



REQUEST FOR PROPOSAL (RFP)

OAA Title IIIC-1 Congregate Meal Services

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

RFP Release Date: February 3, 2026

Pre Bid Meeting: February 10, 2026 1:00 PM, Central Standard Time
Join Zoom Meeting

<https://us02web.zoom.us/j/85920666197>

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:** A person or organization submitting a proposal/bid to provide equipment, supplies, or services.
- **Buyer:** The contact person referenced in the solicitation.
- **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.
- **Meal 225 Report:** The KDADS-required monthly meal service reporting form (or successor form/report name).
- **CMEL:** Congregate Meal services under Title III-C1
- **UPR:** Uniform Program Registration
- **KAMIS:** Kansas Aging Management Information System
- **NSIP:** Nutrition Services Incentive Program

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 rates/costs per meal shall include all costs associated with the completion of required participant registration Uniform Program Registration (UPR), meal preparation, **service**, site operations, and reporting, as well as all administrative and reporting requirements, 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. Proposals must be submitted electronically in PDF format to 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 made 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 meals served as reported. No advance payments will be made.
- Meals 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 eligibility registrations, Uniform Program Registration (UPR), meal preparation and meal 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 participant registration Uniform Program Registration (UPR), meal preparation and meal service, and reporting, to ensure compliance with program requirements and contract specifications.
- Meals or services that do not meet the requirements, including nutritional standards, meal service schedules, or reporting obligations, may be rejected and will not be reimbursed.
- Rejection of non-compliant meals or 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 participant registration Uniform Program Registration (UPR), meal preparation and meal 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 nutritional and program standards.
 - Be performed with high-quality standards and professional care, ensuring accuracy, timeliness, and reliability.
 - Be free from defects or deficiencies in preparation, meal service, 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 congregate meals, participant registration Uniform Program Registration (UPR), 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 congregate meals, registrations Uniform Program Registration (UPR), 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. Titles / Headings

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

20. 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:
 - Congregate meal provision/congregate meal operations
 - Participant registration Uniform Program Registration (UPR)
 - 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.

21. 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 congregate meals, participant registration Uniform Program Registration (UPR), 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 Support Manual policies and procedures, including HIPAA.
- 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, 12:00 noon, Central Standard Time.

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 meal
- Rates remain firm during the contract period.
- Funding sources: Title IIIC-1 funds (Older Americans Act), program income, USDA, and other matching resources.

7. Accounting Policies

- Contractors must follow Generally Accepted Accounting Principles (GAAP)
- Maintain accounting records supported by source documents.
- Reference: KDADS FSM 4.1.5.G

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 UPR registrations, meal counts, site records, and 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 of congregate meals, participant registration Uniform Program Registration (UPR), 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

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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 providers to furnish Congregate Meals funded under Title IIIC-1 of the Older Americans Act (OAA) at approved meal sites throughout Shawnee, Jefferson, and Douglas Counties, Kansas. The purpose of the Congregate Program is to promote the health, independence, and well-being of older adults aged 60+ (and the spouse of customers 60 years of age and older) residing in the county catchment area of Jayhawk Aea Agency on Aging.

This will be achieved through:

- Providing hot meals which provide 1/3 of the current Recommended Daily Allowance, five days per week, Monday through Friday, during the noon hour, to eligible customers at approved congregate meal sites, a minimum of 249 days each year.
- Targeted outreach to older adults with the greatest economic and social needs, including low-income, minority, limited English proficiency, and rural populations.
- Developing and implementing a nutrition education plan designed to provide nutrition education to congregate customers to promote healthy dietary practices and enhance quality of life.

- Completion and maintenance of eligibility registrations (UPR) in accordance with the Kansas Department for Aging and Disability Services (KDADS) Field Support Manual (FSM) and OAA.
- Ensuring OAA-funds for OAA IIIC-1 meals are managed to provide uninterrupted OAA-funded meal service to eligible clients for the full contract period.

2. STATEMENT OF PURPOSE

The purpose of this RFP is to:

- Provide hot, nutritious meals to eligible participants at approved congregate dining sites, meeting one-third (1/3) of current Recommended Dietary Allowances (RDA), for a minimum of 249 service days a year.
- Implement an Outreach Plan to engage older adults with the greatest economic or social needs.
- Implement a Nutrition Education Plan that promotes healthy eating and chronic disease prevention. Nutrition education may be provided through written materials, group presentations, individual counseling, or other methods consistent with KDADS FSM requirements and must be documented.
- Conduct and maintain eligibility registrations (UPR) for all participants, ensuring compliance with KDADS FSM and OAA criteria.
- Ensure that OAA-funded Congregate Meals funds are allocated and managed to provide uninterrupted service to eligible participants for the full contract period, preventing early exhaustion of allocated funds. Allocated funds must last the entirety of the fiscal year.

3. SCOPE OF SERVICES

Meal Service Requirements

- The Contractor shall provide hot, nutritious congregate meals that meet the federal Older Americans Act requirement of at least one-third (1/3) of the current Recommended Dietary Allowances (RDA) as defined in the Older Americans Act nutrition regulations (45 CFR §1321.87)
- Meals shall be provided on a regular schedule consistent with KDADS Field Service Manual Nutrition Services requirements (FSM §4.2) and JAAA-approved service schedules, typically five (5) days per week for approximately 249 service days per year.
- One (1) unit of Congregate Meal service is defined as one (1) complete, nutritionally adequate meal served to an eligible participant at an approved congregate dining site

on a scheduled service day, in accordance with the Kansas Department for Aging and Disability Services (KDADS) service taxonomy and KAMIS reporting definitions, as implemented through the KDADS Field Service Manual.

