirements when utilizing subcontractors, volunteers, or third-party transportation providers. All subcontracted services must meet the same requirements as services delivered directly by the Contractor. (*45 CFR § 75.351; OAA § 306(a)*)
- Vehicles used to provide transportation services under this contract must be safe, well maintained, and operated in compliance with applicable federal, state, and local laws and insurance requirements. (*49 CFR Parts 37 & 38; Kansas motor vehicle and insurance laws*)

### **Caregiver-Related Transportation Priority and Targeting**

- JAAA may establish annual service targets or prioritization guidance for transportation units to ensure alignment with Title III-E caregiver support goals. Contractors must track and report trip purposes in the categories required by JAAA and KDADS and must cooperate with corrective actions if performance falls below established targets.
- Caregiver-related transportation may include (as authorized and documented) transportation for caregivers and/or care recipients to support the caregiving arrangement, including but not limited to medical and health-related appointments, pharmacy trips for medication access, caregiver training or education, support groups, respite-related trips, and other essential trips including to and from a Senior Center approved by JAAA consistent with KDADS and OAA Title III-E requirements.

- Contractors shall track and report the purpose of all OAA Title III-E transportation units in accordance with JAAA reporting requirements, including the following categories:
  - Shopping / Basic Needs / Nutrition
  - Trips to or from Senior Centers
  - Social Activities

### **OAA Funding Allocation and Transportation Services Continuity**

- The Contractor shall ensure that OAA-funded Transportation services are provided to eligible clients.
- Any adjustments to service provision due to funding availability must be coordinated with JAAA prior to implementation.
- JAAA reserves the right to direct temporary suspension, modification, or prioritization of services when necessary to address health, safety, compliance, or funding concerns.

### **Eligibility**

- Eligible participants include caregivers for persons age sixty (60) and older residing in Shawnee, Jefferson, and Douglas Counties, Kansas, and their respective care recipients. Caregivers must meet eligibility requirements as defined in the KDADS Field Support Manual.

### **Caregiver Assessment Plan (CAP) and Plan of Care (POC)**

- The Contractor shall complete, maintain, and update a Caregiver Assessment Plan (CAP) for each caregiver receiving OAA Title III-E Transportation services in accordance with applicable Kansas Department for Aging and Disability Services (KDADS) Field Support Manual requirements and Older Americans Act (OAA) Title III-E policies.
- A current and valid Caregiver Assessment Plan (CAP) is required for all caregivers receiving OAA Title III-E Transportation services.
- Each CAP is valid for three hundred sixty-five (365) days and must be reviewed and updated in accordance with KDADS Field Support Manual requirements.
- Transportation services funded under OAA Title III-E shall not be provided or billed prior to the determination of eligibility and completion of a current, valid CAP, except as otherwise permitted by KDADS policy.

- The Contractor must ensure that all required CAPs are submitted to Jayhawk Area Agency on Aging, Inc. (JAAA) for entry into the Kansas Aging Management Information System (KAMIS) in accordance with KDADS policies and timelines.
- The Contractor shall implement procedures to notify caregivers of the opportunity to re-register at least thirty (30) days prior to the expiration of the CAP.
- When required by KDADS policy or JAAA procedures, the Contractor shall also complete and implement a Plan of Care (POC) documenting the authorized transportation services and how those services support the caregiving arrangement.
- All transportation services shall be delivered in accordance with the approved CAP and POC, as applicable.

### **Grievance Management**

- Respond promptly to all client grievances related to Transportation services.
- Document each grievance, including the nature of the grievance, actions taken, and resolution.
- Coordinate with Jayhawk Area Agency on Aging, Inc. (JAAA) to ensure grievances are addressed in accordance with Older Americans Act (OAA) and KDADS Field Support Manual requirements.
- Maintain copies of all grievances and related correspondence in the client's file.
- Ensure staff are trained in the grievance process and client rights.
- Provide reports of grievances and resolutions to JAAA upon request.

### **Documentation and Recordkeeping**

- Maintain copies of all Caregiver Assessment Plan (CAP) forms in the customer's case file.
- The Contractor shall ensure all clients have access to grievance procedures in accordance with OAA and KDADS Field Support Manual Sections 1.3.3.B and 1.3.4.

### **Coordination and Quality Assurance**

- Coordinate with JAAA and other providers to support a comprehensive system of care.
- Permit annual monitoring by JAAA, including facility and program evaluations.
- Conduct annual customer satisfaction surveys and submit full results to JAAA.
- Comply with JAAA's annual Quality Assurance (QA) review.
- QA includes verification of Caregiver Assessment Plan (CAP), documentation review, resolution of conflicts, direct customer contact if needed, and corrective action documentation.

- JAAA may review the provider's referral tracking system during QA visits to verify timely service initiation, compliance with eligibility procedures, and completeness of client records.
- The Contractor shall promptly notify JAAA of any concerns identified related to the health, safety, well-being, or service needs of customers served under this contract, in accordance with Agency procedures.
- The Contractor shall maintain documentation of services provided, time spent, transportation units delivered, and program income received, in accordance with JAAA procedures when requesting payment.
- The Contractor shall allow JAAA to conduct monitoring activities, including field audits of subcontractors, to evaluate adherence to program requirements.

### **Reporting and Recordkeeping**

- All reporting requirements must be submitted to [reporting@jhawkaaa.org](mailto:reporting@jhawkaaa.org).

### **Monthly Program and Financial Reports**

- Submit by the 10th of the following month (or the preceding Friday if the 10th falls on a weekend), including customer names and the number of one-way transportation units provided, using the required Excel spreadsheet.
- The Contractor must submit monthly invoices and financial reports to the Agency by the 10th day of the month following the month in which services were provided, using the required Agency financial reporting form.
- The Contractor must submit a final financial report to Jayhawk Area Agency on Aging, Inc. no later than thirty (30) days following the end of the contract period, using the required Agency form.
- The Contractor shall maintain complete and accurate documentation to support all services billed, including services provided, time spent, transportation units delivered, program income received, and any other records required for quality assurance, monitoring, or audit purposes.
- Documentation submitted in support of payment requests must comply with JAAA procedures and reporting requirements.

### **Program Income**

- The Contractor must report all program income, including voluntary customer donations, to Jayhawk Area Agency on Aging, Inc. no later than the 10th day of the month following the month in which donations were received.

- All program income must be used for the expansion of services in accordance with Older Americans Act Section 315(b)(4)(E) and KDADS policy.
- Program income records must be maintained and made available for review during monitoring or audit activities.
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**Monthly Waitlist Numbers:**

- Submit waitlist numbers by the end of the last business day of each month to allow JAAA to meet KDADS reporting deadlines by the 3rd of the following month.
- Waitlist numbers must include:
  - OAA-eligible caregivers waiting for OAA-funded transportation services
  - OAA-eligible caregivers receiving transportation through non-OAA funding sources due to limited OAA capacity
  - Unmet ride requests (requests unable to be completed)

**Record Retention:**

- Maintain all program documentation for five (5) years after the end of the contract period, and make records available for auditing, monitoring, or evaluation by JAAA, KDADS, or federal oversight agencies.

**Program Budget Submissions:**

- Any program budget submissions or revisions must be submitted to and approved by Jayhawk Area Agency on Aging, Inc. (JAAA) prior to implementation.

**Title III-E Data Entry Requirements**

- The Contractor shall complete all required Caregiver Assessment Plans (CAPs) and Plans of Care (POCs) for caregivers receiving OAA Title III-E Transportation services in accordance with KDADS policies and timelines.
- The Contractor shall submit all completed and updated Caregiver Assessment Plans (CAPs) and Plans of Care (POCs) to Jayhawk Area Agency on Aging, Inc. (JAAA) no later than the tenth (10th) day of the month following the month in which the CAP or POC was completed or updated, as part of required monthly reporting.
- Jayhawk Area Agency on Aging, Inc. (JAAA) is responsible for entering submitted Caregiver Assessment Plans (CAPs) and Plans of Care (POCs) into the Kansas Aging Management Information System (KAMIS) in accordance with KDADS policies and timelines.



- The Contractor shall ensure that all OAA Title III-E transportation units (one-way trips) are accurately documented and reported to JAAA as part of monthly program reporting, in the format required by the Agency.
- Questions regarding data entry or reporting requirements should be directed to Jayhawk Area Agency on Aging, Inc. (JAAA).

#### **4. CONTRACT PERIOD AND PERFORMANCE**

- Contract Term: October 1, 2026 – September 30, 2027
- Payment: JAAA pays within 30 days after verifying invoices with transportation manifest data.
- Monitoring: JAAA reserves the right to monitor compliance with all KDADS FSM requirements, contract deliverables, and OAA fund continuity.
- Final payment is contingent upon receipt and approval of all required final programmatic and financial reports.

