



East Tennessee Human Resource Agency

East Tennessee Area Agency on Aging and Disability

9111 Cross Park Drive; Suite D-100
Knoxville, Tennessee 37923

OFFICE ON AGING - REQUEST FOR PROPOSAL

TO DELIVER:

OFFICE ON AGING SERVICES AND TITLE IID UNDER OAA

Issued: February 17, 2026

Request for Proposal Deadline: March 31, 2026, 4:00 pm EST

Contract Period: July 1, 2026 – June 30, 2027

TO APPLY, PLEASE OBSERVE THE FOLLOWING INSTRUCTIONS:

- *Type the proposal.*
- *Before delivery, be sure the proposal bears an original, authorized signature.*
- *Maintain a copy of your proposal for your records.*
- ***Submit a signed and dated original to Aaron Bradley via US Postal Service at the address listed above and an electronic copy via email to Melissa Cameron at MCameron@ethra.org***
- *Questions about this RFP may be directed to Aaron Bradley at ETAAAD_RFP_Questions@ethra.org*

Time Frame

The initial contract term will begin July 1, 2026 or immediately upon execution of the contract through June 30, 2027, with the option to renew for three (3) additional one-year periods beginning July through June, with the same terms and conditions and satisfactory performance of all criteria and subject to the availability of funds for each renewal period. The optional renewal periods will be upon mutual written consent of both parties. The Provider must be prepared to begin immediately upon receipt of a fully executed contract and written Notice to Proceed from the Agency.

Purpose of Office on Aging

The Area Agency on Aging and Disability (AAAD) serves as the agency designated by the Tennessee Department of Disability and Aging (TNDDA) to administer a comprehensive and coordinated system of services for adults age 60 and over and adults with disabilities, including Offices on Aging, as a part of the system within the boundaries of a defined planning service area (PSA).

When choosing a site, each AAAD will carefully consider giving preference to location in areas with the greatest incidence of older individuals with social or economic need, with particular attention to low-income older persons (including low-income minority, older individuals, older individuals with limited English proficiency, and older individuals living in rural areas).

Special consideration shall be given to services such as information & assistance, outreach, transportation and assisted transportation, telephone reassurance, visitation, benefits screening, and availability of additional supportive services as may be necessary to be provided by the Office on Aging.

General Requirements for Offices on Aging

The following general requirements apply to all Offices on Aging delivering services under OAA:

1. Organizations eligible for federal funds for the operation of an Office on Aging must be chartered in the State of Tennessee as a non-profit corporation or be a division of a city or county government.
2. An Office on Aging which is part of a city or county government must operate in accordance with policy and procedures of the city or county government.

Governmental agencies must be created by statute, resolution, or ordinance. The city or county government must have policy and procedures that address the administrative and fiscal policies that govern the operation and management of the Office on Aging.

3. An Office on Aging which is chartered as a non-profit corporation must have a governing entity that is responsible for the overall operation and fiscal integrity of the organization with a written set of by-laws that defines the governing entity and establishes its organizational structure.

4. The Office on Aging must submit an annual report to the AAAD. Non-profit Offices on Aging must also include a copy of their 990 Form for the most recent fiscal year. (Note: these are also requirements of the TN Secretary of State for Non-Profit Corporations).
5. The Office on Aging must administer a satisfaction survey and submit the results to the AAAD annually.
6. The Office on Aging must post:
 - a. Participant Grievance Procedures
 - b. Title VI Civil Rights Notice
 - c. Equal Employment Opportunity Poster
 - d. Public Accountability Poster (800# TN Comptroller's Office)
 - e. Call 911 for Emergency
 - f. Location of First Aid Kits, Fire Extinguishers and other supplies
 - g. Monthly Calendar of Events
7. The Office on Aging must provide a ten percent (10%) local match for all federal funds.
8. The Office on Aging must assure that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the receipt of services on the grounds of handicap or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. The Office on Aging shall, upon request, show proof of nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.
9. The Office on Aging must have policies and procedures to ensure fiscal integrity of the organization.
10. The Office on Aging must record participant information using the questions on the Participant Registration Form and must enter it into the state-approved database and update as changes occur. Some AAADs may require the Office on Aging to update annually to ensure that their membership contact information is kept up to date.