- Employ or contract a registered/licensed dietitian to develop and certify menus utilizing the Kansas Menu Approval Sheet, ensuring compliance with KDADS nutritional standards. *(KDADS FSM 4.1.7.F)*
 - Submit dietitian license to JAAA at signing of contract.
 - Submit certified menus and Kansas Menu Approval Sheet to JAAA when menus change based upon provider menu cycle, at least 10 days prior to start of menu.
- Incorporate customer input into menu planning and menu evaluation. *(KDADS FSM 4.1.7.D)*
- Maintain compliance with all applicable federal, state, and local food preparation, handling, and meal service regulations, and maintain all required licenses and permits in a prominent location at each meal site. *(KDADS FSM 4.1.6.D)*
- The Contractor shall inform all congregate meal participants of the opportunity to make voluntary contributions toward the cost of meals. The Contractor must establish and communicate a suggested voluntary contribution amount per meal for eligible participants; contributions are voluntary and may not be required as a condition of service. No eligible individual shall be denied service for failure or inability to contribute. The privacy and confidentiality of participants with respect to contributions must be protected at all times. All contributions shall be treated as program income and used solely to expand or enhance nutrition services in accordance with the Older Americans Act. (42 U.S.C. § 3030c-2(a)(2)(C); KDADS FSM 4.11.D)
- The Contractor must notify JAAA within 24 hours of any suspected foodborne illness, contamination event, or food safety incident related to meal preparation or meal service.
- The Contractor remains fully responsible for compliance with all contract and KDADS FSM requirements when utilizing subcontractors or third-party vendors.
- The Contractor may accept Supplemental Nutrition Assistance Program (SNAP) benefits for meal contributions, where applicable and if authorized, in accordance with all federal and state requirements. If SNAP benefits are accepted, the Contractor must maintain procedures for secure handling, reconciliation, and reporting of SNAP transactions in compliance with USDA regulations. *(KDADS FSM §4.1.11.E; 7 CFR §§274.7, 274.12)*
- Each congregate meal site shall have a designated individual responsible for day-to-day site operations (“Site Manager”). Duties shall include, but are not limited to:
 - Maintaining meal reservations, attendance records, program income, and volunteer documentation;

- Supervising site personnel and volunteers;
- Ensuring submission of Uniform Program Registrations (UPR);
- Attending required training sessions related to congregate nutrition services.

(KDADS FSM §§4.1.5. and 2.6.2)

- The Contractor shall acknowledge funding support from Jayhawk Area Agency on Aging, Inc. (JAAA) and the Kansas Department for Aging and Disability Services (KDADS) in materials related to the OAA Title III-C(1) Congregate Meals Program, including but not limited to program brochures, flyers, websites, and social media content, as applicable. Such acknowledgment shall be consistent with applicable federal and state requirements and is intended to ensure public awareness of funding sources supporting Congregate Meals services. *(Older Americans Act §307(a)(13); 45 CFR §1321.51)*

Meal Site Designation and Operation

- Congregate meal site locations for OAA Title III-C(1) services shall be designated by Jayhawk Area Agency on Aging, Inc. (JAAA). The Contractor shall provide congregate meal services only at JAAA-approved sites and shall ensure that all designated sites maintain congregate meal operations throughout the contract period, unless otherwise authorized in writing by JAAA. *(Older Americans Act §§306(a)(2), 306(a)(4); 45 CFR §§1321.13, 1321.37, 1321.63(d);*
 - All site modifications must follow KDADS Field Support Manual (FSM) requirements, be approved by the JAAA Advisory Council, and be approved by KDADS through an Area Plan revision prior to taking effect.
 - Any site modification requests shall be communicated by Contractor in writing and shall specify the proposed effective date, justification for modification, and any corresponding cost, staffing, or operational changes.
 - Approved site modifications shall be communicated by JAAA in writing and shall specify the effective date and any corresponding operational expectations.
- JAAA reserves the right to add, remove, consolidate, relocate, or otherwise modify congregate meal site locations during the contract period based on programmatic need, funding availability, site viability, or participant demand. Any changes will be provided in writing and may result in an equitable adjustment if appropriate, consistent with contract terms.
- The congregate meal site locations listed below are approved and binding for purposes of this RFP and resulting contract. The Contractor shall operate and maintain congregate meal service at each listed site for the duration of the contract period, unless JAAA approves a modification in writing.
 - Approved Congregate Meal Site Locations
 - Douglas County

- Babcock Place Apartments – 1700 Massachusetts St., Lawrence, KS 66046
- Midland Care Adult Day Health – 319 Perry St., Lawrence, KS 66044
- Baldwin Healthcare & Rehab Center – 1223 Orchard Lane, Baldwin City, KS 66006
- Eudora Parks & Recreation – 1630 Elm St., Eudora, KS 66025
- Jefferson County
 - St. Aloysius Catholic Church – 615 E. Wyandotte St., Meriden, KS 66512
- Shawnee County
 - East Topeka Senior Center – 432 SE Norwood St., Topeka
 - First Apartments – 3805 SW 18th St., Topeka
 - Highland Park United Methodist Church – 2914 SE Michigan St., Topeka
 - Papan’s Landing Senior Center – 619 NW Paramore St., Topeka
 - Topeka LULAC Senior Center – 1502 NE Seward Ave., Topeka
 - Tyler Towers – 600 W 14th St., Topeka
 - SENT Topeka – 455 SE Golf Park Blvd, Topeka
 - Madison Street Apartments – 600 SE Madison St., Topeka
 - Auburn United Methodist Church – 240 W 8th St., Auburn, KS 66604
 - Rossville Senior Center – 429 Pearl St., Rossville, KS 66608
 - Silver Lake Senior Center – 404 East Lake St., Silver Lake, KS 66539

OAA Funding Allocation and Meal Continuity

- The Contractor shall ensure that OAA-funded Congregate Meals are provided to eligible clients for the entire contract period, from the first to the last day of the contract.
Allocated funds must last the entirety of the fiscal year.
 - The Contractor is responsible for managing allocated OAA funds to prevent over-service and ensure that OAA-funded meals can be delivered through the contract end date without exhausting available funds and that the allocated amount covers the entirety of the fiscal year.
 - Monthly monitoring and reporting of meal counts, and fund usage must be conducted to maintain compliance with funding limits while ensuring uninterrupted OAA-funded service to all eligible clients.
 - Any adjustments to service provision due to funding availability must be coordinated with JAAA prior to implementation.
 - The Contractor must provide the required non-federal match for OAA Title III-C1 Congregate Meals in accordance with the Older Americans Act and

KDADS Field Support Manual requirements. Program income, including voluntary participant contributions, may not be used to meet the required match.

