

**SOUTHEAST WASHINGTON AGING & LONG-TERM CARE COUNCIL OF
GOVERNMENTS
2026 - 2029 REQUEST FOR INFORMATION (RFI)
FOR INFORMATION & ASSISTANCE SERVICES**

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SOUTHEAST WASHINGTON AGING & LONG-TERM CARE COUNCIL OF GOVERNMENTS

I. INTRODUCTION

The Southeast Washington Aging & Long-Term Care – Council of Governments (ALTC), is responsible for planning, monitoring, coordination, program development, advocacy and administrative functions which assist in the advancement of the long-term care system. The mission of ALTC is to maximize the degree of independence and quality of service within agencies providing, and to individuals using, community-based services. ALTC accomplishes this mission through a vision and strategic directions, which guide ALTC in accomplishing our management and service delivery objectives. The vision specifies the progression of ALTC as an organization and is associated with resource recognition, strong leadership, central management, quality programs, financial security and self-actualized staff.

ALTC contracts for a variety of services within the eight-county area of Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia, Garfield and Asotin counties. Services are based on the needs of the older persons within each county and available funding. ALTC serves as a focal point for:

1. Maintaining an ongoing planning process to identify the needs of the elderly and develop programs and services to meet those needs. In planning for services, ALTC utilizes the expertise of local social service agencies, planning committees and each county's ALTC Advisory Council, which is comprised of five members from that county.
2. Contracting and monitoring all services funded by ALTC.
3. Coordinating the services of ALTC and its contractors with existing services in that community to provide more comprehensive services and eliminate duplication.
4. Advocating for the elderly and disabled adults to provide optimum levels of care and services, enabling them to maintain themselves in the least restrictive living environment.

II. DEFINITION OF SERVICES

A. Vulnerability Definition

Long term care can be defined as a coordinated continuum of preventive, diagnostic, therapeutic, rehabilitative, supportive and maintenance services that address the health, social and personal needs of individuals who have restricted self-care capabilities. ALTC places special emphasis on meeting the needs of vulnerable older persons who, without assistance, are at risk of placement in a more restrictive living environment.

A vulnerable older person is defined as one who is unable to perform one or more activities of daily living without assistance, has behavioral or mental health problems and

lacks an adequate informal support system. The Department of Social and Health Services Aging and Long Term Supports Administration (AL TSA) have identified the following services that should serve the vulnerable elderly only: case management, information & assistance, transportation, home-delivered nutrition services, and adult day health. When developing plans for providing services, all proposers must attempt to identify and serve the vulnerable elderly.

B. Target Population

Targeting indicators are characteristics of segments of the population that tend to be more likely to be vulnerable than the general population over age 60. Vulnerability is the result of a set of conditions that, when looked at together, define an individual as vulnerable. By making services more accessible to populations reflecting targeting indicators, we are more likely to serve the vulnerable.

The following groups are targeted: below poverty level, minority, limited or non-English speaking, 75 years of age or older and living alone. Each program must serve a specific percentage of each of the above targeting indicator groups.

C. Program Definition and Eligibility

ALTC provides a set of services that may not necessarily serve the vulnerable elderly. However, an elderly person may become vulnerable if not provided with such services. These services are transportation, adult day services, nutrition services, health appliances, foot care, information & assistance, and legal services.

Because of limited resources and the rapidly growing elderly population, the mentioned programs should only serve those clients most at risk of moving to a more restrictive level of care. AL TSA recognizes the limitations of using a universal population factor, or set of factors, to determine need which may not adequately reflect an individual's potential for being "at risk." Consequently, program specific criteria have been identified which establish a condition that should exist with each client before he/she is provided a service.

The following is the definition of the Information & Assistance (I&A) services program and the target population. (Program specific criteria are included in the target population definition.)

Information & Assistance Services is an integrated system of functions designed to assist older persons or their advocates to identify, understand, and effectively access resources available to the aging population. The goal is to provide information and the opportunity to access resources and to encourage them to solve their own problems with a sense of confidence and empowerment.