Additional Applicant Requirements / Assurances

The Office on Aging must strive to serve those persons with greatest economic or social needs

1. Documentation: The Office on Aging shall document individual participation. DDA Aging and Disability Program & Policy Manual, 5-8(2)
2. Background Checks: Offices on Aging shall comply with Tennessee Code Annotated § 52-2-1002 on completing background checks for employees and volunteers.
3. Compliance: All provider agencies will comply with all federal and state laws and regulations. DDA Aging and Disability Program & Policy Manual, 2-4-.01(2)(e)
4. Authorization: Service providers may expend federal funds only for those services for which they have received authorization through a contract with the AAAD. DDA Aging and Disability Program & Policy Manual, 14-2-.09(2)(g)
5. Service Description Adherence: Service providers receiving Federal appropriations or OAA funds must comply with DDA contracting guidelines, program standards and service descriptions. DDA Aging and Disability Program & Policy Manual, 4-2-.04(1)(b)(ii)
6. Eligibility: Services shall be provided only to consumers who meet eligibility criteria. DDA Aging and Disability Program & Policy Manual, 14-2-.02(1-2)
7. Gratuities/Favors: No service provider agent shall solicit or accept gratuities, favors, or anything of monetary value from a consumer, service provider, contractor, or potential contractor. DDA Aging and Disability Program & Policy Manual, 4-2-.04(1)(h)(i)
8. Confidentiality: Each service provider must have procedures to protect the confidentiality of information collected about consumers. The procedures must ensure that no information

about a consumer is obtained or disclosed by a service provider in a form that identifies the person without the "informed written consent" of that person or of his or her legal representative. Disclosure may be allowed by court order, or when securing client-related services, benefits, or rights. All consumer information must be maintained in controlled access files. (Exception: A written release of information when making a referral for Adult Protective Services is not required.) DDA Aging and Disability Program & Policy Manual, 2-6-.10

9. Insurance: Each service provider shall either provide a statement of self-insured status or procure and maintain payment of premiums on policies of insurance coverage to (A) adequately protect personal and real property whose acquisitions cost was borne in whole or in part as a direct charge to Title III or state funds from loss or damage; and (B) adequately cover all claims which may arise related to accidents involving personal injuries and/or use of products and services under the area plan. DDA Aging and Disability Program & Policy Manual,2-6-.07
10. Bond: All service providers must obtain sufficient bond coverage for protection of the AAAD and DDA from theft, forgery, embezzlement, and fraud losses by the service provider agency, any of its agents or employees, full or part-time. DDA Aging and Disability Program & Policy Manual,2-6-.07
11. QA: Quality Assurance will be an ongoing process in which all entities including DDA, AAAD, service providers and consumers will play a role. DDA Aging and Disability Program & Policy Manual,14-2-.09(1)(c)
12. Monitoring: Service providers will be monitored by the AAAD at least annually using monitoring tools approved by DDA that are based on DDA's Aging Program and Policy Manual. DDA Aging and Disability Program & Policy Manual,18-1-.01
13. Voluntary Contributions: Service providers shall provide service recipients with an opportunity to contribute to the cost of their service. Services shall not be denied because the older individual or family caregiver will not or cannot make a voluntary contribution. 45 CFR §1321.9 & DDA Aging and Disability Program & Policy Manual,4-2-.09(2)(b)

14. Emergencies: Service providers shall, where feasible and appropriate, make arrangements for the availability of services to older individuals and family caregivers in weather-related and other emergencies. DDA Aging and Disability Program & Policy Manual,4-2-.09(2)(c)
15. Benefits: Service providers shall assist participants in taking advantage of benefits under other programs. DDA Aging and Disability Program & Policy Manual,4-2-.09(2)(d)
16. Abuse/Neglect/Exploitation Reporting: Service providers shall comply with all state laws relating to mandated reporting of abuse, neglect, and/or exploitation and shall immediately make a report to appropriate officials for follow-up, conditions or circumstances which place the individual, or the household of the individual, in danger. DDA Aging and Disability Program & Policy Manual,14-2-.09(2)(k)
17. Incorporation: If your organization is not part of a city or county government it must be incorporated under the laws of the state in which its principal place of business is located. DDA Aging and Disability Program & Policy Manual, 4-2-.04(1)(f), 2-5-.0(3-4)

Office on Aging Service Definitions

The Office on Aging must provide the following services :

Information & Referral

Provides individuals with current information on opportunities and services available