Eligibility

- Eligible participants include: *(KDADS FSM 4.2.1)*
 - Individual 60 years of age or older and the spouse of that individual regardless of his or her age
 - Volunteer less than 60 years of age who provides volunteer services during meal hours, as long as his or her meal will not deprive an eligible participant of a meal
 - Individual less than 60 years of age with disability who resides in a housing facility occupied primarily by individuals 60 years of age or older where congregate nutrition services are provided
 - Individual less than 60 years of age with disability who resides in a home with and accompanies an individual 60 years of age or older.

Eligibility Registrations

Complete, maintain, and update Uniform Program Registrations (UPR) for each CMEL customer.

- The Contractor shall not authorize or bill OAA-funded Congregate Meals for any participant without a valid Uniform Program Registration (UPR), unless otherwise permitted by KDADS policy.
- Uniform Program Registration (UPR) is valid for 365 days.
- The Contractor shall establish procedures to ensure that current congregate meal participants are notified of the opportunity to complete re-registration at least thirty (30) days prior to the expiration of their Uniform Program Registration (UPR).
- The Contractor shall accept valid existing registrations completed by another program, provider, or Area Agency on Aging if the UPR meets KDADS timeliness and completeness requirements.

(KDADS Field Support Manual §§2.5)

Grievance Management

- Respond promptly to all client grievances related to Congregate Meals services.
- Document each grievance, including the nature of the complaint, actions taken, and resolution.
- Coordinate with JAAA to ensure grievances are addressed in accordance with OAA and KDADS FSM 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.

(KDADS Field Support Manual §§1.3.3, 1.3.4)

Documentation and Recordkeeping

- Maintain copies of all Uniform Program Registration (UPR) forms in the customer's case file.
- The Contractor shall ensure all clients are informed of their rights and have access to grievance procedures in accordance with OAA and KDADS
- The Contractor shall track the date of referral or request for service for each Congregate Meals client. The provider is responsible for developing and maintaining a referral tracking system that ensures accurate and timely documentation. This system must be readily available for review by JAAA during quality assurance monitoring or upon request.

Data Entry and Reporting

The Contractor shall accurately enter all required client and service data into the Kansas Aging Management Information System (KAMIS) in accordance with

This includes:

- Timely entry of Uniform Program Registration (UPR)
- Timely entry of all congregate meal information for Congregate Meals clients.
- Ensuring data is complete, accurate, and reflects any changes to client status, service units, or plan of care.
- Maintaining compliance with all KDADS data entry requirements and deadlines.

Coordination and Quality Assurance

- Coordinate with JAAA and other providers to support a comprehensive system of care.
- Permit annual monitoring by JAAA, including facility, meal site and program evaluations.
- Conduct annual customer satisfaction surveys and submit full results to JAAA.
- QA includes verification of Uniform Program Registration (UPR), documentation review, resolution of conflicts, direct customer contact if needed, and corrective action documentation.
- JAAA may review the provider's referral tracking system during routine QA visits to verify timely service initiation, compliance with registration procedures, and completeness of client records.
- The Contractor shall establish and maintain a Congregate Nutrition Advisory Group that includes eligible program participants and individuals knowledgeable about the needs

of older adults. The advisory group shall meet at least quarterly and shall advise the Contractor and/or Jayhawk Area Agency on Aging, Inc. on matters related to congregate nutrition services, including program administration, budgeting, activities, and menus. *(KDADS Field Support Manual 4.2.2.C)*

Reporting and Recordkeeping

- All reporting requirements must be submitted to reporting@jhawkaaa.org.
- Monthly Program and Financial Reports:
 - Submit by the 10th of the following month (if the 10th falls on a weekend day, reports are due the Friday prior). Include customer names and number of meals served on the provided Excel spreadsheet in Excel format.
- Monthly Congregate Meal Unserved Demand / Access Barrier Reporting
 - The Contractor shall submit monthly documentation of unserved or underserved demand for OAA Title III-C(1) Congregate Meals by the end of the last business day of each month to Jayhawk Area Agency on Aging, Inc. (JAAA) for reporting to KDADS.
 - For purposes of this RFP, documentation of “unserved demand” reflects identified unmet need and access barriers for OAA-eligible individuals, including but not limited to:
 - Older adults unable to participate due to transportation barriers;
 - Geographic areas or communities where congregate meal sites are not currently operating due to funding, staffing, or facility limitations;
 - Temporarily or permanently closed congregate meal sites resulting in unmet service demand.
 - Reported unserved demand data is used for planning, needs assessment, and state and federal reporting purposes and shall not be interpreted as a guarantee of service availability or future site operation.
- KAMIS Data Entry:
 - Enter all Uniform Program Registration (UPR) into KAMIS and all meal 225 reports (or the current KDADS-required meal service reporting form/report name) by the 10th of the month for the prior month.
- Final Financial Report:
 - End of year final financial reports must be submitted to JAAA by October 30th for the previous fiscal year.
- Record Retention:
 - Maintain all program documentation for five (5) years after the end of the contract period and make such records available for auditing, monitoring, or evaluation by JAAA, KDADS, or federal oversight agencies. *(45 CFR §75.361)*
- Program Budget Submissions:

- Any budget submissions or revisions must be submitted to and approved by JAAA prior to implementation.

