

# EAST BATON ROUGE AREA AGENCY ON AGING

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## **INTRODUCTION**

The East Baton Rouge Council on the Aging, Inc. (EBRCOA) was incorporated on May 11, 1973, as a private non-profit 501(c)3 organization and also as the Area Agency on Aging for East Baton Rouge Parish. EBRCOA/AAA, located at 965 North 18<sup>th</sup> Street, Baton Rouge, Louisiana, is governed by a voluntary Board of Directors. Our mission is to serve seniors while supporting their independence.

This Application Guide, referred to herein as the “Guide”, has been developed by EBRCOA/AAA, and is consistent with the approved Area Plan for Services to the elderly in the designated Planning and Service Area, an area which includes the entirety of East Baton Rouge Parish. This Guide must be followed by all potential providers of services to be funded through EBRCOA/AAA using Older Americans Act funds and/or State of Louisiana funds through the Governor’s Office of Elderly Affairs (GOEA) [Subchapter D – Service Provider Responsibilities and Subchapter E – Uniform Service Requirement, as applicable] for the service(s) to be procured.

Successful applicants will receive training from EBRCOA/AAA’s staff prior to the beginning of the contract period and be provided copies of all pertinent forms and reporting procedures. Any questions about such forms may be raised by contacting Shan Barrow, Chief Operations Officer at (225) 923-8000.

Compliance with all required reporting procedures is a contractual obligation.

All contracts for services with EBRCOA/AAA will be executed using the standard EBRCOA/AAA Contractual Agreement, which meets requirements imposed by the Board of Directors of EBRCOA/AAA, the State of Louisiana via GOEA, and the Administration for Community Living (ACL) via the Older Americans Act of 1965 - as reauthorized March 2020, and other pertinent state and federal law.

### **1.0 GENERAL**

Included in this Guide are the definitions of allowable services and units served, general program requirements, and budget forms. Each application must be accompanied by the following documentation:

1. Cover letter signed by the head of the governing body
2. Resolution from the governing body to apply for funds
3. Assurance of Compliance Form HHS690
4. All other required documents as listed in the Guide

Funding here within reflects the allocation of projected funding for FY2024, by service and program. Also, listed is the maximum unit cost for each funded service. All successful applicants will be subject, by contractual condition, to the Policies and Procedures of EBRCOA/AAA, GOEA, and applicable State and Federal laws. Successful applicants shall comply with the Americans with Disabilities Act of 1990, which prohibits discrimination on the basis of disability. Applicants must also comply with the requirements for a drug-free workplace according to the requirements of the Drug-Free Workplace Act of 1998 CFR Part 76, Subpart F.

## 2.0 MANDATORY REQUIREMENTS

This section identifies all mandatory requirements which must be present in the proposal before further consideration will be given.

- a) ***Bidder's Qualification Requirements*** - Bidder must have a minimum of 3 years of experience providing the service(s) being proposed or similar service(s).
- b) ***Business Requirements*** - The Bidder must provide documentation verifying current business and operating licenses, proof of bonding, and insurance coverage required by law to carry out the service(s) being proposed.
  - Submit copy of current business/operations license
  - Submit proof of bonding
  - Submit a certificate of insurance with RFP.
  - Proof of good standing with Louisiana Secretary of State.
- c) ***Mandatory Submission Requirements***- Bidder must complete all sections of the RFP, including the Technical and Budget Proposals for each service being proposed. All documents must be labeled as instructed and submitted by the date and time specified.
- d) ***Budget Requirements*** - Bidder must submit a budget narrative that addresses costs and persons/units served.
- e) ***Hardware/Software Equipment Requirements*** - Listed below are the minimum specifications for equipment, operating systems and software required:
  - Processor 2.0 GHz processing or better.
  - 4 GB minimum, 8 GB recommended.
  - Screen Resolution 1024 x 768 minimum (1280 x 1024 is ideal)
  - Internet Access - 40 - 45 KBps. Dial-up access is not supported.
  - Maximum Latency - 100ms or less round-trip end-to-end travel time from end user browser/computer.
  - Add-Ons - Adobe Reader: Required for viewing/printing PDF files Adobe Flash required for on-demand trainings.
- f) ***Referral Tracking Process*** – Bidder must have at least one email address designated for each service site and the ability to receive referrals in an electronic format.