Program functions include information giving, service referral, assistance, client advocacy and screening to determine whether an older person should be referred to other appropriate programs and services. Senior Information and Assistance (I&A) offices maintain a file of resources to meet community needs. Services may range from the simple provision of requested information to helping inquirers identify their needs

and providing hands on assistance with paperwork if needed. Service delivery options may include by telephone, in person at office, outstations, home visits or community presentations, e-mail, and web-based options. Senior I&A offices partner with local 2-1-1 call centers to handle calls for 2-1-1 callers aged 60 and over per local agreement.

The target population for I&A services is individuals mentioned in the Senior I&A Program Standards.

All persons served should be members of the target population. To the degree feasible, persons served should meet the vulnerability criteria listed in Attachment I.

Eligibility for TRANSPORTATION Services – Any individual who is aged 60 and over

AND

Meets the vulnerability criteria listed in Attachment I.

All persons served **must** be members of the target population.

D. Reporting Requirements

On a monthly basis, contractors are to submit to ALTC the reimbursement billing and the statistical report of program services no later than the 10th of the following month.

Contractors complete statistical and monthly service unit reporting in the Community Living Connections-GetCare (CLC-GetCare) database. ALTC does not process contract payment requests until service unit reporting is complete in the system. Agencies or organizations attach a CLC-GetCare database report to the invoice submission to verify service recording is complete.

ALTC may request additional organizational information for entry into the GetCare/Community Living Connections database.

The month following the end of a quarter, Quarterly Revenue and Expenditure reports are due.

III. SUMMARY AND ADMINISTRATIVE REQUIREMENTS

Agencies or organizations must comply with federal, state and local standards, regulations and contractual requirements, which describe the minimum standards/program requirements for operating program services. The program must be adequately bonded and covered by liability insurance.

INFORMATION & ASSISTANCE SERVICES INFORMATION SHEET

The data below reflects Funding levels for **2024 year**. ALTC encourages Providers to seek additional funding through other resources and client donations. ALTC will write the I&A contract as a unit rate. Attachment II is the current Senior Information and Assistance Program Standards Revision 2005.

Funding For the period 1/1/2024 – 12/31/2024

ACTUAL FIGURES FOR 2024				
SERVICE AREA	2024 ALTC FUNDING OAA & SCSA	2024 ACTUAL EXPENDITURES (includes donations & other funding)	2024 ACTUAL DONATIONS	2024 UNDUPLICATED CLIENTS SERVED
Garfield County	\$112,000	\$112,000	\$0	463

Units of Service Definition:

- Type A – Total Unduplicated Clients/Consumers
- Type B – Total Number of New Calls
- Type C – XIX Support contact for an eligible participant SER noted in CARE.
- CLIENT DONATIONS – Please project client donations for four (4) months.

Request for Proposal schedule for 2025 is on the following page. (This schedule will be applicable if more than one Letter of Intent is received or if only one is received.)

Request for Proposals Schedule for 2025

2025	Task(s)	No competitors
May 1-8	<i>Legal Notice for Request for Proposal (RFP) appears in major newspapers</i>	
May 9	<i>Last day to accept letter of Request for Information (RFI) Packets for Nutrition Services</i>	
May 13	<i>Send out Letter of Intent with Information Packet by this date & post on ALTC website.</i>	
May 20	<i>Last day to accept Letter of Intent at ALTC and take down RFI packet from ALTC website.</i>	
May 21	<i>Send out RFP Packets to those who requested it.</i>	
May 28	<i>Bidders Conference to answer written questions regarding the RFP</i>	
June 18	<i>Deadline for receiving proposals (& budget if no competitors) (RFP)</i>	<i>June 4</i>
June 20 - 24	<i>a) ALTC review of proposals (& budget) to make sure it is complete and/or, b) if applicable, scoring of competitive proposals</i>	<i>June 5</i>
June 27	<i>a) ALTC's notification of intent to contract with proposer and/or, b) Competitive proposers are sent letter to explain outcome of scoring and grievance procedure.</i>	<i>June 10</i>
July 7	<i>Successful proposer to submit letter of intent to contract with ALTC by this date</i>	<i>June 16</i>
July 8	<i>Send out budget packet by this date (proposer has two weeks to complete)</i>	<i>N/A Already sent</i>
July 18	<i>Budget Packet due by proposer to ALTC by this date.</i>	<i>already rec'd June 4</i>
July 22	<i>Send out contracts/budgets for Transportation, Foot Care, & Garfield I&A services to successful proposer (by this date)</i>	<i>June 20</i>
August 1	<i>Successful proposer returns signed contract to ALTC by this date.</i>	<i>June 26</i>