4. CONTRACT PERIOD AND PERFORMANCE

- Contract Term: October 1, 2026 – September 30, 2027
- Service Continuity: Maintain uninterrupted OAA-funded congregate meal service at all approved meal sites. The Contractor must manage OAA-funded meals to ensure eligible clients receive OAA-funded service for the entire contract period, preventing exhaustion of allocated OAA funds before the contract end date and that the allocated amount covers the entirety of the fiscal year.
- Payment: JAAA pays within 30 days after verifying invoices with KAMIS data.
- Monitoring: JAAA reserves the right to monitor compliance with all KDADS FSM requirements, contract deliverables, and OAA fund continuity.

5. NONDISCRIMINATION

The Contractor shall not deny service or discriminate based on race, color, religion, sex, age, sexual orientation, national origin, ancestry, disability, or income status. Services must comply with the Civil Rights Act of 1964, Americans with Disabilities Act of 1990, and OAA.

Contractors must provide reasonable accommodations for individuals with disabilities, language assistance for limited English proficiency participants, and protect participants who file complaints or participate in investigations. Participants may report discrimination concerns to JAAA or appropriate federal/state agencies.

(Civil Rights Act of 1964, Title VI, 42 U.S.C. § 2000d; Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12131–12134; Section 504 of the Rehabilitation Act, 29 U.S.C. § 794; Older Americans Act § 307(a)(13), 42 U.S.C. § 3027(a)(13); 45 CFR §§ 80.1–80.13, 84, and 1321.51)

6. PROPOSAL SUBMISSION REQUIREMENTS

Responses must describe how the proposer will meet all service requirements in Section 3 (Scope of Services), including compliance with the KDADS Field Support Manual (FSM) requirements cited in Section 3 and all applicable Older Americans Act requirements. Each proposal must include the following components. Proposers should use this as a guide to ensure all required information is provided:

- **Organizational Information**

- Legal Name Address and contact information.
- Brief overview of the organization, history, and experience delivering Congregate Meals or similar services.
- Staff information for all staff directly and indirectly related to congregate meal service.
- Listing of authorized signers

- **Service Delivery Plan**

- What is your plan for providing hot, nutritious meals up to five days per week, meeting KDADS FSM requirements?
- Proposers must demonstrate the ability to operate congregate meal services at all JAAA-designated meal sites listed in Section 3 of this RFP.
- Site Management Staffing
Proposers must describe how congregate meal sites will be staffed and supervised, including identification of individuals responsible for day-to-day site operations, oversight of volunteers, recordkeeping, and compliance with UPR, program income, and training requirements.
- Describe the food preparation method used (central kitchen, caterer, on-site preparation).
- Describe procedures and schedules for transporting food, supplies, and equipment.
- Explain your menu planning and certification process, including how participant input is obtained.
- Describe your participant management practices and how you will ensure uninterrupted OAA-funded service for the entire contract period, including management of meal production and funding to ensure the allocated amount covers the full fiscal year.
- Describe how the proposer will identify, document, and report unserved or underserved demand and access barriers for Congregate Meals (e.g., transportation barriers, communities without an operating congregate site due to funding or facility limitations), consistent with Section 3 of this RFP
- Describe bidders strategies to prevent gaps in service or overallocation of OAA funds.
- Describe holiday service availability, including a list of days when Congregate Meals will not be provided.

- Describe procedures for unplanned service interruptions (e.g., inclement weather, staffing shortages), including participant notification and documentation.
- **Volunteer Plan**
 - Proposals must include a Volunteer Plan that addresses:
 - Positions to be filled by volunteers
 - Volunteer recruitment procedures
 - Screening procedures, including background checks and references
 - Training provided to volunteers
 - Volunteer recognition activities
 - Number of volunteers and estimated volunteer hours
- **Eligibility, Registration, and Client Rights Plan**
 - Describe your procedures to complete and maintain Uniform Program Registrations (UPR) and to comply with the UPR requirements described in Section 3.
 - Describe the procedure for providing OAA Grievance information to participants and your process for managing filed grievances including documentation, staff training, and reporting to JAAA.
- **Outreach and Nutrition Education Plan**
 - Describe how you will implement nutrition education consistent with the requirements in Section 3.
 - Discuss strategies to reach older adults with economic or social needs (low-income, minority, limited English proficiency, rural).
 - Provide information related to the provision of nutrition education promoting healthy dietary practices and chronic disease prevention to participants.
 - Describe how the public, older individuals, agencies, and community leaders are informed about the availability of Congregate Meals services.
 - Describe any requirements, if applicable, for an individual to participate in the service
- **Data Management and Reporting Plan**
 - Explain plan for:
 - Timely and accurate entry of service and client data in KAMIS.

- Submission plan for monthly program and financial reports.

- **Coordination and Quality Assurance**

- Describe bidders' coordination with other community service providers and JAAA.
- Describe bidders process for customer satisfaction survey(s), and how those results will be provided to JAAA upon completion of the survey(s).
- Proposers must describe the structure and operation of their Congregate Nutrition Advisory Group, including membership composition, meeting frequency, and how participant input is incorporated into program operations and decision-making.

- **Budget and Financial Plan**

Proposers must submit a comprehensive Budget and Financial Plan demonstrating fiscal capacity, cost reasonableness, and the ability to manage OAA Title IIIC-1 funds to ensure uninterrupted service for the entire contract period.