Outreach

Contact ***initiated by the Office on Aging*** to provide information on and/or to help arrange aging services for older persons who are isolated or may be in other circumstances or have other related needs

SHIP / SMP Screening and Reporting

Assisting consumers with Medicare information and Fraud Awareness

Shopping Assistance / Errands

Short trips/small tasks for people with disabilities/frail elderly individuals

Telephone Reassurance

A telephone service to provide comfort or help to recipients, usually staffed by volunteers

Transportation

Provision for a person who requires help in going from one location to another

Visitation

Visits to the residence of older participants to provide companionship and social interaction

Please complete the Table on the next page by estimating:

- a)** total unduplicated persons served for this RFP period
- b)** total units of service for the period.

If you provide additional services not listed below, please add them and the accompanying applicable information at the bottom of the table.

SERVICE	Total Unduplicated Persons Served	Total Units of Service Provided
Information & Referral		
Outreach		
Ship / SMP Screening and Reporting		
Telephone Reassurance		
Shopping Assistance / Errands		
Transportation		
Visitation		

Purpose of Title IIID

Evidence-Based Disease Prevention and Health Promotion Services

Through the Older American's Act (OAA), Title III, Part D, Section 361 (a), it provides for evidence-based disease prevention and health promotion services and information to be offered at multipurpose Senior Centers, at congregate meal sites, through home delivered meals programs, or at other appropriate sites. *Evidence-based disease prevention and health promotion programs reduce the need for more costly medical interventions.*

General Requirements for Title IIID

Provision of Title IIID programs under OAA must use one of the following methods to demonstrate the program meets ACL evidence-based requirements:

1. Evidence-based program(s) that have been approved by the U.S. Department of Health and Human Services (DHHS); or
2. Program(s) that meet the criteria for ACL's evidence-based definition. The program must:
 - Have demonstrated through evaluation that they are effective for improving the health and well-being or reducing the disability and/or injury among older adults.
 - Have been proven effective with the older adult population, having used an Experimental or Quasi-Experimental Design.
 - Have research/evaluation results that have been published in a peer-reviewed journal.
 - Have been implemented previously at the community level (with fidelity to the published research) and shown to be effective outside a research setting.
 - Include program manuals, guides, and/or handouts that are available to the public.

OFFICE ON AGING APPLICATION

Applicant Organization Name: _____

Mailing Address: _____

Contact (Name & Title): _____

Email Address: _____

Telephone: _____ Fax: _____

Fiscal Contact (Name & #): _____

Date of Application: _____

Place of Establishment: _____

I. COVER LETTER

a) At a minimum, this letter must include the following:

- A statement that the accompanying application is in response to this application.
- A statement that the applicant is willing, if selected, to execute a contract with the grantee agency: the Area Agency on Aging and Disability (AAAD).
- A statement identifying the individual(s) authorized to finalize a contract with the grantee agency: the AAAD, on behalf of the Applicant.

II. ORGANIZATIONAL STRUCTURE AND INFORMATION

Please provide a W-9

a) Organizational Capacity (For single organization unit responsible for delivering proposed service(s)).

1. Governing Body: (*Describe structure and responsibilities. Provide a list of the present membership of the Board of Directors or other governing body of the applicant. The list must include each member's name, address, sex, race and whether he or she is a person with a disability. Also include the method used for selecting and replacing board members.*)
2. Organizational Chart: (For single organization unit responsible for delivering proposed service(s)).
3. Experience: (Describe within two pages organizational experience in working with older persons and/or adults with disabilities.)

b) Personnel:

1. Identify the key personnel who will be involved with the program.

c) Proof of current General Liability Insurance, Workers Comp Insurance and Bond, as required by DDA Aging and Disability Program & Policy Manual, 2-6-.07.

III. TARGETING

a) OAA funds are used to serve individuals 60 years of age and older; however, its focus should be on serving persons with the greatest social or economic need. The table below indicates the demographics for the district for which the applicant is applying to serve.

