

**PART II**  
**OMBUDSMAN SERVICES**  
**SPECIFICATIONS FOR SERVICE**  
*Aging Ahead*

**CONTRACT PERIOD:** July 1, 2025 through June 30, 2026

**SERVICE:** Ombudsman Services

**SERVICE AREA:** St. Louis County      Jefferson County  
St. Charles County      Franklin County

**ELIGIBLE PERSONS:** Persons 60 years of age or older

**SERVICE OBJECTIVE:** Trained on-site volunteers and office-based staff will assist residents in care providing facilities or adult boarding facilities and their families to mediate problems and grievances between residents and care providing facilities or adult boarding facilities.

Volunteers will provide ombudsman visits which will consist of regularly scheduled visits of at least 10 minutes in length to persons who reside in care providing facilities or adult boarding facilities for the purpose of socialization and dissemination of available advocacy services and residents rights.

**UNIT OF SERVICE:** 1. One unit will be as determined by the Missouri Division of Senior Services as one grievance received.

2. Ombudsman visits according to the service definitions. Currently a visit must be of a duration of at least 10 minutes.

3. Training hours to be provided to new volunteers following the specified number per volunteer as determined by Missouri Division of Aging standards. Currently 20 hours are required.

**UNIT RATE:** Not-to-exceed \$ 41.07 per unit. No higher bid will be considered responsive.

**ESTIMATED # OF PERSONS SERVED:** 880 persons annually

## SERVICE DELIVERY SYSTEM

Provider Must:

1. Comply with Federal and State regulations and with Division of Senior & Disability Services/*Aging Ahead* standards now in force or under development.
2. Deliver services within Jefferson, Franklin, and St. Charles and St. Louis Counties to persons aged 60 years or older. Provider may bid on any or all counties in the Service Area.
3. Have sufficient personnel who are capable of recruiting, training and supervising a minimum of **35 volunteers** during the contract period who must be:
  - a. Screened for adaptability and objectivity.
  - b. Trained in program components, communication skills and patient rights for a **minimum of 20 hours** before entering care providing or adult boarding facilities as volunteer ombudsman.
  - c. Provided with quarterly in-service training.
  - d. Directly supervised quarterly, or more often if the need arises.
4. Be capable of receiving and processing, through a central office telephone response system, complaint /information calls regarding residential care facilities, skilled nursing facilities and adult boarding facilities.
5. Obtain agreements in a minimum of **40 facilities**. Provide quarterly a list of current ombudsman and facilities requesting ombudsman volunteers.
6. Provide at least 10,000 ombudsman visits of ten minutes or more duration with the service area. Provide a minimum of **1,915** units of service (grievances reported).
7. Provide a minimum of **240 new volunteer training hours** during the contract period for a minimum of **12 new volunteers**.
8. Be knowledgeable of the rules and regulations pertaining to residential care facilities, adult boarding facilities, skilled care facilities and protective services.
9. Bid on service delivery to a minimum of one county.
10. Report to Missouri Division of Senior Services grievances that pertain to violations of standards as set forth by the State of Missouri governing nursing homes.
11. Provide public education to the general community regarding the rights of residents of

nursing homes and adult boarding facilities, the functions and resources of the nursing home ombudsman and signs of and resources available for elderly abuse victims and the prevention of elderly abuse.

12. Provide technical assistance, education, and training regarding resident's rights and information on the ombudsman program to residents of nursing homes and adult boarding facilities, their families and staff of facilities.
13. Provide technical assistance to nursing homes to develop support groups for spouses/families of nursing home residents.
14. Conduct evaluations of 3% of residents/family members of residents served by ombudsman program during the contract period. Evaluations to be conducted during the fourth quarter, with results submitted to *Aging Ahead* by end of contract year.
15. Submit monthly billing and report forms to *Aging Ahead* and maintain required back-up information. Provide Aging IS requirements if required by *Aging Ahead*. Submit monthly Aging IS fee with invoice.
16. Attend Regional Ombudsman Coordinators meetings as called by the State Long Term Care Ombudsman.