#### **5. NONDISCRIMINATION**

The Contractor shall not deny services to, or otherwise discriminate against, any individual on the basis of race, color, religion, sex, age, sexual orientation, national origin, ancestry, disability, or income status. Services provided under this contract shall comply with all applicable federal and state nondiscrimination laws, including but not limited to Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and the Older Americans Act (OAA). *(Civil Rights Act of 1964, Title VI, 42 U.S.C. § 2000d; Rehabilitation Act of 1973, § 504, 29 U.S.C. § 794; Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101–12213; Older Americans Act, 42 U.S.C. §§ 3001 et seq.)*

The Contractor shall provide reasonable accommodations to individuals with disabilities and ensure services are accessible in accordance with the ADA and Section 504 requirements. *(42 U.S.C. § 12132; 29 U.S.C. § 794)*

The Contractor shall provide meaningful access to services for individuals with limited English proficiency, including language assistance services as required, and shall not require individuals to provide their own interpreters. *(Title VI of the Civil Rights Act of 1964; Executive Order 13166)*

The Contractor shall protect all participants from retaliation, intimidation, or adverse action for filing complaints, grievances, or participating in investigations related to discrimination or civil rights compliance. (42 U.S.C. § 2000d-7; 45 C.F.R. § 80.7(e))

Participants may report discrimination concerns to Jayhawk Area Agency on Aging, Inc. (JAAA), the Kansas Department for Aging and Disability Services (KDADS), or appropriate federal or state oversight agencies, without fear of retaliation.(45 C.F.R. Part 80)

## **6. PROPOSAL SUBMISSION REQUIREMENTS**

### **Relationship to Evaluation Criteria**

The proposal sections and headings below correspond directly to the Evaluation Criteria outlined in Section 7 of this RFP. Proposers must organize responses using the headings in this section. Information provided under each heading will be evaluated and scored according to the corresponding Evaluation Criterion and point value described in Section 7.

Proposals must clearly demonstrate the proposer's ability to meet all requirements described in Section 3 (Scope of Services).

Proposers should organize their responses according to the headings below and describe the policies, procedures, staffing, systems, and experience that will be used to deliver OAA Title III-E Transportation services in compliance with the Scope of Services, KDADS Field Support Manual, and JAAA policies.

Responses should explain *how* requirements will be met rather than restating the requirements themselves.

### **Organizational Information (Evaluated under: Organizational Capacity – 15 points)**

- Legal Name Address and contact information.
- Brief overview of the organization, history, and experience delivering Transportation services or similar services including background history about the organization, current service provided and the service standards which includes bidder summary, bidder qualifications and bidder's ability to meet service standards.
- Staff information for all staff directly and indirectly related to transportation services.
- Provide a current list of the Governing Board of Directors, designating the leadership positions.
- Listing of authorized signers

**Service Delivery Plan (Evaluated under: Service Delivery Plan – 20 points)**

- Provide a description of how your agency plans to deliver OAA Title III-E Transportation services, including how rides are scheduled, dispatched, and communicated to participants.
- Describe how transportation services are delivered in accordance with each caregiver's approved Caregiver Assessment Plan (CAP) and, when applicable, Plan of Care (POC), including how authorized trips are verified prior to service delivery and billing.
- Describe the level of assistance provided during transportation services (e.g., curb-to-curb) and how staff are trained to ensure services do not exceed the level of assistance permitted under OAA Title III-E Transportation and KDADS Field Support Manual requirements.
- Describe procedures for reporting vehicle accidents, injuries, safety incidents, or other reportable events involving customers, including required timelines and documentation submitted to Jayhawk Area Agency on Aging, Inc.
- Describe how service levels are adjusted in coordination with Jayhawk Area Agency on Aging, Inc. when funding availability, capacity limitations, or policy requirements necessitate prioritization, modification, or temporary suspension of services.
- Describe hours/days of operation, service area coverage, trip request methods, and any trip limitations (if applicable).
- Describe your process for handling same-day requests, cancellations, no-shows, and ride denials, and how those events are documented and reported.
- Describe your participant management practices.
- How you will maintain and manage any wait lists for OAA-funded transportation services, including:
  - Tracking and prioritizing participants waiting for services.
  - Procedures for notifying participants when service becomes available.

**Eligibility, Assessment, and Client Rights Plan (Evaluated under: Eligibility, Assessment, and Client Rights – 15 points)**

- Describe your workflow for eligibility determination, CAP completion, CAP updates, and timely submission to JAAA.
- Describe how eligibility determinations, CAP completion, and service authorization are coordinated to ensure no OAA Title III-E transportation services are provided or billed prior to a valid, current CAP being on file.
- Describe the procedure for providing OAA Grievance Rights & Responsibilities forms (KDADS form SS-12) to participants and your process for managing filed grievances including documentation, staff training, and reporting to JAAA.

- Describe your process for tracking CAP expiration dates and notifying customers of the opportunity to re-register at least thirty (30) days prior to expiration.

**Outreach Plan (Evaluated under: Outreach – 10 points)**

- Discuss your strategies to reach to caregivers of older adults with economic or social needs (low-income, minority, limited English proficiency, rural).

**Data Management and Reporting Plan (Evaluated under: Data Management and Reporting – 10 points)**

- Explain your plan for:
  - Submission plan for monthly program and financial reports.
  - Tracking and reporting on OAA funded transportation services and clients and wait list or denied ride tracking.
- Describe how you will track and report trip purpose categories to meet JAAA reporting requirements.
- Historical Service Units (Required Table)
  - Provide the total number of OAA Title III-E transportation units (one-way trips) under each category for the fiscal years listed below:

| Category                       | FY 2023 | FY 2024 | FY 2025 | FY 2026 YTD (if applicable) |
|--------------------------------|---------|---------|---------|-----------------------------|
| Medical                        |         |         |         |                             |
| Shopping/Basic Needs/Nutrition |         |         |         |                             |
| Trips to/from Senior Center    |         |         |         |                             |
| Social Activities              |         |         |         |                             |

**Coordination and Quality Assurance and Training Plan (Evaluated under: Coordination and Quality Assurance – 10 points)**

- Describe the procedures used to ensure quality service delivery to customers.
- Describe the instruments/tools used for monitoring and evaluating Quality Assurance (QA) (e.g., file reviews, ride audits, observation checklists, call-backs, complaint logs, corrective action tracking).
- Describe your process for program evaluation (frequency, measures reviewed, and who reviews results).
- Provide the procedure for disseminating the agency's customer satisfaction survey, including:

- How the survey is administered (mail/phone/in-person/online)
- How the agency ensures participation (response supports, reminders, accessibility/LEP supports)
- How processes change based on survey results (feedback loop and corrective actions)
- Attach a copy of your most current customer satisfaction survey and the most recent available results/summary. If survey results are not available, explain why and describe alternative methods used to obtain customer feedback.
- The proposal must include a training plan for personnel involved in the program. The following items must be discussed in detail:
  - Method used to determine training needs of staff, board members, volunteers, and clients (as applicable)
  - Who will receive training (e.g., board, staff, drivers, dispatchers, volunteers, client-facing personnel)
  - Who will provide the training (internal, external, credentialed trainers, partner agencies)
  - Content of training (at minimum: working with older adults, communication skills, customer service expectations, safety, confidentiality, and mandatory reporting)
  - Frequency of training (orientation, annual, refresher, ongoing)
  - Method for evaluating training effectiveness (e.g., quizzes, observations, ride audits, participant feedback, corrective action trends)

**Budget and Financial Plan/ Cost per Ride / Program Income / Proposed Units  
(Evaluated under: Budget and Financial Management – 20 points)**

Please provide a detailed description of all other funding sources that support your Transportation services program, including:

- The type of funding (federal, state, local, private donations, grants, in-kind contributions, etc.)
- The typical amount received from each source annually.
- The timing or schedule of when funds are received throughout the year.
- Any restrictions or requirements attached to the funding.
- Strategies used to obtain or secure these funds and any plans for sustainability.

Cost per Ride and Funding Structure

- What is the total cost per ride for your agency? (Include total cost for all rides served, regardless of funding source.)
- Provide the calculated entire program transportation cost per unit (all funding sources) using the formula below:

$$\begin{aligned} &\text{Total transportation expenses: \$} \underline{\hspace{2cm}} \\ &\div \text{Total units of transportation provided: } \underline{\hspace{2cm}} \\ &= \text{Cost per unit: \$} \underline{\hspace{2cm}} \end{aligned}$$

JAAA reserves the right to request additional documentation or clarification regarding cost calculations submitted by proposers.

#### Suggested Donation and Program Income

- What is your suggested donation per ride? How was this amount determined?
- Describe how you educate participants regarding the importance of voluntary donations and how donations are collected, accounted for, and reported as program income.
- Confirm that voluntary contributions are not a condition of service and that no eligible caregiver or care recipient will be denied transportation due to inability or refusal to contribute.

#### Proposed Units, Requested Award, and Required Match

- Submit the proposed number of units to be provided and the total requested award amount, including a breakdown of costs justifying the request.

Proposed number of units to be provided: \_\_\_\_\_  
Total requested award: \$\_\_\_\_\_ (attach cost justification)

#### **Required Attachments** (if applicable):

- Most recent customer satisfaction survey and results/summary
- Historical service units table
- Cost justification and budget breakdown

#### **Formatting Guidelines:**

- Electronic submissions should be in PDF format.
- Proposals should be clear, concise, and complete; no page limit is required, but brevity is encouraged.

**Submission Instructions:**

- Submit electronically:  
Jayhawk Area Agency on Aging, Inc.  
Attn: [reporting@jhawkaaa.org](mailto:reporting@jhawkaaa.org)

Proposal Due Date: March 13, 2026, 12:00 noon, Central Standard Time

**Important Notes:**

- Proposals must address all evaluation criteria outlined in this RFP.
- Late or incomplete submissions may not be considered.