The proposal must include the following financial documentation and information:

- Financial Attachments (Required):
 - The most recent complete year Profit and Loss Statement for the specific service for which OAA Title IIIC-1 funding is being requested.
 - The most recent complete year Profit and Loss Statement for the full agency.
 - The most recent complete year Balance Sheet for the full agency.
 - The total number of service units provided during the same period, including all funding sources (not limited to JAAA-funded units).
 - A calculated cost per unit, using the following formula:
 - $\text{Total expenses} \div \text{Total units provided} = \text{Cost per unit}$
- Proposers must also describe:
 - All other funding sources that support bidders Congregate Meals 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.

- Describe bidders fund management practices and how bidder will ensure uninterrupted OAA-funded service for the entirety of the contract period and that the allocated amount covers the entirety of the fiscal year.
- Suggested Donation and Program Income Management
 - Describe the step-by-step procedure for offering participants the opportunity to make voluntary contributions.
 - Describe how participant privacy and confidentiality are protected during the contribution process.
 - Describe how contributions are safeguarded, accounted for, and reported as program income in compliance with OAA and KDADS FSM requirements.
- Proposers must describe how the required non-federal match for OAA Title III-C(1) Congregate Meals will be met consistent with section 3, including identification of match funding sources, confirmation that program income is not used as match, and explanation of how match contributions will be documented and tracked in compliance with KDADS requirements.
- **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
 - 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.
 - Proposers are encouraged to respond fully to any specific questions or requirements identified in the RFP.

7.EVALUATION CRITERIA

Proposals will be evaluated by the Jayhawk Area Agency on Aging, Inc. (JAAA) Review Committee based on the following weighted criteria. Evaluation will focus on the

proposer's capacity, experience, program quality, and compliance with KDADS FSM and Older Americans Act (OAA) requirements.

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

Organizational Capacity (15 points)

- Demonstrated history and experience in providing Congregate Meals or comparable nutrition services.
- Qualifications and experience of key personnel and staff involved in meal production, meal service, assessment, and data management.
- Adequate staffing levels and organizational structure to ensure continuity of service.
- Clear identification of authorized signers and responsible parties.
- Volunteer capacity, including recruitment, screening, training, supervision, and utilization of volunteers to support Congregate Meals service.

Service Delivery Plan (20 points)

- Clarity and feasibility of the plan to deliver hot, nutritious meals up to five days per week, meeting KDADS FSM standards.
- Strength of menu development and certification process, including participant input methods.
- Demonstrated ability to ensure uninterrupted OAA-funded service throughout the contract period and that the allocated amount covers the entirety of the fiscal year.
- Clarity and strength of the proposer's process for identifying, documenting, and reporting Congregate Meals unserved or underserved demand (e.g., transportation barriers, site capacity limitations, or lack of funding to open additional sites), consistent with KDADS reporting expectations.

Eligibility, Assessment, and Client Rights (15 points)

- Compliance with KDADS FSM for completing and maintaining UPR.
- Procedures for timely completion of UPR.
- Effective procedures for providing OAA Grievance Rights, documenting grievances, and ensuring staff training and reporting to JAAA.

Outreach and Nutrition Education (10 points)

- Effective strategies for outreach to older adults with the greatest economic or social need, including low-income, minority, rural, and limited English proficiency populations.
- Quality and frequency of nutrition education activities promoting healthy eating and chronic disease prevention.

Data Management and Reporting (10 points)

- Accuracy, timeliness, and completeness of KAMIS data entry procedures.
- Plan for timely submission of monthly reports, meal counts, and financial data.
- Demonstrated ability to track and report OAA-funded meal counts.

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 quality control systems to ensure KDADS FSM compliance.

Budget and Financial Management (20 points)

- Clear and realistic program budget that aligns with proposed service levels and funding limits.
- Complete description of all additional funding sources (federal, state, local, private, etc.), including timing, restrictions, and sustainability strategies.
- Demonstrated ability to manage funds responsibly to ensure uninterrupted OAA-funded service for the entire contract period and that the allocated amount covers the entirety of the fiscal year.
- 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

Phone: 785-2356-1367

10. Attachments

- OAA IIIC1 Congregate Meals Response Template
- Compliance Acknowledgment Form for Title VI, Section 504, ADA, and Other Relevant Regulations
- CMEL Budget Form
- OAA IIIC1 Congregate Meals Score Sheet
- OAA and SCA Unserved and Underserved Demand Access Barrier Reporting Policy

JAYHAWK AREA AGENCY ON AGING, INC.

OLDER AMERICANS ACT

TITLE IIIC-1 Congregate Meals 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-C(1) CONGREGATE MEALS

PROPOSAL RESPONSE TEMPLATE

Proposers must organize their proposal using the headings and numbering below.

Failure to address all required elements may result in reduced scoring or disqualification.

SECTION 1 — ORGANIZATIONAL CAPACITY (15 POINTS)

1.1 Organizational Information

Provide the following:

- Legal name of organization
- Physical address and mailing address
- Primary contact person (name, title, phone, email)
- Brief organizational history and mission
- Years of experience providing Congregate Meals or comparable nutrition services

1.2 Staffing Capacity

Describe:

- The proposed number and job assignments of paid staff involved in the Congregate Meals program
- Indicate whether positions are full-time or part-time, permanent or temporary
- Identify staff responsible for:
 - Meal preparation
 - Meal service/site operations
 - Participant registration (UPR)
 - Data entry and reporting
 - Program oversight
- Identify staff or volunteers responsible for day-to-day congregate meal site operations and supervision.

