



ERIC GARCETTI  
MAYOR

Council File:  
Council District: Citywide  
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August 21, 2018

Honorable Eric Garcetti  
Mayor, City of Los Angeles  
Room 303, City Hall  
Los Angeles, CA 90012

Los Angeles City Council  
c/o City Clerk's Office  
Room 395, City Hall  
Los Angeles, CA 90012

Attention: Ms. Mandy Morales, Legislative Coordinator

**HEALTH, EDUCATION AND NEIGHBORHOOD COUNCILS COMMITTEE  
TRANSMITTAL: AUTHORIZATION TO RELEASE REQUESTS FOR PROPOSALS (RFP)  
FOR OLDER AMERICANS ACT (OAA) SENIOR AND CAREGIVER SERVICES**

**CONSIDERATION**

The City of Los Angeles Department of Aging (LADOA) requests the Mayor and City Council's approval to release RFPs for the selection of contractors to provide various OAA senior and caregiver services. The RFP will identify a contractor who will serve at the discretion of the LADOA General Manager from April 1, 2019 through March 31, 2020. The contract may be extended for a period of up to three years in one year increments, depending on the availability of funds, the contractor's performance, and the best interests of the City. The RFPs to be released are for the following senior and caregiver services:

**Request for Proposal**

**Estimated Funding**

A. Social Services, Nutrition and Transportation Programs for the Elderly	\$ 16,747,982
B. Ombudsman	\$ 552,349
C. Elder Abuse Prevention	\$ 50,942
D. Family Caregiver Support Program (FCSP) Services	\$ 370,894
E. Multilingual Information and Assistance-Asian Pacific	\$ 53,000
F. Multilingual Information and Assistance-Spanish	\$ 53,000



G. Disease Prevention and Health Promotion	\$ 234,850
H. Health Insurance Counseling and Advocacy (HICAP)	\$ 722,425
I. Legal Services in Support of Family Caregivers	\$ 152,790
J. Legal Services Title III B	\$ 215,000
K. Regional Nutritionist	\$ 307,132
L. Hotel Alert	\$ 315,783
M. Family Caregiver Care Management Program Services For Those Caring For A Cognitively Impaired Adult	\$ 156,935

The amount of funding for each program may change. Estimated funding is based on 2018/2019 funding levels.

### **SUMMARY**

As a designated Area Agency on Aging (AAA), the LADOA is required to submit a four year Planning and Service Area Plan (Area Plan) to the California Department of Aging (CDA) for the delivery of senior and caregiver services. The City's approved Area Plan (CF-16-0679) facilitates the LADOA's administration of a variety of senior and caregiver programs. These programs are designed to provide seniors and caregivers with services that promote positive quality of life and independence for the purpose of avoiding premature institutionalization. Services target the frail, low-income, minority, but all seniors 60 years of age and older and caregivers of all ages are eligible to participate in the programs. The programs include, but are not limited to social, nutritional, legal, supportive and transportation services. Funding for programs are provided through the Older Americans Act (OAA), Older Californians Act and Proposition A Transit Funds Funding. The LADOA is seeking approval to solicit RFPs for:

#### **A. Social Services, Nutrition and Transportation Programs for the Elderly**

The Social Services and Nutrition Programs are Older Americans Act Services the AAA is required to provide. The Social Services Program consists of various services, but the LADOA is mandated to provide care management, information and assistance, and community services/senior center management. The remaining services are optional which include homemaker, housing, employment, security/crime, health and consumer services. The Nutrition Program components are congregate meals and home delivered meals. Separate proposals must be submitted for the Social Services, Nutrition and Transportation programs for each of the 15 Aging Service Areas (ASAs) and the Central Business District (skid row).

#### **B. Ombudsman Services Program**

The Ombudsman program provides assistance to residents of long-term care facilities by identifying, investigating and resolving matters that may adversely affect their health, safety, welfare and/or rights of residents.

**C. Elder Abuse Prevention Program**

The purpose of the Elder Abuse Prevention Program is to prevent, treat and remedy abuse, neglect and exploitation of older persons. The Elder Abuse Prevention program educates and trains groups and/or agencies on how to identify and prevent elder abuse. Training also includes intervention and remedial treatment of the older adult who is a victim of abuse, neglect and/or exploitation. The program facilitates links with Adult Protective Services, and promotes interfacing with organizations and agencies providing services to older persons.

**D. Family Caregiver Support Program (FCSP) Services**

The Family Caregiver Care Management Program provides Information Services, Access Assistance, Support Services, Respite Care, and other Supplemental Services to assist family and informal caregivers to care for their loved ones at home for as long as possible. Also, provides Information Services, Access Assistance, Support Services, Respite Care, and other Supplemental Services to Kinship Caregivers or Grandparents caring for children under 18 years of age.

**E. and F. Multilingual Information and Assistance Services – Spanish and Asian/Pacific Islander Languages Program**

The Multilingual Information and Assistance program is structured to provide information and assistance (I & A) services, citywide, in a variety of languages that are consistent throughout the culturally diverse communities of the City. Service providers must identify linkage with other I & A related agencies and provide planned outreach activities at different community locations that serve primarily Spanish and Asian/Pacific Islander speaking senior populations.

**G. Disease Prevention and Health Promotion Program**

The Disease Prevention, Health Promotion Programs are based on scientific evidence and demonstrated through rigorous evaluation to be effective in improving the health of older adults (age 60+). Title III D evidence-based health promotion programs help older adults learn techniques and strategies to delay and/or manage chronic health conditions and include activities that improve nutrition, physical fitness, fall prevention, and emotional well-being. The program targets the medically underserved older adult population in all Aging Service Areas and serves all ethnic groups in each Aging Service Area in which senior services are provided.