### 3.0 TECHNICAL PROPOSAL

This section identifies the information which must be submitted in the Technical Proposal. Bidder must demonstrate their ability to satisfy all Qualifications and Technical Requirements to perform the required services. The technical proposal must be structured in the following order and labeled with the corresponding titles stated below using the same outline numbers.

- a) **Company Structure** - The Bidder will include the following information:
  1. Bidder must submit an organizational chart displaying its overall business structure.
  2. Bidder shall include in the proposal the legal form of their business organization, the state of incorporation (if a corporation), the business office location, hours of operation, and the contact name during the term of any resulting contract.
  3. Bidder shall submit a list of Board of Directors and/or Advisory Board members, including their occupations and addresses.
  4. Bidder shall submit names, job titles, and credentials for all staff attached to service(s) proposed under this RFP.
  
- b) **Experience** - The Bidder must have at least 3 full consecutive years of experience as a provider of the service(s) being proposed, or similar service(s). The EBRCOA/AAA reserves the right to verify all information submitted regarding Bidder's experience, education, and other qualifications.
  1. The Bidder will provide a list of all organizations for whom similar services, as detailed in the RFP, have been provided during the past three 3 years. This list will include:
    - i. Name of a contact person
    - ii. Title of the contact person
    - iii. Phone number of the contact person
    - iv. Description of the work performed
    - v. Time period of the project or contract
    - vi. Contract Amount
    - vii. Customer reference (including contact person, e-mail address, and current telephone number)
  2. Bidder will also disclose any services terminated by the organizations and the reason(s) for termination and dates of service.
  3. Bidder will provide details of their experience, a minimum of three years, as required above. Information submitted should demonstrate that the Bidder has sufficient experience to successfully meet the requirements of this program or service.
  4. Bidder will submit detailed documents of their experience as required above, including two (2) letters of recommendation from the state or local agencies where

the experience was obtained which shall meet the following requirements:

- i. Must be submitted on the letterhead of the party submitting the recommendation and must contain current telephone numbers, mailing addresses, and e-mail addresses for points of contact.
  - ii. The individuals identified as the "Contact Person" on your letter of recommendation must be current employees of the recommending organization and be authorized to make recommendations on behalf of the organization.
  - iii. Said individuals should be able to attest to the Bidder's qualifications relevant to experience in providing services similar to those contained in this RFP.
  - iv. Letters of Recommendation shall be dated no more than six (6) months prior to the proposal submission date.
- c) **Financial Stability and Cash Flow** - The Bidder will provide financial information that would allow proposal evaluators to ascertain the financial stability of the agency.
1. A copy of the Bidder's most recent audit report.
  2. If a private company, the Bidder will provide a copy of their most recent internal financial statement, and a letter from their financial institution, on the financial institution's letterhead, stating the Bidder's financial stability.
  3. Bidder's financial plan to maintain adequate cash flow without interruption to services pending reimbursement from this contract.
  4. A description of any cash flow problems in the recent past that could not be resolved within 90 days.
- d) **Business Litigation** - The Bidder will disclose any involvement by the organization or any officer or principal in any material business litigation within the last 5 years. The disclosure will include an explanation, as well as the current status and/or disposition. Failure to fully disclose or accurately state litigation may result in the proposal not being further reviewed.

#### 4.0 REPORTING REQUIREMENTS

EBRCOA/AAA will provide the required standard monthly program and financial reports. Successful Bidder must be able to submit required reports monthly by the 6<sup>th</sup> day of the month.

1. Describe the capability of the agency to furnish accurate and timely fiscal and program reports. Include the job title(s) of the individual(s) responsible for reporting.

## **5.0 SERVICES FUNDED**

Older Americans Act funds provided for the approved EBRCOA/AAA Area Plan may be used for the following services. The definitions of services contained herein are those approved by GOEA. The definitions are not negotiable (See Section 16.0 for definitions).