#### **METHOD OF BID:**

1. Interested provider of service must complete a Request for Proposal and submit an application for funds.
2. Provider must bid on at least one of the four counties. Services must function well within all four counties to provide adequate services in the *Aging Ahead* PSA.
3. Proposal must meet all specifications as stated in Service Delivery System. Parts 1-16 for Ombudsman Services.
4. Proprietary agencies must include profit margin in each unit.
5. Funds for this program will be supplied by Older Americans Act Funds which has a 15% Cost Sharing or Matching requirement.
6. Maximum allowable administration costs shall not exceed 12% of total budget request.
7. Reimbursement from *Aging Ahead* contract amount shall not exceed 1/4 per quarter unless the reimbursement for the previous quarter was less than 1/4 of the total *Aging Ahead* amount.

8. Complete RFP Section E, addressing each of the following requirements:
  - A. Written plan to complete all of the requirements detailed in the Ombudsman Service Specifications Service Delivery System parts 1-16.
  - B. Written plan to assure compliance with Code of State Regulations Service Standards (19 CSR 15-4.280, 19 CSR 15-7.010) for Ombudsman Services.
  - C. Staff orientation and In-Service Training Plans including:
    - 1) Description of the Orientation Training Plan:
      - 0a. List topics to be addressed;
      - b. Identify orientation methods to be used, (classroom, on-the-job)
      - c. Identify staff and/or outside organizations primarily responsible for providing orientation training;
      - d. Describe documentation procedures for orientation training.
    - 2) Describe the In-Service Training Plan:
      - a. List topics to be addressed;
      - b. Identify in-service training methods to be used;
      - c. Identify staff and/or outside organizations primarily responsible for providing in-service training;
      - d. Describe documentation procedures for in-service training.
  - D. Describe Training and Orientation for volunteers.
  - E. Record keeping and contribution system:
    - 1) Identify location of records;
    - 2) Specify confidentiality safeguards;
    - 3) Describe the procedures for invoicing;
    - 4) Describe the methods used to ask for client contributions including the frequency of opportunity to contribute; (Describe methods for collecting and recording contributions);
    - 5) Describe the procedures used to assure that all contributions are used to expand the services.
  - F. Description of grievance and complaint procedure.
  - G. Describe denial of services policy.
  - H. Describe inclement weather policy.

I. Outreach methods:

Describe the communication network used to inform the target population about the proposed service. (Consider items such as a toll-free number, methods to reach clients who do not have telephones, brochures, newspaper ads, and other outreach activities).

J. Describe methods for coordination with other *Aging Ahead* sponsored services for the proposed service area and with other agencies/organizations which might benefit service recipient. The following procedures may be used by service providers in coordinating activities:

- 1) Identify people and/or organizations that will enhance program capabilities either now or in the future;
- 2) Contact related agencies and organizations within the surrounding service area;
- 3) Negotiate understandings which outline coordinative efforts to be undertaken;
- 4) Document activities resulting from coordinative efforts;
- 5) Attend *Aging Ahead* networking day for providers.

K. Citizen Participation, Support Network, Outreach:

Provider shall have in place by the effective date of this contract a program of outreach for the purpose of informing the target population about the proposed services. Providers must demonstrate that they have the capability to implement a planned program to obtain local citizen input regarding the operation of the proposed service.

- 1) Describe the provisions for active citizen participation. (Consider the use of an advisory committee, a suggestion box system and area meetings).
- 2) Describe a planned program for recruiting, training and utilizing volunteers. Volunteers must conform with any pertinent standards.
- 3) Describe planned fund-raising activities. (Consider items such as local government agency support, service club support, private sector support, special events, social gatherings).
- 4) Include specific written plan to reach socially and economically needy with emphasis on reaching low income, minority individuals. Provider must deliver services to at least 4% of the total number of clients to low income minority persons. **Example: If 900 clients are served 36 of the clients must be low-income minority.**

5) Describe conflict of interest policy (or attach copy).