**H. Health Insurance Counseling and Advocacy (HICAP) Program**

The Health Insurance Counseling and Advocacy Program (HICAP) provides information to the public regarding Medicare and long-term planning issues for senior citizens; counseling on Medicare, long-term care, health insurance and managed health care; deliver a system of legal services by referral when legal assistance is required; and provide support and training for its HICAP Counselors.

**I. Legal Services Program in Support of Family Caregivers**

The Legal Services Program in Support of Family Caregivers provides legal services to informal family caregivers of older adults 60 years of age and older; older adults 60 years of age and older caring for someone 18 years of age or younger and caregivers who are experiencing diminished functioning capacities, personal conditions or other characteristics that require the provision of services by formal service providers. Emphasis is given to those persons with the greatest economic and/or social need, with particular attention to minorities at or below the poverty level. Title III-E legal services assists all caregivers with securing their rights, benefits, and entitlements. Legal services include the provision of legal advice, counseling and representation by an attorney or other person acting under the supervision of an attorney.

**J. Legal Services Program**

The Legal Services Program provides legal services to persons age 60 and older, with emphasis on serving seniors with the greatest economic and/or social need, with particular attention to low-income minorities. These services assist seniors with securing their rights, benefits, and entitlements. Legal services include the provision of legal advice, counseling and representation by an attorney or other person acting under the supervision of an attorney.

**K. Regional Nutritionist Program**

The Regional Nutritionist Program provides nutrition education, nutrition counseling, menu planning, kitchen monitoring, and nutrition site monitoring for all of the LADOA's nutrition service providers.

**M. Hotel Alert Program**

The Hotel Alert Program increases the availability of social and nutritional services for the elderly residing within the Central Business District area of downtown Los Angeles, with a preference to serving older adults with the greatest economic or social need, with particular attention to low-income minority individuals. The contractor provides Care Management, Congregate Nutrition, Home-Delivered Meals, Information and Assistance, Community Services, Consumer Services, and a Security/Crime Program.

**N. Family Caregiver Care Management Program Services For Those Caring For A Cognitively Impaired Adult**

The Family Caregiver Support Program (FCSP) For Those Caring for a Cognitively Impaired Adult (FCSPCI) will be a component of LADOA's comprehensive FCSP network that is accessed through a single point of entry. It is designed to ensure that families are recognized and supported with long-term care through a cohesive system of caregiver support.

**PROPOSAL REVIEW PROCESS**

All proposals will be evaluated and rated based on their responses to the RFPs. Included are the following categories: work program, organizational history and administrative

capabilities, and budget. The Proposal Review process is intended to identify the best responses and plans for providing services to seniors and caregivers in the City within the scope of resources and funding available.

The RFP process itself will be comprised of seven steps as outlined below:

1. Upon approval of the Health, Education and Neighborhood Councils Committee, review and approval as to form and legality by the Office of the City Attorney and approval by the City Council, with concurrence from the Mayor, the LADOA will release the RFPs on the LABAVN.org website.
2. A Proposers' Conference will be held within two weeks of the release date of the RFPs.
3. All responses will be due 30 days after the release of the RFPs. No proposals will be accepted after the deadline stated in the RFP.
4. Proposals will be evaluated by professionals in the field of Aging, LADOA staff and other City staff (e.g. Housing and Community Investment Department), and County of Los Angeles staff, using the selection criteria identified in the RFP. LADOA staff may conduct on-site interviews with the proposers who are not currently funded by Older Americans Act, Older Californians Act and Proposition A Transit Funds.
5. All agencies will be notified of their own ratings and the LADOA's preliminary funding recommendations.
6. A Proposal Review Committee, comprised of Council on Aging members, representatives of human service programs, senior adult agencies, legal service providers, and/or other trained specialists will hear any appeals to preliminary funding recommendations and forward the recommendations to the LADOA management.
7. The LADOA management will forward its final recommendations to the Health, Education and Neighborhood Councils Committee, City Council and Mayor for final award.

The contractors selected through this RFP will constitute the Aging Services Network in the City of Los Angeles.

**RECOMMENDATIONS**

The City Council, subject to the approval of the Mayor:

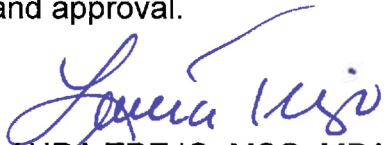
**AUTHORIZE** the General Manager of the LADOA to:

- A. Release RFPs for OAA senior programs to be provided from July 1, 2019 – June 30, 2020 for Older Americans Act, Older Californians Act and Proposition A Transit funded programs in accordance with the process described herein; and
- B. Authorize the General Manager of the LADOA to submit to the City Council the results of the RFPs and the funding recommendations of each respective program, pursuant to the selection of qualified agencies (service providers) through the RFP process.

**FISCAL IMPACT STATEMENT**

The Department of Aging’s proposed actions will facilitate the selection of senior and caregiver service providers for the City of Los Angeles. The ensuing contracts with these service providers will be funded with federal Older Americans Act funds, Older Californians Act funds and Proposition A Transit funds. No General Funds are required for these actions.

A copy of this transmittal and attachments is being forwarded to the City Attorney review and approval.



LAURA TREJO, MSG, MPA  
General Manager

LT:JD:JW:jc:n/LADOA Transmittal 18-08 RFP for OAA Senior and Caregiver Services 082118

**Attachments**

cc: City Attorney  
City Administrative Officer  
Chief Legislative Analyst