### **Title III-B Supportive Services**

Homemaker

### **Title III-E Caregiver Support**

In-Home Respite

Personal Care

## **6.0 FULL-SERVICE PROVIDERS**

Proposals are sought from organizations capable of functioning as full-service providers. Preference will be given to those potential service providers who are willing to provide the entire range of services. To be accepted, proposals must meet the following criteria:

- A. Proposals will be accepted for eligible Title III services as outlined in Section 17.1

## **7.0 PERFORMANCE-BASED CONTRACTING**

The EBRCOA/AAA utilizes performance-based contracting in the procurement of Title III services funded under the Area Plan. This procedure involves payment for actual services rendered, at a pre-determined unit rate. The maximum unit cost rate is listed beginning in Section 17.1. In subsequent years, the maximum unit rate may be adjusted based on the U.S. Consumer Price Index for All Items as reported in December each year.

## **8.0 PRE-BID CONFERENCE**

Not applicable

## **9.0 DEADLINE FOR SUBMISSION**

In order for an application to be considered for funding as of July 1, 2023, a complete, responsive, and responsible proposal package must be received in a sealed envelope, labeled "Sealed Proposal", no later than **10:00 A.M., Thursday, May 11, 2023**, at the EBRCOA/AAA office, 965 North 18<sup>th</sup> Street, Baton Rouge, Louisiana 70802. Packages may be hand delivered or mailed (registered mail recommended).

Bids will be opened by EBRCOA/AAA on **Thursday, May 11, 2023, at 9:30 A.M.**, at the above-stated location. Bids are evaluated according to the criteria found in the "Bid Evaluation Procedure" – Section 5. EBRCOA/AAA reserves the right to reject any or all

proposals submitted. In addition, EBRCOA/AAA reserves the right to waive any minor technicalities and to award the contract in the best interest of the program participants.

### **10.0 NOTIFICATION OF AWARD**

The EBRCOA/AAA will award or deny proposal(s) at a meeting to be held **Thursday, May 18, 2023, at 9:00 A.M.** at the EBRCOA/AAA office located at 965 North 18<sup>th</sup> Street, Baton Rouge, LA 70802. No bid may be withdrawn for a period of thirty (30) days after the receipt of bids, except under the provisions of La. R.S. 38:2214. The EBRCOA/AAA reserves the right to reject any and all bids for just cause.

In the event no responsive and responsible bid is received for a service category and/or any geographic area, the EBRCOA/AAA's Board of Directors may take any of the following actions:

- a.) Re-bid service on or after May 11, 2023
- b.) Solicit an agency to provide service on or after May 11, 2023
- c.) Assume provision of service on or before May 11, 2023

### **11.0 DISCLOSURE**

EBRCOA/AAA, State of Louisiana, and GOEA assume no liability for the disclosure or use of unmarked material containing trade secrets or other confidential material and may use or disclose the data for any purpose and may consider that the proposal was not submitted in confidence and therefore is a public record.

### **12.0 CONTRACT PROCESS**

When an application for funding is approved by EBRCOA/AAA, a contract will be prepared and sent to the provider for review and signature. All pages of the contract must be returned to EBRCOA/AAA for finalization and issuance.

### **13.0 CONTRACT DURATION**

The award of the contract is contingent upon the receipt of funds for the purpose of providing the services described herein. The contract will be written for a four (4) year term beginning on July 1, 2023 and ending June 30, 2027.

### **14.0 DISBURSEMENT OF FUNDS**

EBRCOA/AAA will disburse funds on a monthly basis to service providers. Funds will be disbursed as determined by information submitted by the provider about the number of units provided.

### **15.0 TERMINATION OF CONTRACT**

Should funds not be appropriated to support the continuation of this contract in subsequent years, the contract will be terminated. When the contract is terminated under these

conditions, no additional funds will be allocated as a result of such action (LA. RS. Title 39, Sec. 1615).