Bidders are encouraged to respond fully to any specific questions or requirements identified in the RFP.

**7.EVALUATION CRITERIA**

Evaluation of proposals will be based on the information submitted in response to Section 6 (Proposal Submission Requirements). Each proposal section will be scored under the corresponding Evaluation Criterion described below. Proposals demonstrating capacity to prioritize and track caregiver-related transportation needs consistent with JAAA policy and Title III-E requirements will be considered.

Each proposal must address all criteria outlined below to be considered complete.

**Organizational Capacity (15 points)**

- Legal name, address, contact information
- Demonstrated history and experience in providing Transportation or comparable services.
- Demonstrated bidder qualifications and ability to meet service standards.
- Qualifications and experience of key personnel and staff involved in transportation services production, delivery, assessment, and data management.
- Adequate staffing levels and organizational structure to ensure continuity of service, including a current Governing Board of Directors list with leadership roles and responsibilities.
- Clear identification of authorized signers and responsible parties.

**Service Delivery Plan (20 points)**

- Ride scheduling, dispatch, and communication
- Hours/days of operation, service area, trip request methods, and any trip limitations

- Handling of same-day requests, cancellations, no-shows, and ride denials (including documentation and reporting)
- Participant management practices
- Waitlist management, prioritization, and notification
- Delivery of services in accordance with approved Caregiver Assessment Plans (CAPs) and, when applicable, Plans of Care (POCs), including verification of authorized trips prior to service delivery and billing
- Compliance with safety, accessibility, and service delivery requirements, including ADA accommodations, level of assistance boundaries (e.g., curb-to-curb), vehicle safety practices, incident reporting, and subcontractor/third-party oversight
- Service adjustments coordinated with JAAA when funding, capacity, or policy requirements necessitate prioritization, modification, or temporary suspension

#### **Eligibility, Assessment, and Client Rights (15 points)**

- Compliance with KDADS FSM for completing, maintaining, and timely submitting Caregiver Assessment Plans (CAPs).
- Workflow for CAP completion, updates, and timely submission to JAAA, including controls to prevent service/billing without a valid current CAP
- Procedures for CAP expiration tracking and re-registration notifications
- Effective procedures for providing OAA Grievance Rights & Responsibilities, documenting grievances, and ensuring staff training and reporting to JAAA.

#### **Outreach (10 points)**

- Effective strategies for outreach to caregivers of older adults with the greatest economic or social need, including low-income, minority, rural, and limited English proficiency populations..

#### **Data Management and Reporting (10 points)**

- Accuracy and timeliness of data submission to JAAA
- Plan for timely submission of monthly reports, transportation services counts, and financial data.
- Waitlist and denied ride tracking
- Historical service units table
- Trip purpose categorization and reporting in the categories required by JAAA/KDADS

#### **Coordination and Quality Assurance (10 points)**

- Strength of coordination with JAAA and other community-based organizations.



- Approach to quality assurance, including customer satisfaction surveys, performance monitoring, and corrective action.
- Evidence of internal program evaluation process to ensure KDADS FSM compliance.
- Staff training practices that support service quality, safety, and compliance
- Attachment of survey and results

**Budget and Financial Plan/ Cost per Ride / Program Income / Proposed Units (20 points)**

- Budget and Financial Plan
  - Complete description of all additional funding sources (federal, state, local, private, etc.), including timing, restrictions, and sustainability strategies.
- Cost per Ride and Funding Structure
  - Cost per unit calculation
- Suggested Donation and Program Income
- Proposed Units, Requested Award,
  - Program income responsibility
- Clear and realistic program budget that aligns with proposed service levels and funding limits.
- Evidence of sound fiscal management, financial stability, and internal controls.

**Evaluation Method**

- Each criterion will be scored on a 0–5 scale by the evaluation committee and weighted according to point values listed above.
- JAAA reserves the right to request clarification, conduct interviews, or seek additional documentation during the review process.
- Final selection will be based on total score, completeness of proposal, cost-effectiveness, and the proposer’s demonstrated ability to meet the needs of the service area.

**8. RIGHTS AND RESERVATIONS**

Jayhawk Area Agency on Aging, Inc. (JAAA) reserves the right to:

- Reject any and all proposals received or waive any minor irregularities or informalities in proposals.
- Request additional information, clarification, or revisions from proposers.
- Negotiate modifications to proposals prior to final selection.
- Impose additional conditions based on programmatic, financial, or administrative risk.

- Make awards contingent upon the availability of federal, state, or local funds.
- Amend or cancel this RFP at any time, or extend proposal submission deadlines, at its sole discretion.
- Determine, at its sole discretion, the final evaluation and selection of proposals.
- Retain all proposals and related materials submitted, using them solely for evaluation purposes.

Issuance of this RFP does not commit JAAA to award a contract or pay any costs incurred in the preparation of proposals.

## **9. CONTACT INFORMATION**

All inquiries regarding this Request for Proposal must be submitted in writing to:

Stefanie Goodwin

Jayhawk Area Agency on Aging, Inc.

2910 SW Topeka Blvd.

Topeka, KS 66611

Email: [sgoodwin@jhawkaaa.org](mailto:sgoodwin@jhawkaaa.org)

Phone: 785-2356-1367

## **10. Attachments**

- OAA TITLE III-E Transportation Response Template
- Compliance Acknowledgment Form for Title VI, Section 504, ADA, and Other Relevant Regulations
- OAA TITLE III-E Transportation Services Score Sheet
- OAA and SCA Unserved and Underserved Demand Access Barrier Reporting Policy

**JAYHAWK AREA AGENCY ON AGING, INC.**

**OLDER AMERICANS ACT**

**TITLE IIIIE Transportation APPLICATION**

**FISCAL YEAR 2027 (October 1, 2026, through September 30, 2027)**

**COVER SHEET**

**ORGANIZATION  
NAME:**

\_\_\_\_\_

**ADDRESS:**

\_\_\_\_\_

\_\_\_\_\_

**PHONE #:**

\_\_\_\_\_

**EMAIL:**

\_\_\_\_\_

**DIRECTOR'S NAME:**

\_\_\_\_\_

**TOTAL IIIB FUNDS REQUESTED:**

**\$**

\_\_\_\_\_

**TOTAL IIIB RIDES PROPOSED:**

\_\_\_\_\_

**CALCULATED PER RIDE RATE:**

**\$**

\_\_\_\_\_

\_\_\_\_\_

**SIGNATURE OF AUTHORIZED OFFICIAL**

**DATE**

## **Compliance Acknowledgment Form For Title VI, Section 504, ADA, and Other Relevant Regulations**

**Organization Name:** \_\_\_\_\_

### **Acknowledgment of Legal Compliance**

Please read and acknowledge the following regulations and standards.

#### **Title VI of the Civil Rights Act of 1964**

I hereby acknowledge that my organization complies with Title VI, prohibiting discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance.

☐ Yes ☐ No *If "No," provide explanation:* \_\_\_\_\_

#### **Section 504 of the Rehabilitation Act (ADA)**

I hereby acknowledge that my organization complies with Section 504 and the Americans with Disabilities Act (ADA), ensuring equal access to services for individuals with disabilities.

☐ Yes ☐ No *If "No," provide explanation:* \_\_\_\_\_

#### **45 CFR 74, 45 CFR Part 92, and EO 12549**

I acknowledge that my organization complies with the regulations outlined in 45 CFR 74, 45 CFR Part 92, and EO 12549 as applicable to the administration of federal grants and contracts.

☐ Yes ☐ No *If "No," provide explanation:* \_\_\_\_\_

#### **45 CFR Part 1321 (as revised)**

I acknowledge that my organization complies with the provisions of 45 CFR Part 1321, as revised, which pertains to the administration of services for older individuals.

☐ Yes ☐ No *If "No," provide explanation:* \_\_\_\_\_

#### **Federal, State, and Local Health, Safety, Fire, and Sanitation Requirements**

I acknowledge that my organization meets all applicable health, safety, fire, and sanitation requirements as stipulated by federal, state, and local regulations.

☐ Yes ☐ No *If "No," provide explanation:* \_\_\_\_\_

**Older Americans Act of 1965, as amended**

I acknowledge that my organization complies with the Older Americans Act of 1965, as amended, to provide services for older adults.

☐ Yes ☐ No *If "No," provide explanation:* \_\_\_\_\_

**KDADS Field Service Manual Policies and Procedures, Including HIPAA**

I acknowledge that my organization complies with the policies and procedures of the Kansas Department for Aging and Disability Services (KDADS), including Health Insurance Portability and Accountability Act (HIPAA) regulations regarding privacy and security of health information.

☐ Yes ☐ No *If "No," provide explanation:* \_\_\_\_\_

By signing below, I certify that the information provided is true and accurate to the best of my knowledge. I understand that failure to comply with the regulations listed above may result in penalties, including suspension or termination of funding or services.