1.3 Organizational Structure

Provide:

- An organizational chart showing reporting relationships for staff involved in the Congregate Meals program
- Identification of authorized signers for contractual documents

1.4 Volunteer Capacity

Describe how volunteers support the Congregate Meals program, including:

- Positions filled by volunteers
- Volunteer recruitment procedures
- Screening procedures (including background checks, if applicable)
- Training provided to volunteers
- Volunteer recognition activities
- Estimated number of volunteers and annual volunteer hours

SECTION 2 — SERVICE DELIVERY PLAN (20 POINTS)

2.1 Meal Service Operations

Describe your plan to:

- Provide hot, nutritious meals meeting KDADS FSM and OAA requirements
- Serve meals up to five (5) days per week for a minimum of 249 service days annually
- Operate Congregate Meals at all JAAA-designated meal sites listed in the RFP

2.2 Food Preparation and Logistics

Describe:

- Food preparation method (central kitchen, caterer, on-site preparation, or combination)
- Procedures and schedules for transporting food, supplies, and equipment
- Procedures to ensure food safety, temperature control, and compliance with all health regulations

2.3 Menu Planning and Nutrition Standards

Describe:

- Menu planning process, including participant input
- Use of a registered/licensed dietitian and menu certification procedures
- Frequency of menu updates and submission of Kansas Menu Approval Sheets

2.4 Participant Management and Service Continuity

Describe how you will :

- Manage participant attendance and reservations

- Ensure uninterrupted OAA-funded service for the entire contract period and that allocated funds cover the entire fiscal year
- Manage allocated funds to prevent early exhaustion of OAA funding
- Include identification of individuals responsible for day-to-day congregate meal site operations (e.g., Site Managers), including oversight of attendance tracking, program income documentation, volunteer supervision, Uniform Program Registration (UPR) compliance, and required training.
- Describe how service level adjustments, if needed due to funding availability, emergencies, or operational constraints, will be coordinated with Jayhawk Area Agency on Aging, Inc. (JAAA) prior to implementation

2.5 Unserved / Underserved Demand and Access Barriers

Describe how your organization will identify, document, and report unserved or underserved demand and access barriers for Congregate Meals, including but not limited to transportation barriers, communities without an operating congregate meal site due to funding or facility limitations, or temporarily closed sites. Describe how this information will be documented and reported to JAAA in accordance with Section 3 of the RFP.

2.6 Service Interruptions

Describe:

- Holiday service availability and days sites will be closed
- Procedures for unplanned service interruptions (weather, staffing shortages, emergencies)
- Procedures for providing meals during emergencies or extended service disruptions

SECTION 3 — ELIGIBILITY, REGISTRATION, AND CLIENT RIGHTS (15 POINTS)

3.1 Uniform Program Registration (UPR)

Describe:

- Procedures for completing, maintaining, and renewing UPRs
- How timeliness and accuracy are ensured
- How duplicate or existing registrations are handled

3.2 Client Rights and Grievances

Describe:

- How participants are informed of their rights
- Grievance procedures, including documentation and resolution
- Staff training related to grievances and client rights
- Reporting of grievances to JAAA

SECTION 4 — OUTREACH AND NUTRITION EDUCATION (10 POINTS)

4.1 Outreach Plan

Describe:

- How older individuals with the greatest economic and social need are targeted
- Strategies for reaching:
 - Low-income older adults
 - Minority populations
 - Individuals with limited English proficiency
 - Rural and geographically isolated populations
- How the public, community partners, and leaders are informed about services

4.2 Nutrition Education

Describe:

- Nutrition education activities provided to congregate participants
- Personnel responsible for nutrition education
- Frequency and format of education activities
- Procedures for documenting and reporting nutrition education services

SECTION 5 — DATA MANAGEMENT AND REPORTING (10 POINTS)

Describe your plan for:

- Timely and accurate KAMIS data entry
- Submission of monthly program and financial reports
- Tracking and reporting Congregate Meal units
- Ensuring data accuracy and internal quality control

SECTION 6 — COORDINATION AND QUALITY ASSURANCE (10 POINTS)

Describe:

- Coordination with JAAA and other community service providers

- Customer satisfaction survey process
- Frequency of surveys and use of results for improvement
- Internal quality assurance and corrective action processes

SECTION 7 — BUDGET AND FINANCIAL MANAGEMENT (20 POINTS)

7.1 Financial Capacity

Submit the required financial attachments as specified in Section 6 of the RFP and describe:

- Overall fiscal stability
- Internal financial controls
- Ability to manage federal and state funds

7.2 Funding Sources and Sustainability

Describe:

- All funding sources supporting the Congregate Meals program
- Amounts, timing, and restrictions of each source
- Sustainability strategies

7.3 Fund Management and Match

Describe:

- How OAA Title III-C(1) funds will be managed to ensure full-year service
- How required non-federal match will be met
- Confirmation that program income is not used as match
- Procedures for offering, safeguarding, and reporting voluntary contributions

CERTIFICATION AND ASSURANCE

I certify that the information provided in this proposal is true, complete, and accurate and agree to comply with all RFP requirements.

Authorized Signature: _____

Name and Title: _____

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:** _____

NON-FEDERAL-MATCH	RESOURCE		NAME OF DONOR	PROGRAM CATEGORY	AMOUNT
	A	Cash			
			(Name of Donor)	Primary & Associated Site Operations Program Management	
				Sub-Total	0
	B	Third Party In-Kind			
NON-MATCH				Primary & Associated Site Operations Program Management	
					0
	C	Other Resources			
		Program Income Program Income Program Income	Participants Participants Participants	Primary & Associated Site Operations Program Management	
		NSIP	USDA	Primary & Associated	
		Mill Levy Mill Levy Mill Levy	(Name of County) (Name of County) (Name of County)	Primary & Associated Site Operations Program Management	
				Sub-Total	0
	Have you included all non-Title III Resources?			GRAND TOTAL	0

PROGRAM CHARACTERISTICS (MEAL OUTPUTS) - NUTRITION

Applicant Name: 0

Annual (FFY Grant Period)
Congregate C(1) ELIGIBLE PARTICIPANTS ONLY

	Co. Abbr	Nutrition Center	Type	Target area	Food Service	Annual # Week Days Served	Standard Weekday Meals	Annual # Weekend Days Served	Standard Weekend Meals	Annual # 2nd Meal Days Served	2nd Meals
	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.
1.											
2.											
3.											
4.											
5.											
6.											
7.											
8.											
9.											
10.											
11.											
12.											