The contract may be terminated due to the service provider's failure to perform a material obligation as outlined in the Guide under required duties, resulting in a breach of contract. If such breach is not cured within thirty (30) business days after EBRCOA/AAA's notice to the service provider of said breach, the contract shall be terminated by EBRCOA by giving the service provider ten (10) business days written notice.

The contract may also be terminated by EBRCOA/AAA by giving thirty (30) days written notice with or without cause. The contract may be terminated by the service provider upon one hundred twenty (120) days written notice with or without cause.

## **16.0 DEFINITIONS OF EBRCOA/AAA FUNDED SERVICES and UNIT OF SERVICE**

See the attached addendum for a full list of approved services with definitions, the manner in which such services must be provided and how to track units of service provided.

All reporting carried out under Contractual Agreement with EBRCOA/AAA must reflect the definitions of units of service in this section of the Guide. Service providers are responsible for assuring that their service reports in all categories are consistent with these definitions.

EBRCOA/AAA periodically conducts training sessions for service providers with regard to definitions and units of service. However, all service providers must be in compliance with the definitions included herein, regardless of whether such training has been available to that service provider.

If a definition is revised during the course of this contract period by the GOEA, all service providers will be so notified in writing. Service providers are subject to requirements of the revised definitions, upon receipt of such notification. Any service provider may request technical assistance from EBRCOA/AAA if additional training on definitions and units of service is deemed necessary. Such assistance shall be provided as soon as feasible by EBRCOA/AAA; assistance may be opened to other service provider if EBRCOA/AAA deems it appropriate.

**See FY 2024-2027 Taxonomy ADDENDUM**



## 17.0 FUNDED SERVICES

### 17.1 Title III-B Supportive Services

#### Homemaker

**Funds Available \$367,990**

**Maximum Unit Cost = \$68.15**

**1 Unit = 1 Hour**

**Parish: EAST BATON ROUGE**

#### **Statement of Need**

Provide assistance to persons 60 years of age or older with the inability to perform one or more of the following instrumental activities of daily living: preparing meals, shopping for personal items, managing money, using the telephone or doing light housework in East Baton Rouge Parish.

#### **Scope of Work**

Routine homemaker tasks which may consist of sweep and vacuum floor; mop floors; clean bathrooms (toilet, tub, shower, floor, empty trash, etc.); change bed linens; cleaning kitchen area (i.e. wash dishes, wipe down refrigerator and stove, empty garbage, etc.); sort, wash and/or dry laundry; dust furniture of living areas, when and if necessary.

Submit written plan to EBRCOA/AAA for evaluating and monitoring the effectiveness of service delivery as indicated in the proposal specifications (i.e., client satisfaction surveys, desk audits, site visits, etc. Indicate frequency of monitoring.

The successful Bidder will receive client referrals from EBRCOA/AAA in East Baton Rouge Parish.

### 17.2 Title III-E National Family Caregiver Support Program (NFCSP)

#### NFCSP In-Home Respite

**Funds Available: \$196,199**

**Maximum Unit Cost: \$ 35.24**

**1 Unit = 1 Hour**

**Parish: EAST BATON ROUGE**

#### **Statement of Need**

To provide NFCSP In-Home Respite services to caregivers of persons 60 years of age or older, with greatest social or economic need with particular attention to low-income minority in East Baton Rouge Parish.

## **Scope of Work**

To provide routine Respite Care which includes - providing companionship, emotional support and social stimulation, preparing food trays, feeding client (if required), assisting to commode and bathroom (if ambulatory), changing diapers and/or assisting with bed pans and other temporary or substitute support or living arrangement necessary to provide a brief period of relief or rest for caregivers.

To provide staff that have been vetted by pre-employment background check, as well as a National Sex Offender Registry check and hold a Basic First Aid Certificate.

To receive client referrals from EBRCOA/AAA Council on Aging in East Baton Rouge Parish.

Submit written plan to EBRCOA/AAA for evaluating and monitoring the effectiveness of service delivery as indicated in the proposal specification (i.e. client satisfaction surveys, desk audits, site visits, etc.) Indicate frequency of monitoring.