- **Name of Authorized Representative:** \_\_\_\_\_
- **Title:** \_\_\_\_\_
- **Signature:** \_\_\_\_\_
- **Date:** \_\_\_\_\_

## OAA TITLE III-E TRANSPORTATION SERVICES

### RFP RESPONSE TEMPLATE

#### IMPORTANT INSTRUCTIONS TO PROPOSERS

- Proposers **must use this template** and respond under each heading exactly as listed.
  - Do **not delete, rename, or reorder** sections.
  - Responses should explain **how requirements will be met**, not restate the RFP.
  - Attachments must be clearly labeled and referenced in the appropriate section.
- 

#### 1. ORGANIZATIONAL INFORMATION

(Evaluated under Organizational Capacity - .70 points)

##### 1.1 Legal and Contact Information

- **Legal name of organization:**
- **Physical address:**
- **Mailing address (if different):**
- **Primary contact name, title, phone number, and email:**

##### 1.2 Organizational Overview and Experience

Provide a brief overview that includes:

- **Organizational history and mission**
- **Years of experience providing transportation or comparable services**
- **Summary of current transportation services**
- **Description of service standards and performance expectations**
- **Relevant bidder qualifications demonstrating ability to meet OAA Title III-E requirements**

##### 1.3 Staffing and Governance

Describe:

- **Staffing structure supporting transportation services**
- **Roles and responsibilities of key personnel (including supervisory oversight)**

- Experience and qualifications of staff involved in service delivery, coordination, and reporting

**Attach:**

- Current list of Governing Board of Directors, including leadership positions

#### **1.4 Authorized Signers**

Identify individuals authorized to enter into contractual agreements on behalf of the organization.

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## **2. SERVICE DELIVERY PLAN**

(Evaluated under ¿Service.Delivery.Plan.- .86.points)

### **2.1 Service Delivery Model**

Describe how OAA Title III-E Transportation services will be delivered, including:

- Ride scheduling and dispatch procedures
- Communication with caregivers and care recipients before and after trips

### **2.2 Alignment with Caregiver Assessment Plans (CAPs) and Plans of Care (POCs)**

Explain:

- How transportation services are delivered in accordance with each caregiver's approved CAP and, when applicable, POC
- How authorized trips are verified prior to service delivery and billing
- Controls in place to prevent unauthorized services

### **2.3 Level of Assistance and Accessibility**

Describe:

- Level of assistance provided (e.g., curb-to-curb)
- How staff are trained to ensure assistance does not exceed permitted levels
- How ADA compliance and reasonable accommodations are provided

### **2.4 Safety and Incident Reporting**

Explain:

- Vehicle safety practices and oversight
- Procedures for reporting accidents, injuries, or safety incidents
- Required timelines and documentation submitted to Jayhawk Area Agency on Aging, Inc.

## **2.5 Service Adjustments and Capacity Management**

**Describe:**

- How service levels are adjusted when funding, capacity, or policy constraints arise
- How coordination with JAAA occurs prior to modifying or suspending services

## **2.6 Operations and Trip Management**

**Describe:**

- Hours and days of operation
- Service area coverage
- Trip request methods and any limitations
- Procedures for same-day requests, cancellations, no-shows, and ride denials
- How these events are documented and reported

## **2.7 Participant and Waitlist Management**

**Describe:**

- Participant intake and ongoing management practices
- How waitlists are tracked and prioritized
- How participants are notified when service becomes available

---

## **3. ELIGIBILITY, ASSESSMENT, AND CLIENT RIGHTS PLAN**

(Evaluated under ¿Eligibility?Assessment?and.Client.Rights.- .70points)

### **3.1 Eligibility Determination and CAP Workflow**

**Describe your process for:**

- Determining caregiver eligibility



- Completing and updating Caregiver Assessment Plans (CAPs)
- Submitting CAPs to JAAA in a timely manner

### **3.2 Controls to Prevent Unauthorized Service or Billing**

**Explain:**

- How eligibility determinations, CAP completion, and service authorization are coordinated
- Internal controls ensuring no OAA Title III-E transportation services are provided or billed without a valid, current CAP on file

### **3.3 CAP Expiration and Re-Registration**

**Describe:**

- How CAP expiration dates are tracked
- How caregivers are notified at least 30 days prior to expiration

### **3.4 Client Rights and Grievance Procedures**

**Describe:**

- Distribution of OAA Grievance Rights & Responsibilities (KDADS Form SS-12)
- Grievance intake, documentation, resolution, and reporting procedures
- Staff training related to grievance handling

---

## **4. OUTREACH PLAN**

(Evaluated under Outreach.-.76.points)

**Describe strategies used to reach caregivers of older adults with:**

- Greatest economic need
- Minority populations
- Rural residents
- Limited English proficiency

**Include outreach methods, partnerships, and targeted engagement strategies.**

---

## 5. DATA MANAGEMENT AND REPORTING PLAN

(Evaluated under ¿Data.Management.and.Reporting.- .76.points)

### 5.1 Monthly Reporting

Explain how your organization will:

- Submit monthly program and financial reports
- Track OAA-funded transportation services
- Track waitlists and denied rides

### 5.2 Trip Purpose Tracking

Describe how transportation units are categorized and reported in the following required categories:

- Medical
- Shopping / Basic Needs / Nutrition
- Trips to/from Senior Centers
- Social Activities

### 5.3 Historical Service Units Table

Complete the table below (one-way trips):

| Category                           | FY 2023 | FY 2024 | FY 2025 | FY 2026 YTD |
|------------------------------------|---------|---------|---------|-------------|
| Medical                            |         |         |         |             |
| Shopping / Basic Needs / Nutrition |         |         |         |             |
| Trips to/from Senior Center        |         |         |         |             |
| Social Activities                  |         |         |         |             |

---

## 6. COORDINATION, QUALITY ASSURANCE, AND TRAINING PLAN

(Evaluated under ¿Coordination.and.Quality.Assurance.- .76.points)

### 6.1 Quality Assurance and Monitoring

**Describe:**

- **Procedures used to ensure service quality and compliance**
- **QA tools used (file reviews, ride audits, observations, call-backs, complaint logs, corrective actions)**

## **6.2 Program Evaluation**

**Explain:**

- **How program performance is evaluated**
- **Frequency of review**
- **Who reviews results and how improvements are implemented**

## **6.3 Customer Satisfaction**

**Describe:**

- **How surveys are administered**
- **How participation is encouraged**
- **How feedback is used to improve services**

**Attach:**

- **Most recent customer satisfaction survey**
- **Most recent survey results or summary**  
(If unavailable? explain why and describe alternate feedback methods)

## **6.4 Training Plan**

**Provide a training plan addressing:**

- **How training needs are identified**
- **Who receives training**
- **Who provides training**
- **Training content (at minimum: older adults, communication, customer service, safety, confidentiality, mandatory reporting)**
- **Training frequency**
- **Evaluation of training effectiveness**

---

## **7. BUDGET AND FINANCIAL MANAGEMENT**

(Evaluated under Budget and Financial Management - .86 points)

### **7.1 Funding Sources**

**Describe all funding sources supporting transportation services, including:**

- **Type of funding**
- **Annual amounts**
- **Timing of receipt**
- **Restrictions**
- **Sustainability strategies**

### **7.2 Cost per Ride Calculation**

**Provide:**

**Total transportation expenses: \$ \_\_\_\_\_**

**÷ Total transportation units: \_\_\_\_\_**

**= Cost per unit: \$ \_\_\_\_\_**

### **7.3 Suggested Donation and Program Income**

**Describe:**

- **Suggested donation per ride and how it was determined**
- **How participants are educated about voluntary donations**
- **How donations are collected, accounted for, and reported**
- **Confirmation that donations are voluntary and not a condition of service**

### **7.4 Proposed Units and Requested Award**

- **Proposed number of units: \_\_\_\_\_**
- **Total requested award: \$ \_\_\_\_\_**

(Attach cost justification and budget breakdown)

---

## **8. REQUIRED ATTACHMENTS CHECKLIST**

- ☐ **Governing Board list**
  - ☐ **Historical service units table**
  - ☐ **Customer satisfaction survey and results**
  - ☐ **Cost justification and budget breakdown**
- 

## **9. CERTIFICATION**

**I certify that the information contained in this proposal is accurate, complete, and submitted in compliance with all requirements of this RFP.**

**Authorized Representative:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## **Compliance Acknowledgment Form For Title VI, Section 504, ADA, and Other Relevant Regulations**

**Organization Name:** \_\_\_\_\_

### **Acknowledgment of Legal Compliance**

Please read and acknowledge the following regulations and standards.

#### **Title VI of the Civil Rights Act of 1964**

I hereby acknowledge that my organization complies with Title VI, prohibiting discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance.

☐ Yes ☐ No *If "No," provide explanation:* \_\_\_\_\_

#### **Section 504 of the Rehabilitation Act (ADA)**

I hereby acknowledge that my organization complies with Section 504 and the Americans with Disabilities Act (ADA), ensuring equal access to services for individuals with disabilities.

☐ Yes ☐ No *If "No," provide explanation:* \_\_\_\_\_

#### **45 CFR 74, 45 CFR Part 92, and EO 12549**

I acknowledge that my organization complies with the regulations outlined in 45 CFR 74, 45 CFR Part 92, and EO 12549 as applicable to the administration of federal grants and contracts.

☐ Yes ☐ No *If "No," provide explanation:* \_\_\_\_\_

#### **45 CFR Part 1321 (as revised)**

I acknowledge that my organization complies with the provisions of 45 CFR Part 1321, as revised, which pertains to the administration of services for older individuals.