Meal Total * * Note these are not column totals
m. Meal Totals from other pages
n. Meal Grand Total (enter on last page only)

0	0	0

o. C(1) Total Cost 0
p. C(1) Unit Cost 0.00
Annual Number of Unduplicated Customers
q. Congregate

PROGRAM CHARACTERISTICS (MEAL OUTPUTS) - NUTRITION

Applicant Name: 0

Annual (FFY Grant Period)
Congregate C(1) ELIGIBLE PARTICIPANTS ONLY

	Co. Abbr	Nutrition Center	Type	Target area	Food Service	Annual # Week Days Served	Standard Weekday Meals	Annual # Weekend Days Served	Standard Weekend Meals	Annual # 2nd Meal Days Served	2nd Meals
	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.
1.											
2.											
3.											
4.											
5.											
6.											
7.											
8.											
9.											
10.											
11.											
12.											

Meal Total * * Note these are not column totals
m. Meal Totals from other pages
n. Meal Grand Total (enter on last page only)

0	0	0
0	0	0
0	0	0

o. C(1) Total Cost 0
p. C(1) Unit Cost 0.00
Annual Number of Unduplicated Customers
q. Congregate

OAA TITLE III-C(1) CONGREGATE MEALS – REVIEWER SCORE SHEET

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

Reviewers must score each criterion independently.

Comments are required for any score of 0–2 and strongly encouraged for all scores.

ORGANIZATIONAL CAPACITY (15 POINTS)

The criteria listed below are provided to guide the reviewer’s assessment and comments.

Reviewers shall consider all required elements together and assign a single raw score (0–5) for the section as a whole based on the overall strength of the response.

Criterion	Reviewer Comments
Legal name, address, and contact information provided	
Experience providing Congregate Meals or comparable services	

Organizational qualifications and service standards	
Qualifications of key personnel	
Staffing structure and organizational capacity	
Authorized signers clearly identified	

Section Raw Score (0–5): _____ Section Weighted Score (Max 10): _____ (raw score divided by 5 then multiplied by max points)

SERVICE DELIVERY PLAN (20 POINTS)

The criteria listed below are provided to guide the reviewer's assessment and comments.

Reviewers shall consider all required elements together and assign a single raw score (0–5) for the section as a whole based on the overall strength of the response.

Criterion	Reviewer Comments
Meal service operations and service days	
Ability to operate all JAAA-designated meal sites	
Food preparation method and logistics	
Menu planning, dietitian involvement, and participant input	
Participant management and service continuity	

Identification and reporting of unserved/underserved demand	
Holiday schedules and service interruption procedures	

Section Raw Score (0–5): ____ Section Weighted Score (Max 10): ____ (raw score divided by 5 then multiplied by max points)

ELIGIBILITY, REGISTRATION, AND CLIENT RIGHTS (15 POINTS)

The criteria listed below are provided to guide the reviewer’s assessment and comments. Reviewers shall consider all required elements together and assign a single raw score (0–5) for the section as a whole based on the overall strength of the response.

Criterion	Reviewer Comments
Uniform Program Registration (UPR) compliance	
UPR timeliness, renewal, and accuracy	
Grievance procedures and staff training	
Protection of client rights	

Section Raw Score (0–5): ____ Section Weighted Score (Max 10): ____ (raw score divided by 5 then multiplied by max points)

OUTREACH AND NUTRITION EDUCATION (10 POINTS)

The criteria listed below are provided to guide the reviewer’s assessment and comments. Reviewers shall consider all required elements together and assign a single raw score (0–5) for the section as a whole based on the overall strength of the response.

Criterion	Reviewer Comments
Outreach to populations with greatest economic and social need	

Nutrition education activities and documentation	
--	--

Section Raw Score (0–5): _____ Section Weighted Score (Max 10): _____ (raw score divided by 5 then multiplied by max points)

DATA MANAGEMENT AND REPORTING (10 POINTS)

The criteria listed below are provided to guide the reviewer’s assessment and comments.

Reviewers shall consider all required elements together and assign a single raw score (0–5) for the section as a whole based on the overall strength of the response.

Criterion	Reviewer Comments
KAMIS data entry accuracy and timeliness	
Monthly program and financial reporting	
Tracking and reporting Congregate Meal units	
Internal data quality controls	

Section Raw Score (0–5): _____ Section Weighted Score (Max 10): _____ (raw score divided by 5 then multiplied by max points)

COORDINATION AND QUALITY ASSURANCE (10 POINTS)

The criteria listed below are provided to guide the reviewer’s assessment and comments.

Reviewers shall consider all required elements together and assign a single raw score (0–5) for the section as a whole based on the overall strength of the response.

Criterion	Reviewer Comments
Coordination with JAAA and community partners	
Quality assurance and monitoring processes	
Customer satisfaction survey process and use of results	

Congregate Nutrition Advisory Group structure and use	
--	--

Section Raw Score (0–5): _____ Section Weighted Score (Max 10): _____ (raw score divided by 5 then multiplied by max points)

BUDGET AND FINANCIAL MANAGEMENT (20 POINTS)

The criteria listed below are provided to guide the reviewer’s assessment and comments.

Reviewers shall consider all required elements together and assign a single raw score (0–5) for the section as a whole based on the overall strength of the response.