IV. Request for Proposal Process

SE Washington Aging & Long-Term Care (ALTC) conducts a competitive bid for Older Americans Act funded programs through a process referred to as the REQUEST FOR PROPOSAL (RFP). ALTC conducts the RFP process every four (4) years; however, programs are staggered since there are too many services to bid at one time.

The bids, once received, are subject to public disclosure. Those who will be completing the RFP must clearly mark out proprietary information prior to submitting.

If no one responds to the Legal Notice, ALTC staff will meet to discuss other options such as approaching logical agencies that could provide the service and determine their interest or possibly look at other service providers in the other counties that ALTC serves.

The schedule for the RFP process is time sensitive. ALTC has established An RFP SCHEDULE which it follows during the bidding process. Potential bidders must follow and meet the timelines established. If a bidder does not meet timelines, ALTC will disqualify the bidder from the process immediately.

The RFP process begins by placing notification in the Legal Notice section of local newspapers in areas within ALTC's eight county area. The Legal Notice contains the available service(s) by county. If a potential bidder is interested, they must send a letter to ALTC requesting a Request for Information (RFI) packet via U.S. postal mail or email.

ALTC contacts The Office of Women & Minority Owned Businesses to inform them of the programs that are going out for bid and to determine if they are interested in bidding on any of the programs.

Once ALTC receives all the Letters of Intent, ALTC will send out an RFP packet. SE WA ALTC will accept letters of intent from prospective applicants to determine whether one or more organizations are interested in and qualified to submit a proposal in a competitive bid process. After the review of the letters of intent submitted, ALTC may issue a formal RFP.

The RFP packet contains Management, Technical and Fiscal components. Within one week, ALTC will hold a bidder's conference to answer questions that potential bidders have about the RFP. Bidders can also mail and/or email Questions to be presented at the bidder's conference and answered. ALTC will record, type and send all questions and answers to all the potential bidders.

A bidder is not obligated to return the RFP or notify ALTC that they will not be bidding.

The returned bid packets determine if there is a competitive bid. If there are no competitive bids ALTC staff reviews the one RFP received to ensure that all information requested is available and continues with the RFP Schedule – no competitors. If there is a competitive bid and all bids were received within the timeframe established, ALTC staff confirms that each bid contains the appropriate components.

ALTC will establish a scoring committee to review the proposals submitted and score them appropriately. The scoring committee is comprised of at least 3 persons who represent the following:

- 1) Individual with subject matter expertise
- 2) Advisory council member from a different county
- 3) Contract Specialist from another AAA
- 4) ADSA Program Manager/Specialist

ALTC staff are available during the RFP process to guide and answer questions of the scorers.

The scoring sheets allow points for each of the three (3) areas of the RFP. The ALTC Accountant reviews and scores the Fiscal portion of the RFP. ALTC staff is assigned to tabulate the other scorer's sheets. These scores are captured on a recap sheet to determine who will be awarded the bid.

ALTC contacts the bidder that scored the highest bid and offers the contract to them. If they agree, ALTC will write a contract. There may be some areas that ALTC will need to negotiate with the new provider before a contract is written.

SE WA ALTC COG reserves the right to change the RFI timelines. The Governing Board of SE WA ALTC Council of Governments reserves the right to reject any and all bids, or parts thereof.

V. LETTER OF INTENT

ALTC invites Letters of Intent from qualified community agencies or organizations to provide Information and Assistance service in Garfield County. The Letter of Intent form for 2025 Information and Assistance Services is attached.

Services will be contracted annually, for the period beginning January 1, 2026, through December 31, 2029. After reviewing the Letters of Intent received, ALTC will request a formal Request for Proposal should it be determined there is competition for services among capable service providers.

Agencies or individuals wishing to provide Information and Assistance services for 2026 must submit the attached Letter of Intent by 5:00 p.m. May 20, 2025.