☐ Yes ☐ No *If "No," provide explanation:* \_\_\_\_\_

#### **Federal, State, and Local Health, Safety, Fire, and Sanitation Requirements**

I acknowledge that my organization meets all applicable health, safety, fire, and sanitation requirements as stipulated by federal, state, and local regulations.

☐ Yes ☐ No *If "No," provide explanation:* \_\_\_\_\_

#### **Older Americans Act of 1965, as amended**

I acknowledge that my organization complies with the Older Americans Act of 1965, as amended, to provide services for older adults.

☐ Yes ☐ No *If "No," provide explanation:* \_\_\_\_\_

**KDADS Field Service Manual Policies and Procedures, Including HIPAA**

I acknowledge that my organization complies with the policies and procedures of the Kansas Department for Aging and Disability Services (KDADS), including Health Insurance Portability and Accountability Act (HIPAA) regulations regarding privacy and security of health information.

☐ Yes ☐ No *If "No," provide explanation:* \_\_\_\_\_

By signing below, I certify that the information provided is true and accurate to the best of my knowledge. I understand that failure to comply with the regulations listed above may result in penalties, including suspension or termination of funding or services.

- **Name of Authorized Representative:** \_\_\_\_\_
- **Title:** \_\_\_\_\_
- **Signature:** \_\_\_\_\_
- **Date:** \_\_\_\_\_

## **OAA Title III-E Transportation Services**

### **OAA TITLE III-E TRANSPORTATION**

Bidder Name: \_\_\_\_\_

Reviewer Name: \_\_\_\_\_

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

Reviewers shall assign a raw score from 0–5 for each evaluation category. The raw score will be converted to a weighted score by dividing the raw score by 5 and multiplying by the maximum points available for that category. The final proposal score is the sum of all weighted category scores.

### **SCORING SCALE**

0 = Not addressed / Non-responsive

1 = Poor – Significant deficiencies

2 = Fair – Partially meets requirements

3 = Acceptable – Meets minimum requirements

4 = Good – Exceeds requirements

5 = Excellent – Fully exceeds requirements

---

### **SECTION 1 – ORGANIZATIONAL CAPACITY (15 POINTS TOTAL)**

*Reviewers shall consider all required elements together and assign one raw score (6-1) for this section.*

| <b>Required Considerations</b>                                                          | <b>Reviewer Comments</b> |
|-----------------------------------------------------------------------------------------|--------------------------|
| <b>Legal name, address, and contact information</b>                                     |                          |
| <b>Organizational history and experience with transportation or comparable services</b> |                          |
| <b>Bidder qualifications and ability to meet service standards</b>                      |                          |



| Required Considerations                        | Reviewer Comments |
|------------------------------------------------|-------------------|
| Qualifications and experience of key personnel |                   |
| Staffing capacity and organizational structure |                   |
| Governing Board list with leadership roles     |                   |
| Authorized signers identified                  |                   |

**Section Raw Score:** \_\_\_\_ **Section Weighted Score:** \_\_\_\_ (*Raw score ÷ 5 × 15*)

---

**SECTION 2 – SERVICE DELIVERY PLAN (20 POINTS TOTAL)** *Reviewers shall consider all required elements together and assign one raw score (6-1) for this section.*

| Required Considerations                                         | Reviewer Comments |
|-----------------------------------------------------------------|-------------------|
| Ride scheduling, dispatch, and communication                    |                   |
| Hours/days of operation and service area                        |                   |
| Trip request methods and limitations                            |                   |
| Handling of same-day requests, cancellations, no-shows, denials |                   |
| Participant management practices                                |                   |

| Required Considerations                                        | Reviewer Comments |
|----------------------------------------------------------------|-------------------|
| Waitlist management, prioritization, and notification          |                   |
| Alignment with CAPs and POCs (authorization verification)      |                   |
| Safety, accessibility, ADA compliance, and level of assistance |                   |
| Incident reporting and subcontractor oversight                 |                   |
| Coordination with JAAA on service adjustments                  |                   |

Section Raw Score: \_\_\_\_\_ Section Weighted Score: \_\_\_\_\_ (Raw score  $\leq .1$   $\geq .86$ )

---

**SECTION 3 – ELIGIBILITY, ASSESSMENT & CLIENT RIGHTS (15 POINTS TOTAL)** Reviewers shall consider all required elements together and assign one raw score (6- **1**) for this section.

| Required Considerations                                  | Reviewer Comments |
|----------------------------------------------------------|-------------------|
| CAP completion and maintenance compliance                |                   |
| Workflow for CAP updates and timely submission to JAAA   |                   |
| Controls preventing service or billing without valid CAP |                   |

| Required Considerations                                    | Reviewer Comments |
|------------------------------------------------------------|-------------------|
| CAP expiration tracking and re-registration notifications  |                   |
| Distribution of SS-12 Rights & Responsibilities            |                   |
| Grievance intake, documentation, resolution, and reporting |                   |
| Staff training on client rights and grievances             |                   |

Section Raw Score : \_\_\_\_\_ Section Weighted Score : \_\_\_\_\_ (Raw.score.≤.1≥.71)

---

**SECTION 4 – OUTREACH (10 POINTS TOTAL)** Reviewers shall consider all required elements together and assign one.raw.score.(6- 1) for this section.

| Required Considerations                             | Reviewer Comments |
|-----------------------------------------------------|-------------------|
| Outreach to caregivers with greatest economic need  |                   |
| Outreach to minority populations                    |                   |
| Outreach to rural populations                       |                   |
| Outreach to limited English proficiency populations |                   |
| Targeted strategies and partnerships                |                   |

Section Raw Score : \_\_\_\_\_ Section Weighted Score: \_\_\_\_\_ (Raw.score.≤.1≥.76)

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**SECTION 5 – DATA MANAGEMENT & REPORTING (10 POINTS TOTAL)** *Reviewers shall consider all required elements together and assign one.raw.score.(6- 1) for this section.*

| Required Considerations                   | Reviewer Comments |
|-------------------------------------------|-------------------|
| Timely submission of monthly reports      |                   |
| Accuracy of transportation service counts |                   |
| Waitlist and denied ride tracking         |                   |
| Trip purpose categorization and reporting |                   |
| Historical service units table provided   |                   |

**Section Raw Score :** \_\_\_\_\_ **Section Weighted Score :** \_\_\_\_\_ (Raw.score.≤.1≥.76)

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**SECTION 6 – COORDINATION, QUALITY ASSURANCE & TRAINING (10 POINTS TOTAL)** *Reviewers shall consider all required elements together and assign one.raw.score.(6- 1) for this section.*

| Required Considerations                          | Reviewer Comments |
|--------------------------------------------------|-------------------|
| Coordination with JAAA and community partners    |                   |
| Quality assurance tools and monitoring processes |                   |
| Program evaluation process and use of results    |                   |

| Required Considerations                             | Reviewer Comments |
|-----------------------------------------------------|-------------------|
| Customer satisfaction survey administration         |                   |
| Use of feedback for service improvement             |                   |
| Staff training plan and evaluation of effectiveness |                   |
| Survey and results attached                         |                   |

**Section Raw Score:** \_\_\_\_\_ **Section Weighted Score:** \_\_\_\_\_ (Raw score  $\leq 1 \geq .76$ )

---

**SECTION 7 – BUDGET & FINANCIAL MANAGEMENT (20 POINTS TOTAL)** *Reviewers shall consider all required elements together and assign one raw score (6-1) for this section.*

| Required Considerations                        | Reviewer Comments |
|------------------------------------------------|-------------------|
| Budget and financial plan completeness         |                   |
| Other funding sources and sustainability       |                   |
| Cost per ride calculation                      |                   |
| Suggested donation and program income handling |                   |
| Confirmation that donations are voluntary      |                   |
| Proposed units and requested award             |                   |

|                                                           |                          |
|-----------------------------------------------------------|--------------------------|
| <b>Required Considerations</b>                            | <b>Reviewer Comments</b> |
| <b>Evidence of fiscal stability and internal controls</b> |                          |

**Section Raw Score :** \_\_\_\_\_ **Section Weighted Score:** \_\_\_\_\_ (Raw score  $\leq 1$   $\geq .86$ )

---

#### TOTAL SCORE SUMMARY

| Section                                  | Weighted Points |
|------------------------------------------|-----------------|
| <b>Organizational Capacity</b>           | _____ / 15      |
| <b>Service Delivery Plan</b>             | _____ / 20      |
| <b>Eligibility &amp; Client Rights</b>   | _____ / 15      |
| <b>Outreach</b>                          | _____ / 10      |
| <b>Data Management &amp; Reporting</b>   | _____ / 10      |
| <b>Coordination, QA &amp; Training</b>   | _____ / 10      |
| <b>Budget &amp; Financial Management</b> | _____ / 20      |
| <b>TOTAL SCORE</b>                       | _____ / 100     |

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#### ADDITIONAL REVIEWER COMMENTS

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#### Reviewer Recommendation

☐ Recommend for Award   ☐ Recommend with Conditions   ☐ Do Not Recommend

**Summary Comments / Conditions (if any):**

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## **REVIEWER CERTIFICATION**

By signing below, I certify that I have reviewed and scored this proposal independently, objectively, and in accordance with the evaluation criteria and scoring methodology published in the Request for Proposal. I affirm that I have no actual, perceived, or potential conflict of interest with the proposer and that my scoring reflects my independent judgment.

