INSTRUCTIONS

**All questions under each applicable section in this template must be answered. All responses to each question are to be brief and to the point and should not exceed a word count of 300 words (which is approximately three paragraphs).**

[**Organization Capacity**](#_ORGANIZATIONAL_CAPACITY)**:**

* This entire section is required, regardless of the services for which you are proposing.

[**Service Proposals:**](#_Service_Proposals)

* Complete all questions of each service you are proposing to provide. If you are not proposing for a given service, you may leave that section blank.

ORGANIZATIONAL CAPACITY

**This entire section is required, regardless of the services for which you are proposing. Please adhere to the 300-word limit for each question.**

* Succinctly describe the services that your organization has provided for the target population over 60, including how many years you have provided that service. Please include the following:
  + What partners do you intend to collaborate with in the implementation of this grant?
  + What outreach aside from an agency website, Facebook and twitter will you conduct to ensure that those most in need of this services are made aware of it?

Click or tap here to enter text.

* Describe your steps for **quality assurance.** Include your process for:
  + monitoring for standards of promptness from time of referral to start of service
  + monitoring of any subcontractors
  + continuous quality improvement

Click or tap here to enter text.

* All awardees must designate at least one staff person as the point person (master trainer) who will attend all DDS trainings and be responsible for transmitting that learning back to all those who use the system in your organization. Describe how you will ensure all new staff needing access to DDS will be trained internally and monitored to ensure they are recording all data properly.

Click or tap here to enter text.

* Outline the **training** your staff receives for the function they serve in relation to this contract, including how often re-training occurs and who conducts the training.

Click or tap here to enter text.

* Describe how you handle multiple emergencies (i.e., Severe Weather, pandemics, etc.), and how your staff mobilizes to ensure client safety and continuity of service during the emergency.

Click or tap here to enter text.

Service Proposals

**In this section, answer all questions under each service for which you are proposing. Please adhere to the 300-word limit for each question. If you are not proposing for a service, leave it blank.**

Culturally Appropriate Information and Referral

**Service Description**

The delivery of information, assistance, awareness, and access to services and support individuals need to link to appropriate community resources (ODIS Man 3480/chapter 5020/Section 5021). Activities of information and referral provision include assessing the needs of the inquirer, identifying appropriate resources based on individual need and preference, linking the inquirer to services, and exploring other options when services are not available. (ODIS Man 3480/chapter 5020/Section 5024). This service will partner with Atlanta’s Aging and Disability Resource Connection (ADRC) to provide culturally appropriate information and Referral/Assistance to individuals of limited English proficiency. This service will support the agency’s goal in strengthening the capacity to serve older adults and people with disabilities who may otherwise have difficulty accessing services due to language and cultural barriers.

**Proposal Response**

**1. Indicate what population/population of Limited Speaking English you would serve and be able to provide comprehensive, information and referral provision to older adults, people with disabilities and/or family members or caregivers.**

Click or tap here to enter text.

**2. Share your organization’s expertise providing information and referral, specifically in the areas of:**

1. **Assessing the needs of callers/inquirers**
2. **Identifying and linking people to appropriate resources**
3. **Exploring other options when requested service isn’t available**
4. **Providing follow-up to individuals who may require additional assistance**

Click or tap here to enter text.

**3. How would you provide cultural awareness and diversity training to Atlanta’s ADRC team as well as technical support to ADRC Counselors needing guidance and assistance with services to the population(s) that you indicate serving?**

Click or tap here to enter text.

**4. How would you communicate the availability of your service to the population? What specific tools (i.e. – benefits sheets, staff training, program overviews, 3-way calls with AAPI, etc.) via interpretation and translation services will be made available to the population you indicate serving?**

Click or tap here to enter text.

The Village Concept

**Service Description**

The Village is a membership-driven, grass-roots organization developed by and for older adults. A Village coordinates access to affordable services and discounted providers for goods and services, all of which are based on the needs of the community served. The organization’s main goal is to help members remain independent in their homes and community. This is a program development opportunity.

**Proposal Response**

1. **Describe the grassroots efforts to initiate/create your village.**

Click or tap here to enter text.

1. **Describe the demographic make-up you envision of the members of your village.**

Click or tap here to enter text.

1. **Describe how your intake process will work for new village members and the qualifications for membership. Provide detailed information on the types of questions that will be asked of new members as well as any disqualifying attributes.**

Click or tap here to enter text.

1. **How will you ensure that a minimum of 50% of board members are village members? This ensures that voices from the community are heard and the organization is responsive to its member’s needs.**

Click or tap here to enter text.

1. **What is the geographical boundary of your village?**

Click or tap here to enter text.

1. **How much will you charge in member fees/dues? How will you ensure that the membership dues are affordable to each and every member?**

Click or tap here to enter text.

1. **Describe your fundraising efforts and how your organizational structure will promote sustainability outside of potential ARC funding.**

Click or tap here to enter text.

1. **Describe your procedures for maintaining vetted and discounted service providers in your community.**

Click or tap here to enter text.

1. **Will your village offer transportation services? If yes, what types of trips will you provide?**

Click or tap here to enter text.