Criterion	Reviewer Comments
Financial attachments complete and accurate	
Cost per unit calculation	
Non-federal match sources and documentation	
Program income procedures	
Financial stability and internal controls	

Section Raw Score (0–5): _____ Section Weighted Score (Max 10): _____ (raw score divided by 5 then multiplied by max points)

TOTAL SCORE

Category	Points
Organizational Capacity	____ / 15
Service Delivery Plan	____ / 20
Eligibility, Registration & Client Rights	____ / 15
Outreach and Nutrition Education	____ / 10
Data Management & Reporting	____ / 10

Category	Points
Coordination and Quality Assurance	___ / 10
Budget & Financial Management	___ / 20
TOTAL SCORE	___ / 100

ADDITIONAL REVIEWER COMMENTS

Reviewer Recommendation

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

Summary Comments / Conditions (if any):

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: _____

OAA TITLE III-C(1) CONGREGATE MEALS

REVIEWER INSTRUCTIONS FOR PROPOSAL SCORING

Purpose

These instructions guide reviewers in evaluating proposals submitted in response to the OAA Title III-C(1) Congregate Meals RFP. Scores must be based solely on the content provided in each proposal and must align with the evaluation criteria and point values established in the RFP.

1. General Scoring Guidance

- Reviewers must read the entire proposal before assigning scores.
 - Scores must reflect:
 - Responsiveness to Section 6 – Proposal Submission Requirements
 - Alignment with Section 3 – Scope of Services
 - Demonstrated capacity to meet KDADS Field Support Manual (FSM) and Older Americans Act (OAA) requirements.
 - Do not assume compliance or capacity if it is not clearly described.
 - All scoring must be supported by written reviewer comments.
-

2. Scoring Scale

Each criterion is scored using the following 0–5 scale, then multiplied by the assigned weight for that section:

Score Description

- | | |
|----------|---|
| 5 | Excellent – Fully addresses all requirements with strong detail and clarity |
| 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. Using the Score Sheet Tables

- Each section of the score sheet contains:
 - Required elements to be reviewed
 - Maximum points available
 - Score entry
 - Reviewer comments field
- Reviewers must:

- Enter a numeric score for each section
 - Provide comments explaining the score
 - Comments should reference specific strengths or deficiencies in the proposal.
 - 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.
-

4. Key Evaluation Notes by Section

Organizational Capacity

Evaluate staffing, volunteer support, organizational structure, and experience delivering congregate nutrition services.

Service Delivery Plan

Evaluate:

- Meal service operations
- Site management staffing
- Menu planning and nutrition standards
- Service continuity and fiscal year coverage
- Identification and reporting of unserved/underserved demand (not a home-delivered waitlist)

Eligibility, Registration, and Client Rights

Evaluate procedures for:

- Uniform Program Registration (UPR)
- Client rights notification
- Grievance handling and documentation

Outreach and Nutrition Education

Evaluate outreach to individuals with greatest economic and social need and the quality of nutrition education activities.

Data Management and Reporting

Evaluate KAMIS data entry practices, reporting timeliness, and internal data quality controls.

Coordination and Quality Assurance

Evaluate coordination with JAAA, customer satisfaction surveys, corrective action processes, and the Congregate Nutrition Advisory Group.

Budget and Financial Management

Evaluate:

- Financial stability and controls
 - Funding sources and sustainability
 - Fund management practices ensuring full-year service
 - Match documentation and program income handling
-

5. Weighted Scoring and Totals

- 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.
 - Each section has a maximum weighted point value.
 - Section scores are totaled to determine the final proposal score.
 - Reviewers must verify:
 - All sections are scored
 - Totals are calculated correctly
-

6. Reviewer Certification

Each reviewer must complete the Reviewer Certification and Signature section attesting that:

- The proposal was reviewed objectively
- Scores were based solely on proposal content
- No conflict of interest exists

Unsigned score sheets may be considered incomplete.

7. Important Reminders

- Do not compare proposals to each other — score each independently.
 - Do not adjust scoring criteria or point values.
 - Do not request or consider information not included in the proposal.
 - All score sheets are subject to audit and open records review.
-

Worked Scoring Example — OAA Title III-C(1) Congregate Meals

Example Section: Service Delivery Plan (20 Points Maximum)

Scenario:

The proposer clearly describes how congregate meals will be provided five days per week at all JAAA-designated sites, including food preparation methods, transportation logistics, menu planning with a registered dietitian, and holiday closures. The proposal also explains how meal service levels and funding will be managed to ensure OAA-funded meals are available for the full contract period.

However:

- The description of how unserved or underserved demand (e.g., transportation barriers or communities without an operating congregate site) will be identified and reported is brief.
- Procedures for unplanned service interruptions are mentioned but lack detail.

Step 1: Assign Raw Score (0–5 Scale)

Score Consideration	Assessment
Meal service operations	Fully addressed
Site operations & staffing	Adequately addressed
Menu planning & certification	Fully addressed
Service continuity (full fiscal year)	Addressed
Unserved/underserved demand reporting	Limited detail
Service interruption procedures	Limited detail

Raw Score Assigned: 4 out of 5

Step 2: Apply Section Weight

- Section Weight: 20 points
- Raw Score: 4 / 5

Calculated Score:

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

Step 3: Document Reviewer Comments

Example Reviewer Comments:

The proposal provides a clear and feasible plan for delivering Congregate Meals at all designated sites, including menu planning, food preparation, and service continuity. The proposer demonstrates the ability to manage OAA-funded meals for the full contract period. Additional detail is needed regarding procedures for identifying and reporting unserved or underserved demand and for managing unplanned service interruptions.

Final Score for This Section:

16 / 20 points

Reviewer Tip

When scoring Congregate Meals proposals:

- Focus on service continuity, site operations, and fiscal year coverage.
- Do not score congregate waitlist reporting as a home-delivered meals waitlist.
- Look for clear identification of access barriers and unmet demand, consistent with KDADS Area Plan expectations.

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 Persons UNSERVED (definition above)	Number of Persons UNDERSERVED (definition above)	Comments regarding service delivery problems or funding problems
HMEL OAA 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.

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.

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.

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.

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.

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.

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.

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.

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.

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.
-

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.

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.

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.