Reviewer Name (Printed): \_\_\_\_\_

Reviewer Signature: \_\_\_\_\_

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

## IIIE TRANSPORTATION — SCORE SHEET INSTRUCTIONS

### 1. General Scoring Guidance

- Reviewers must read the entire proposal before assigning any scores.
- Scores must be based only on the content submitted in response to Section 6 – Proposal Submission Requirements.
- Evaluation focuses on:
  - Responsiveness to required proposal elements
  - Demonstrated capacity to deliver OAA Title III-E Transportation services
  - Compliance with KDADS Field Support Manual (FSM), Older Americans Act (OAA), and JAAA policy
  - Ability to deliver and document caregiver-related transportation services in accordance with approved Caregiver Assessment Plans (CAPs) and, when applicable, Plans of Care (POCs)
- Do not assume compliance if it is not clearly described.
- All scores must be supported by written reviewer comments.

### 2. Scoring Scale (Raw Score)

Each evaluation section is assigned one raw score using the following scale:

| Score | Description                                                                                         |
|-------|-----------------------------------------------------------------------------------------------------|
| 5     | Excellent – Fully addresses all requirements with strong detail, clarity, and demonstrated capacity |
| 4     | Good – Addresses requirements with minor gaps or limited detail                                     |
| 3     | Adequate – Addresses requirements at a basic level                                                  |
| 2     | Limited – Partially addresses requirements; notable gaps                                            |
| 1     | Poor – Minimally addresses requirements                                                             |
| 0     | Non-responsive – Does not address the requirement                                                   |

### 3. How to Use the Score Sheet Tables

- Each section of the score sheet lists required elements to guide reviewer consideration.
- Reviewers shall:
  - Consider all listed elements together



- Assign one raw score (0–5) per section
- Enter one weighted score per section
- Provide written comments explaining the score
- Reviewers do not score each bullet separately — bullets guide judgment of the overall section quality.

#### **4. Calculating Weighted Scores**

Each section has a maximum point value.

Formula:

$(\text{Raw Score} \div 5) \times \text{Section Maximum Points} = \text{Weighted Score}$

Example:

- Raw score: 4
- Section max: 20 points
- Weighted score:  
 $(4 \div 5) \times 20 = 16 \text{ points}$

#### **5. Section-Specific Evaluation Notes**

##### **Organizational Capacity (15 points)**

Evaluate experience delivering transportation or comparable services, staffing adequacy, governance structure, and identification of authorized signers.

##### **Service Delivery Plan (20 points)**

Evaluate ride scheduling and dispatch, participant management, waitlist handling, delivery of services consistent with approved CAPs/POCs, safety practices, ADA compliance, incident reporting, service adjustment procedures, and subcontractor or third-party oversight.

##### **Eligibility, Assessment, and Client Rights (15 points)**

Evaluate procedures for CAP completion, updates, expiration tracking, and timely submission to JAAA, controls preventing service or billing without a valid CAP, and grievance rights distribution and handling.

##### **Outreach (10 points)**

Evaluate targeted outreach strategies for caregivers of older adults with the greatest economic or social need, including low-income, minority, rural, and limited English proficiency populations.

##### **Data Management and Reporting (10 points)**

Evaluate reporting timeliness and accuracy, transportation unit tracking, trip purpose categorization, waitlist and denied ride tracking, and submission of required historical service unit data.

##### **Coordination and Quality Assurance (10 points)**

Evaluate quality assurance systems, customer satisfaction surveys, staff training practices, coordination with JAAA and other providers, internal program evaluation, and use of corrective actions.

### **Budget and Financial Management (20 points)**

Evaluate cost per ride calculation, identification of funding sources, program income handling, proposed units and requested award, and overall fiscal stability and internal controls.

## **6. Final Scoring and Verification**

- The final proposal score is the sum of all weighted section scores.
- Reviewers must verify:
  - All sections are scored
  - Calculations are accurate
  - Comments support scores assigned

## **7. Reviewer Certification**

Each reviewer must certify that:

- Scores were assigned objectively
- No conflict of interest exists
- Scores are based solely on proposal content

---

## **WORKED SCORING EXAMPLE — IIIE TRANSPORTATION**

### **Example Section: Service Delivery Plan (20 Points Maximum)**

Scenario

The proposer clearly explains how caregiver-related transportation services are scheduled and dispatched and describes hours of operation and service area coverage. The proposal explains how transportation services are verified against approved Caregiver Assessment Plans (CAPs) prior to service delivery and billing. Procedures for curb-to-curb service, ADA accommodations, vehicle safety, and incident reporting are well described.

The proposer also explains how waitlists are maintained and how caregivers are notified when services become available.

However:

- Oversight procedures for subcontracted or third-party transportation providers are mentioned but lack detail.
  - The description of how services would be adjusted during funding or capacity constraints is present but somewhat general.
-

**Step 1: Assign Raw Score**

| Consideration                     | Assessment      |
|-----------------------------------|-----------------|
| Scheduling & dispatch             | Fully addressed |
| CAP-based service authorization   | Fully addressed |
| Trip & waitlist management        | Addressed       |
| ADA & safety compliance           | Fully addressed |
| Subcontractor oversight           | Limited detail  |
| Funding-based service adjustments | Some detail     |

**Raw Score Assigned: 4 out of 5**

---

**Step 2: Apply Section Weight**

- Section Maximum: 20 points
- Raw Score: 4

Calculation:

$$(4 \div 5) \times 20 = 16 \text{ points}$$

---

**Step 3: Document Reviewer Comments**

Example Reviewer Comments:

The proposal presents a clear and feasible plan for delivering OAA Title III-E Transportation services, including ride scheduling, dispatch, CAP-based service authorization, ADA accommodations, and vehicle safety procedures. Participant and caregiver management and waitlist processes are adequately described. Additional detail would strengthen the proposal regarding subcontractor oversight and specific procedures for adjusting service levels during funding or capacity constraints.

---

**Final Score for This Section**

**16 / 20 points**

## **Jayhawk Area Agency on Aging (JAAA)**

### **OAA and SCA Unserved / Underserved Demand Tracking and Reporting Policy**

*(Agency-Wide Program Policy)*

---

#### **Purpose**

The Jayhawk Area Agency on Aging (JAAA) is required to identify, track, and report unmet demand for services funded under the Older Americans Act (OAA) and the Kansas Senior Care Act (SCA) in accordance with federal and state requirements.

For reporting purposes, unmet demand may be referred to as a “wait list.” In practice, this tracking reflects individuals or communities that are unserved or underserved due to funding, capacity, or program limitations and does not represent a guaranteed queue or entitlement to services.

This policy establishes a consistent, agency-wide framework for identifying, documenting, and reporting unmet service demand while allowing for program-specific application as outlined in the appendices to this policy.

---

#### **Definitions**

##### **Unserved**

An individual or population with an identified need for an eligible service who is not receiving that service under any funding source at the time of reporting.

##### **Underserved**

An individual or population receiving some level of service, but at a level insufficient to meet assessed need due to funding, service limits, or program constraints.

##### **Wait List**

For OAA and SCA reporting purposes, a “wait list” reflects documented unserved or underserved demand and is used for planning, reporting, and advocacy. Placement on a wait list does not guarantee future service availability.

---

#### **General Principles**

1. Unserved and underserved tracking is a planning and reporting function, not a promise or guarantee of service.
  2. Tracking methodologies may vary by program based on service design, funding structure, and KDADS guidance.
  3. Responsibility for tracking may rest with JAAA or with service providers, depending on the program.
  4. All tracking must be accurate, supportable, and consistent with KDADS reporting requirements.
- 

### **Responsibility for Tracking and Reporting**

JAAA is responsible for ensuring that unserved and underserved demand is accurately identified, documented, and reported to KDADS.

Program-specific responsibility for tracking (JAAA vs. providers), data sources, and reporting methods are detailed in the applicable appendix to this policy.

---

### **Use of Unserved / Underserved Data**

Unserved and underserved demand data may be used by JAAA for:

- KDADS and federal reporting
  - Area Plan development and updates
  - Program planning and service expansion analysis
  - Funding advocacy and justification of unmet need
- 

### **Documentation and Review**

Documentation supporting reported unserved and underserved demand shall be maintained in accordance with JAAA and KDADS record retention requirements and made available for review upon request.

This policy and its appendices shall be reviewed periodically and updated as necessary to remain consistent with applicable laws, regulations, and program guidance.

## **Appendix A — Congregate Meals (OAA Title III-C1)**

**Jayhawk Area Agency on Aging, Inc.**

### **OAA Title III-C1 Congregate Meals**

#### **Waitlist / Unserved Demand Policy**

##### **1. Purpose**

The purpose of this policy is to establish a consistent and compliant process for identifying, documenting, and reporting unserved or underserved demand for OAA Title III-C1 Congregate Meals services, in accordance with the Older Americans Act (OAA) and Kansas Department for Aging and Disability Services (KDADS) requirements.