**Note: Maximum 120 hours annually per client unless a waiver has been received by EBRCOA/AAA and approved via GOEA.**

### **NFCSP Personal Care**

**Funds Available: \$65,437**  
**Maximum Unit Cost: \$51.93**  
**1 Unit = 1 Hour**  
**Parish: EAST BATON ROUGE**

### **Statement of Need**

To provide NFCSP Personal Care to persons 60 years of age or older, with greatest social or economic need with particular attention to low-income minority in East Baton Rouge Parish.

### **Scope of Work**

To provide a personal care service for Caregivers through which supervision and assistance with eating, dressing, medication, personal appearance, bathing, toileting, transferring in and out of bed/chair or walking is provided to the caregivers' qualifying individual, under the direction of a licensed health professional. Individual providing the service must have pre-employment background check, as well as a National Sex Offender Registry check and have a Basic First Aid Certificate.

To receive client referrals from EBRCOA/AAA Council on Aging in East Baton Rouge Parish.

Submit written plan to EBRCOA/AAA for evaluating and monitoring the effectiveness of

service delivery as indicated in the proposal specifications (i.e., client satisfaction surveys, desk audits, site visits, etc). Indicate frequency of monitoring.

## **18.0 ASSURANCES**

The Bidder hereby assures and certifies that it will comply with the regulations, policies, guidelines, and requirements, including OMB Circulars No. A-95 or its successor, 2 CFR 200, as revised, and 25 CFR 700.477, as they relate to the bid, acceptance and use of federal funds for the federally-assisted project. The Bidder shall provide documentation with the bid that assures and certifies that it will comply with the resolutions, policies, and guidelines as they relate to the bid.

**18.1** Abide by the requirements of the following as applicable: Title VI of the Civil Rights Act of 1964 and Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972, Federal Executive Order 11246 as amended, the Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, The Fair Housing Act of 1968 as amended, and Bidder agrees to abide by the requirements of the Americans with Disabilities Act of 1990.

**18.2** Agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, sexual orientation, national origin, veteran status, political affiliation, disability, or age in any matter relating to employment. Any act of discrimination committed by Bidder, or failure to comply with these statutory obligations when applicable shall be grounds for termination of this contract.

**18.3** Bidder agrees to abide by the requirements of the Title VII of the Civil Rights Act of 1964, and not discriminate against employees or applicants due to race, color, religion, sex, or national origin. Furthermore, the Bidder shall take affirmative action pursuant to Executive Order 11246 as amended by Executive Order 11375, 13672, and 13665, and the Vocational Rehabilitation Act of 1973 to provide for a positive posture in employing and upgrading persons without regard to race, color, religion, sex, age, national origin or handicap. Such action shall include, but not limited to the following: employment, upgrading, demotion or transfer, or recruitment; selection for training. Affirmative Action Plans shall be developed by public agencies as required by Federal Law and Regulations. The Bidder agrees to maintain adequate minority personnel or staff, especially bilingual personnel in areas of large concentrations of non-English speaking elderly.

**18.4** Bidder agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, national origin, veteran status, political affiliation, disabilities or because of an individual sexual orientation. That if it is a public organization, it will comply with Standards for a Merit System of Personnel Administration as set forth in 5 CFR Part 900 Subpart F.

**18.5** To comply with the minimum wage and maximum hours provision of the Federal Fair Labor Standard as they apply to hospital and education institution employees of State and Local government.

**18.6** To comply with all applicable Federal Laws and Regulations prohibiting discrimination on the basis of handicap or disability. Specifically agrees to comply with the provisions of Section 504 of the Federal Rehabilitation Act of 1973, 29 U.S.C. § 794 of the regulations there under.

**18.7** To comply with the flood insurance purchase requirements of Section 102(a) of

Flood Disaster Protection Act of 1973, as amended and codified in 42 U.S.C. Section 4012(a) requires the purchase of flood insurance in communities where such insurance is available as a condition for the receipt of any Federal financial assistance for construction or acquisition purposes for use in any area that has been identified by the Secretary of the Department of Housing and Urban Development as an area having special flood hazards. The phrase "Federal Financial Assistance" includes any form of loan, grant, guaranty, insurance payment, rebate, subsidy, disaster assistance loan or grant, or any other form of direct or indirect Federal assistance.