Geography	Population		Language	Poverty			Rural
	60+ Population	% of 65+ who are minority	% of individuals ages 65+ who speak language other than English At Home	% of individuals ages 65+ who are below 100% FPL	% of total 65+ population who are below poverty	% of total 65+ population who are Low Income Minority	% of all 65+ who are Rural
Anderson County	19,491	5%	2.81%	7.99%	7.31%	0.65%	34.66%
Blount County	31,927	4%	1.83%	7.80%	8.92%	0.88%	32.63%
Campbell County	10,482	3%	0.62%	13.45%	14.51%	0.52%	55.02%
Claiborne County	7,894	3%	0.91%	15.04%	14.73%	0.91%	71.55%
Cocke County	9,554	4%	0.62%	15.55%	16.36%	1.51%	67.53%
Grainger County	5,886	3%	1.40%	10.71%	13.13%	0.22%	100.00%
Hamblen County	14,726	6%	2.45%	9.73%	10.27%	1.02%	21.87%
Jefferson County	13,424	3%	0.61%	10.27%	10.67%	0.68%	59.49%
Knox County	91,425	9%	2.79%	8.11%	7.99%	1.32%	10.92%
Loudon County	16,558	3%	2.65%	6.39%	6.67%	0.15%	40.61%
Monroe County	12,053	4%	1.60%	11.53%	10.88%	0.21%	76.08%
Morgan County	4,728	1%	0.86%	15.32%	14.04%	0.06%	99.89%
Roane County	15,365	6%	2.45%	8.64%	8.95%	0.12%	50.99%
Scott County	4,736	3%	0.47%	14.48%	16.34%	0.88%	80.56%
Sevier County	23,162	3%	2.66%	7.75%	7.39%	0.25%	56.65%
Union County	4,484	2%	2.02%	12.61%	13.03%	0.49%	100.00%

b) Explain, in detailed narrative format, the applicant's ability to reach the following individuals considering the demographics listed above:

1. Low Income
2. Low Income Minority
3. Rural
4. English Limitation

AUTHORIZATION FOR SUBMISSION

On this the _____ day of _____, 20____,

Is submitting this application to become an approved provider.

Executive Director / CEO / President Applicant Organization

Date

Chairman, Governing Body

Date

OFFICE ON AGING - SCOPE OF WORK

I. STATUS PLAN/TARGETING

	Approximate Number of Individuals 60+ to be Served Yearly	Average Daily Attendance
Total Unduplicated Individuals		
Low Income		
Low Income Minority		
Rural		
English Limitation		

II. PROVISION OF SERVICES

Explain, in detailed narrative format, the types of activities and services that will be provided through the Office on Aging and funded using Title IIIB funds.

TITLE IIID - SCOPE OF WORK

I. STATUS PLAN/TARGETING

	Approximate Number of Individuals 60+ to be Served Yearly	Average Daily Attendance
Total Unduplicated Individuals		
Low Income		
Low Income Minority		
Rural		
English Limitation		

II. PROVISION OF SERVICES

Explain, in detailed narrative format, the types of programs that will be provided through the Title IIID funding including training and certification received and a schedule of events.

Projected FY 2027 Office on Aging (OOA) Allocations and Required Local Match

The following table reflects the Projected FY 2027 Office on Aging (OOA) allocations and the corresponding required local match for each county.

County	Projected FY27 OOA Allocation	Required Local Match
Anderson	\$57,175	\$6,726
Blount	\$95,207	\$11,201
Campbell	\$34,322	\$4,038
Claiborne	\$29,259	\$3,442
Cocke	\$34,378	\$4,044
Grainger	\$25,571	\$3,008
Hamblen	\$46,289	\$5,446
Jefferson	\$45,219	\$5,320
Knox	\$250,520	\$29,473
Loudon	\$54,968	\$6,467
Monroe	\$39,855	\$4,689
Morgan	\$22,182	\$2,610
Roane	\$48,458	\$5,701
Scott	\$21,677	\$2,550
Sevier	\$72,461	\$8,525
Union	\$22,459	\$2,642

Explanation of Required Local Match

Older Americans Act (OAA) Title IIIB funds require a local match equal to ten percent (10%) of total program expenditures. Total program expenditures include the federal award, required local match, and the state match contribution.

The required local match is calculated as a percentage of total allowable expenditures rather than as a percentage of the federal award alone.

The amounts listed above represent the minimum required non-federal contribution that must be provided by each county Office on Aging in order to receive and fully expend the projected FY 2027 allocation.

The required local match may be satisfied through:

- Cash contributions from county or municipal governments
- Appropriated local funds
- Approved in-kind contributions consistent with federal cost principles

Failure to meet the required local match will result in a proportional reduction of total allowable expenditures and associated federal funding.