This policy ensures that Jayhawk Area Agency on Aging, Inc. (JAAA) accurately reports unmet need for Congregate Meals services while clearly distinguishing Congregate Meals waitlist reporting from Home Delivered Meals (Title III-C2) waitlist practices.

This appendix is adopted pursuant to the Jayhawk Area Agency on Aging Unserved / Underserved Demand Tracking and Reporting Policy and provides program-specific guidance for OAA Title III-C1 Congregate Meals.

---

##### **2. Definition of Congregate Meals “Waitlist”**

For OAA Title III-C1 purposes, a waitlist does not represent a queue of individuals awaiting authorized services. Instead, the Congregate Meals waitlist reflects documented unserved or underserved demand, including OAA-eligible individuals or communities that are unable to access Congregate Meals services due to systemic barriers.

This waitlist is used for planning, reporting, and advocacy purposes and does not guarantee future service availability.

---

##### **3. What Constitutes Unserved or Underserved Demand**

The following situations may be counted as Congregate Meals waitlist or unserved demand:

- OAA-eligible individuals who are unable to attend an operating congregate meal site due to transportation barriers;

- Geographic areas or communities where congregate meal sites are not currently operating due to funding limitations;
  - Congregate meal sites that are temporarily or permanently closed, resulting in unmet demand;
  - Communities where a need for Congregate Meals has been identified but services cannot be initiated due to insufficient funding, staffing, or facility availability.
- 

#### **4. What Does *Not* Constitute a Congregate Meals Waitlist**

The following situations shall not be counted as Congregate Meals waitlist or unserved demand:

- Individuals who choose not to attend an operating congregate meal site;
  - Individuals who are ineligible for OAA services;
  - Individuals awaiting completion of a Uniform Program Registration (UPR) at an operating site;
  - Individuals who receive Congregate Meals services on a limited or reduced schedule due to personal preference.
- 

#### **5. Individual Eligibility and Registration**

Placement on a Congregate Meals waitlist does not require completion of a Uniform Program Registration (UPR), as no services are being authorized or delivered.

UPRs are completed only when an individual begins receiving Congregate Meals services at an operating site, in accordance with KDADS Field Service Manual requirements.

---

#### **6. Data Collection and Reporting**

Congregate Meals providers shall:

- Maintain documentation supporting the identification of unserved or underserved demand (e.g., community requests, transportation barriers, site closures);
- Report aggregate monthly waitlist/unserved demand numbers to JAAA;

- Submit waitlist data by the end of the last business day of each month for inclusion in KDADS reporting.

Reported data shall reflect counts of unmet demand, not individual authorizations or service commitments.

---

## **7. Use of Waitlist / Unserved Demand Data**

Congregate Meals waitlist data may be used by JAAA for:

- KDADS and federal reporting;
  - Area Plan development and updates;
  - Program planning and service expansion analysis;
  - Funding advocacy and justification of unmet need.
- 

## **8. Coordination and Review**

JAAA reserves the right to:

- Review provider documentation related to reported unserved demand;
  - Request clarification or supporting information;
  - Provide technical assistance to ensure consistent and accurate reporting.
- 

## **9. Policy Review**

This policy shall be reviewed periodically and updated as necessary to remain consistent with KDADS Field Service Manual requirements, OAA regulations, and JAAA program practices



## **Appendix B — CHAMPSS (OAA Title III-C1)**

**Jayhawk Area Agency on Aging, Inc.**

**OAA Title III-C1 CHAMPSS Program**

**Waitlist / Unserved Demand Policy**

---

### **1. Purpose**

The purpose of this policy is to establish a consistent and compliant process for identifying, documenting, and reporting unserved or underserved demand for OAA Title III-C1 CHAMPSS Program services, in accordance with the Older Americans Act (OAA) and Kansas Department for Aging and Disability Services (KDADS) requirements.

This policy ensures that Jayhawk Area Agency on Aging, Inc. (JAAA) accurately reports unmet need for CHAMPSS services.

This appendix is adopted pursuant to the Jayhawk Area Agency on Aging Unserved / Underserved Demand Tracking and Reporting Policy and provides program-specific guidance for the OAA Title III-C1 CHAMPSS Program.

---

### **2. Definition of CHAMPSS “Waitlist”**

For OAA Title III-C1 CHAMPSS purposes, a waitlist represents eligible individuals who have requested participation in the CHAMPSS Program but are unable to be enrolled due to funding, capacity, or program limitations.

This waitlist is used for planning, reporting, and advocacy purposes and does not guarantee future service availability.

---

### **3. What Constitutes Unserved or Underserved Demand**

The following situations may be counted as CHAMPSS waitlist or unserved demand:

- OAA-eligible individuals who meet CHAMPSS eligibility requirements but cannot be enrolled due to funding limitations;
- Individuals who request CHAMPSS participation but cannot be served due to program capacity limits;

- Temporary suspension or limitation of CHAMPSS enrollment due to administrative, staffing, or vendor availability constraints;
  - Individuals who are eligible for CHAMPSS but receive limited participation due to program or funding limitations.
- 

#### **4. What Does Not Constitute a CHAMPSS Waitlist**

The following situations shall not be counted as CHAMPSS waitlist or unserved demand:

- Individuals who are ineligible for OAA services;
  - Individuals who choose not to participate in CHAMPSS after eligibility determination;
  - Individuals awaiting completion of intake steps who have not requested CHAMPSS participation;
  - Individuals removed from the waitlist due to inability to contact after reasonable outreach attempts.
- 

#### **5. Individual Eligibility and Registration**

Eligibility for placement on the CHAMPSS waitlist is limited to individuals who are 60 years of age or older and who reside within Shawnee, Jefferson, or Douglas Counties, Kansas.

Placement on a CHAMPSS waitlist does not require completion of a Uniform Program Registration (UPR), as no services are being authorized or delivered.

UPRs are completed only when an individual begins receiving CHAMPSS services, in accordance with KDADS Field Service Manual requirements.

---

#### **6. Data Collection and Reporting**

Jayhawk Area Agency on Aging, Inc. shall:

- Maintain documentation supporting the identification of unserved or underserved demand (e.g., waitlist requests, enrollment limitations);
- Maintain a centralized CHAMPSS waitlist using standardized intake procedures;

- Report aggregate monthly waitlist/unserved demand numbers for inclusion in KDADS reporting.

Reported data shall reflect counts of unmet demand, not individual authorizations or service commitments.

---

## **7. Use of Waitlist / Unserved Demand Data**

CHAMPSS waitlist data may be used by JAAA for:

- KDADS and federal reporting;
  - Area Plan development and updates;
  - Program planning and service expansion analysis;
  - Funding advocacy and justification of unmet need.
- 

## **8. Coordination and Review**

JAAA reserves the right to:

- Review documentation related to reported waitlist or unserved demand;
  - Request clarification or supporting information;
  - Provide technical assistance to ensure consistent and accurate reporting.
- 

## **9. Policy Review**

This policy shall be reviewed periodically and updated as necessary to remain consistent with KDADS Field Service Manual requirements, OAA regulations, and JAAA program practices.

## Appendix C — Home Delivered Meals (OAA Title III-C2)

### Jayhawk Area Agency on Aging (JAAA)

### Older Americans Act (OAA) Home Delivered Meals

### Unserved / Underserved Demand Tracking Policy and Procedure (HDM Wait List Reporting)

#### Purpose

The Jayhawk Area Agency on Aging (JAAA) is required to track and report Home Delivered Meal (HDM) wait lists to the Kansas Department for Aging and Disability Services (KDADS). This process ensures that JAAA can identify both *unserved* and *underserved* individuals in need of meal services and accurately assess service delivery and funding needs across the region.

This appendix is adopted pursuant to the Jayhawk Area Agency on Aging Unserved / Underserved Demand Tracking and Reporting Policy and provides program-specific guidance for OAA Title III-C2 Home Delivered Meals.

#### Definitions

##### Unserved:

Individuals who need a Home Delivered Meal but are **not currently receiving any meal** under any funding source, including OAA, local government funds, donations, or self-pay.

##### Underserved:

Individuals who are receiving some meal service, but that service does **not fully meet their nutritional needs**. This includes:

- Individuals who need more meals than can be provided under the OAA HDM contract (e.g., receiving 5 meals per week but require 7, or need 2 meals per day).
- Individuals receiving a meal funded **through another source**, such as private pay, city or county funding, community donations, or other non-OAA programs (excluding PACE or HCBS Medicaid paid meals).

#### Reporting Requirements

- Each Home Delivered Meal provider must submit the wait list information to JAAA by the **last business day of each month**.
- JAAA will compile and report totals to KDADS by the **3rd of each month**.
- Reports must be submitted via email to: **reporting@jhawkaaa.org**
- Reports should be submitted in the format provided by JAAA (Excel or PDF).

### Reporting Format

| Service         | Number of<br>Persons<br><b>UNSERVED</b><br>(definition above) | Number of<br>Persons<br><b>UNDERSERVED</b><br>(definition<br>above) | Comments regarding service<br>delivery problems or funding<br>problems |
|-----------------|---------------------------------------------------------------|---------------------------------------------------------------------|------------------------------------------------------------------------|
| HMEL OAA<br>C32 |                                                               |                                                                     |                                                                        |

### Documentation

Providers must maintain documentation supporting reported numbers, including:

- Intake assessments and eligibility forms
- Service delivery records
- Communication logs for individuals on the wait list

This documentation should be retained in accordance with JAAA and KDADS recordkeeping requirements and made available for review upon request.