**18.8** That the resolution submitted with this bid is due was duly adopted or passed as an official act of the Bidders governing body, authorizing the filing of the bid; including all understandings and assurances contained herein, and directing and authorizing an official representative identified in the resolution, to act in connection with the bid and to provide such additional information as may be required.

## **19.0 ASSESSMENT OF CONTRACTORS**

All agencies approved to carry out services under Contractual Agreement with EBRCOA/AAA shall be subject to assessments by the Area Agency that may include the following areas:

- 19.1 Assurance of Compliance Form HHS 690;
- 19.2 Handicapped accessibility compliance;
- 19.3 Drug Free Workplace compliance;
- 19.4 Targeting older individuals with greatest social and economic need with particular attention to low income minority individuals with severe disabilities, older Native Americans (if there is a significant population in the area) and rural elderly;
- 19.5 Participant intake and assessment;
- 19.6 Service provision documentation
- 19.7 Fiscal management and accountability of participant contributions
- 19.8 Compliance with all requirements of the State Policy Manual of the GOEA as it relates to contracted services;
- 19.9 Maintenance of records of coordination with other agencies; AND
- 19.10 Any other requirements and assurances contained in the executed Contractual Agreement with EBRCOA/AAA, including quality assurance.

EBRCOA/AAA will provide technical assistance on request to service providers exhibiting a deficiency in one or more areas. However, failure of a service provider to comply with recommendations to alleviate such deficiency may result in termination of the Contractual Agreement, according to conditions thereof. Contractual compliance is the responsibility of the service provider.

EBROCA/AAA reserves the right to revise assessment procedure(s) and format(s) as may be necessary to comply with all program requirements for Title III of the Older Americans Act. All service providers shall be provided information relative to such change in assessment procedure prior to being assessed by EBRCOA/AAA.

## 20.0 GENERAL DEFINITIONS

EBRCOA/ AAA - Area Agency on Aging established in May 11, 1973 to plan, coordinate and develop programs for persons 60 years of age and older and those with disabilities. The mission of EBRCOA/AAA is to advocate and provide series to enhance the quality of life for aging adults.

Area Agency on Aging -An agency designated by the State Unit on Aging to develop and administer the area plan for a comprehensive and coordinated system of services for older persons in a planning and service area.

Governor's Office of Elderly Affairs (GOEA) - The focal point on aging for the State of Louisiana. Also referred to as the State Unit on Aging (SUA), "State Agency on Aging," or "state agency".

Caregiver - An adult family member or another individual, who is an "informal" provider of in-home and community care to an older individual. "Informal" means that the care is not provided as part of a public or private formal service program.

Low-Income Minority - A person whose income is below the official poverty guideline as defined each year in the Federal Register by the Department of Health and Human Services and who is designated as African American, Not of Hispanic Origin; Hispanic; American Indian or Alaskan Native; or Asian American/Pacific Islander.

Older Americans Act (42 United States Code Section 3001 et seq.) - Federal legislation, first passed in 1965, that authorizes grants to states for programs and services for the elderly.

Shall - The term "shall" denotes mandatory requirements per LA RS: 39:1556(24).

Must - The term "must" denotes mandatory requirement

May - The term "may" denotes an advisory or permissible action.

Should - The term "should" denotes a desirable action.

### ACRONYMNS

|        |                                      |
|--------|--------------------------------------|
| AAA    | Area Agency on Aging                 |
| OAA    | Older Americans Act                  |
| GOEA   | Governor's Office of Elderly Affairs |
| RFP    | Request for Proposal                 |
| LA.RS. | Louisiana Revised Statue             |
| HSS    | Health and Human Services            |
| SUA    | State Unit on Aging                  |
| DHH    | Department of Human Services         |

CFR Code of Federal Regulations