### Wait List Management Procedures

1. **Eligibility Review:** Confirm that each individual on the wait list meets OAA eligibility criteria for Home Delivered Meals.
2. **Prioritization:** Identify if the individual qualifies under priority categories (e.g., low-income, isolated, or frail).
3. **Follow-Up:** Providers should contact individuals on the wait list bi-annually based on when customer was placed on the wait list to confirm continued need and interest in service.
4. **Resolution:** Once service becomes available, update the wait list to reflect the individual's start date and remove them from the *unserved* or *underserved* count.

### Contact for Questions

For questions regarding this policy, reporting requirements, or data submission, contact: Jayhawk Area Agency on Aging (JAAA) [reporting@jhawkaaa.org](mailto:reporting@jhawkaaa.org).

### Notes

- Ensure consistent use of the *unserved* and *underserved* definitions across all providers.

- Clearly document changes in service status (unserved → served → underserved) to maintain data accuracy.
- Providers are encouraged to communicate any ongoing service delivery or funding barriers in the “Comments” section of their report.

DRAFT

## **Appendix D — In-Home Services (OAA III-B, III-E, and SCA)**

### **Jayhawk Area Agency on Aging (JAAA)**

### **Older Americans Act (OAA) and Senior Care Act (SCA)**

### **In-Home Services Unserved / Underserved Demand Tracking Policy**

*(Wait List Reporting)*

---

#### **Purpose**

The Jayhawk Area Agency on Aging (JAAA) is responsible for identifying, tracking, and reporting unmet demand for OAA- and Senior Care Act-funded in-home services to the Kansas Department for Aging and Disability Services (KDADS).

For reporting purposes, KDADS may refer to this unmet demand as a “wait list.” In practice, this tracking reflects individuals who are **unserved or underserved** due to funding, capacity, or program limitations and does not represent a guaranteed queue for services.

This process ensures that JAAA can accurately assess unmet service needs, comply with state and federal reporting requirements, and support program planning and funding decisions.

This appendix is adopted pursuant to the Jayhawk Area Agency on Aging Unserved / Underserved Demand Tracking and Reporting Policy and provides program-specific guidance for OAA Titles III-B and III-E and Senior Care Act in-home services.

---

#### **Services Covered by This Policy**

This policy applies to the following OAA and SCA in-home services administered by JAAA:

- **Attendant Care** (OAA Title III-B, III-E, and SCA)
  - **Homemaker Services** (OAA Title III-B, III-E, and SCA)
  - **Personal Emergency Response Systems (PERS)** (SCA)
  - **Respite Care** (OAA Title III-E)
  - **One-Time Purchases** (SCA)
-

## Definitions

### Unserved

Individuals who need an eligible in-home service but are **not currently receiving that service under any funding source**, including OAA, SCA, local funds, donations, private pay, or other non-Medicaid programs.

### Underserved

Individuals who are receiving some level of in-home service, but that service **does not fully meet the assessed need** due to funding, service limits, or program constraints. This includes, but is not limited to:

- Individuals authorized for fewer hours or units than assessed as necessary;
- Individuals receiving services funded through alternative non-OAA or non-SCA sources due to exhaustion of OAA or SCA funds;
- Individuals receiving temporary or partial services when ongoing or expanded services are needed.

### Definition of In-Home Services “Wait List”

For OAA and SCA in-home services, a wait list reflects documented unserved or underserved individuals whose service needs cannot be fully met at the time of reporting due to funding or program capacity limitations.

This reporting does not guarantee service availability and is used solely for required KDADS and federal reporting, planning, and advocacy purposes.

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### Responsibility for Wait List Tracking

Jayhawk Area Agency on Aging (JAAA) is solely responsible for:

- Identifying individuals who are unserved or underserved for OAA and SCA in-home services;
- Maintaining records and documentation related to unmet service demand;
- Compiling and reporting aggregate unserved and underserved data to KDADS.

In-home service providers are not responsible for maintaining, tracking, or reporting wait list or unserved/underserved data under this policy.



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## **Data Collection and Reporting**

JAAA shall:

- Maintain internal records documenting unserved and underserved demand for covered in-home services;
- Compile aggregate unserved and underserved counts in accordance with KDADS reporting requirements;
- Submit required reports to KDADS within established reporting timelines.

Reported data shall reflect unmet service demand and shall not be construed as individual service authorizations or commitments.

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## **Documentation**

JAAA shall maintain documentation supporting reported unserved and underserved counts, including but not limited to:

- Intake assessments and eligibility documentation;
- Care plans and service authorization records;
- Internal wait list or tracking records;
- Communication logs related to service requests, funding limitations, or service changes.

Documentation shall be retained in accordance with JAAA and KDADS recordkeeping requirements and made available for review upon request.

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## **Unserved / Underserved Management Procedures**

### **1. Eligibility Review**

JAAA shall confirm that individuals included in unserved or underserved counts meet eligibility requirements for the applicable OAA or SCA in-home service.

### **2. Prioritization**

JAAA shall identify priority populations consistent with OAA and SCA requirements, including individuals with the greatest economic or social need.

### 3. **Follow-Up**

JAAA shall conduct periodic follow-up with individuals identified as unserved or underserved to confirm continued need and interest, consistent with internal procedures.

### 4. **Resolution**

When services become available or service levels increase to meet assessed need, JAAA shall update records and remove individuals from unserved or underserved counts as appropriate.

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#### **Clarification on Funding Exhaustion and Mixed Funding**

- Individuals who continue to receive services funded through non-OAA or non-SCA sources due to exhaustion of OAA or SCA funds shall be reported as underserved, not served, for reporting purposes.
- Individuals who receive no in-home services under any funding source shall be reported as unserved.

This clarification ensures consistent reporting and accurate documentation of unmet service needs.

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#### **Notes**

- Unserved and underserved tracking is a reporting and planning function, not a promise or guarantee of service.
- Changes in service status (unserved → underserved → served) must be clearly documented to maintain data accuracy.
- This policy does not alter provider service obligations under existing contracts.

## **Appendix E — Disease Prevention and Health Promotion Services (OAA Title III-D)**

### **Jayhawk Area Agency on Aging (JAAA)**

#### **OAA Title III-D Disease Prevention/Health Promotion**

#### **Unserved / Underserved Demand Tracking Policy**

*(Wait List Reporting)*

##### **Program Overview**

This appendix is adopted pursuant to the Jayhawk Area Agency on Aging Unserved / Underserved Demand Tracking and Reporting Policy and provides program-specific guidance for OAA Title III-D Disease Prevention and Health Promotion services.

OAA Title III-D Disease Prevention and Health Promotion services support evidence-based and evidence-informed programs designed to promote healthy behaviors, prevent chronic disease, and improve health outcomes for older adults.

Services may include, but are not limited to, health education, physical activity programs, chronic disease self-management, falls prevention, and other approved health promotion activities.

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##### **Definition of Unserved or Underserved Demand**

For OAA Title III-D purposes, unserved or underserved demand reflects eligible individuals or populations who are unable to participate in available disease prevention and health promotion activities due to funding, capacity, geographic, scheduling, or program limitations.

Because Title III-D services are typically group-based, time-limited, or event-based, unserved or underserved demand may be identified at either the individual or community level.

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##### **What Constitutes Unserved or Underserved Demand**

The following situations may be counted as Title III-D unserved or underserved demand:

- Communities or geographic areas where approved Title III-D programs are not available due to funding or capacity limitations;

- Eligible individuals who are unable to enroll in a scheduled Title III-D program due to class size limits or enrollment caps;
  - Individuals who are unable to participate due to transportation barriers when alternative delivery options are unavailable;
  - Identified demand for evidence-based or evidence-informed programs that cannot be initiated or expanded due to funding, staffing, or contractor availability constraints.
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### **What Does Not Constitute Unserved or Underserved Demand**

The following situations shall not be counted as Title III-D unserved or underserved demand:

- Individuals who choose not to participate in available Title III-D programs;
  - Individuals who are ineligible for OAA services;
  - Individuals who decline participation due to personal preference or scheduling conflicts when alternative opportunities are available.
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### **Responsibility for Tracking**

Jayhawk Area Agency on Aging (JAAA) is responsible for identifying, documenting, and tracking unserved or underserved demand for OAA Title III-D services.

Title III-D service providers are not responsible for maintaining or reporting wait list or unserved/underserved data unless otherwise directed by JAAA for specific program evaluation purposes.

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### **Data Use and Reporting**

Unserved or underserved demand data for Title III-D services may be used by JAAA for:

- KDADS and federal reporting, as applicable;
- Area Plan development and updates;
- Program planning and identification of service gaps;
- Funding advocacy and justification of unmet health promotion needs.

Due to the nature of Title III-D services, reported data may be descriptive or aggregate rather than individual-level counts.

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### **Documentation and Review**

JAAA shall maintain documentation supporting identified unserved or underserved demand, which may include community requests, enrollment data, program capacity limitations, or planning assessments.

This appendix shall be reviewed periodically and updated as necessary to remain consistent with OAA requirements, KDADS guidance, and JAAA program practices.