

# Request for Proposal

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| <b>RFP:</b> Adult Protective Services Coordinator | <b>Resume Due By:</b> November 4, 2024 | <b>RFP Issued by:</b> Arrowhead Area Agency on Aging (a division of Arrowhead Regional Development Commission) |
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## Project Overview and Scope:

The Arrowhead Area Agency on Aging (AAAA) is committed to helping older adults maintain their highest level of independence. The purpose of an Area Agency on Aging is to carry out, under the leadership and direction of the State Agency, a wide range of functions that will lead to the development of comprehensive and coordinated community-based systems designed to assist adults in leading independent, meaningful, and dignified lives in their own homes and communities.

This is a temporary part-time independent contractor position for a pilot project through September 30, 2025. The work will include coordinating person-centered services with adults 18+, in collaboration with county Adult Protective Services Social Workers. This work will be done over the phone and in-person. This position is a hybrid, working in the community, at home, and in the office. There might be opportunity to increase hours to full time depending on case load. The AAAA Community Development Manager and the Aging Division Director will provide training and guidance when necessary.

## Project Responsibilities:

- Research and help to identify needed services and resources with at-risk older adults to reduce the opportunity for abuse, neglect, exploitation, and self-neglect.
- Assist older adults and their family members by providing phone assistance and in-person as needed to help them connect with appropriate community services and resources.
- Utilize a statewide database to assist individuals inquiring about services such as housing options, caregiver support, Medicare/other public benefits, and long-term care planning.
- Use active listening skills to understand consumer and caregiver needs.
- Enter data as directed using appropriate tools and designated protocols.
- Ensure effective communication (including follow-up services) in a timely, respectful, and efficient manner.
- Provide referrals to appropriate resources/agencies to assist individuals and their caregivers to direct their own care and access appropriate wrap-around services. Coordinate with social service professionals as appropriate.
- Accurately document interactions with providers, consumers, or caregivers in the designated tracking tool.
- Assist Community Development Manager with reporting

**Position Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Valid driver's license is needed. The requirements listed below are representative of the knowledge, skill and/or ability and physical demands required, and environment characteristics encountered. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions. This position is contingent upon a successful background check and HIPPA compliance training.

**Education/Experience:**

- Bachelor's degree from an accredited college or university in a human services-related field, such as social work, nursing, public administration or gerontology OR
- Two-year certificate or degree in a human services-related field or a community health certificate with one-year of experience working with older adults; OR
- Two-years of relevant professional experience in care coordination and case management at a nursing facility, assisted living, hospital, home care or lead agency.

**Knowledge and skills**

1. Experience with client interviewing and conducting person-centered assessments
2. Well-developed interpersonal communication, customer service and problem solving skills
3. Intervention and de-escalation skills
4. Knowledge of community resources, public assistance programs
5. Ability to use professional judgement to work independently
6. Excellent time management
7. Computer proficiency

**Abilities and Outcomes:**

- The ability to successfully perform public speaking at the consumer and professional level.
- Ability to prioritize and use good organizational skills.
- Ability to efficiently and effectively utilize the technology tools available to meet the consumer needs including but not limited to VOIP phone system, facsimile, copy machines, mobile printer, web cams and laptops.

- Ability to empower the individual to make good choices.
- Able to multi-task in a fast-paced environment.
- Ability to pull together a team across systems and coordinate effective team responses to an individual's support plan.
- Ability to provide comprehensive assessments – initial assessment as well as subsequent assessments
- Complete 100% follow-up and close communications loops.
- Provide weekly progress reports to Community Development Manager

**Work Environment**

Contractor could be located in any of the seven NE MN Counties (Aitkin, Carlton, Cook, Itasca, Koochiching, Lake, St. Louis) or WI (Douglas County). There are three work options: work in the Duluth office, a hybrid model meaning partial work in the Duluth office and partial work from home, or fully remote. When working offsite, contractor must meet specific internet criteria including demonstrated highspeed connect ability and the ability to meet privacy and security standards with secure (password protected) internet.

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| Resume Due By: <b>November 4, 2024</b> |                          | Rate: <b>\$35-\$50/hr</b>  |
| Contact:<br>Rebecca Sash               | Email:<br>rsash@ardc.org | Phone #:<br>(218) 529-7520 |

**Evaluation and Selection Timeline**

It is anticipated that the evaluation and selection will be completed according to the following schedule:

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| October 22, 2024  | RFP Posted  |
| November 4, 2024  | Deadline for resume submittal                         |
| November 8, 2024  | Reference checks/Notification of success              |
| November 18, 2024 | Contract language finalized                           |
| November 25, 2024 | Notice to proceed issued / Consultant may begin work* |

\*Exact date contingent on approvals by AAAA and ARDC Board and execution of contracts by all parties.

**Resume Submittal**

Resumes are to be submitted via email, "Proposal: APS Contractor" in the subject line and emailed to:

Rebecca Sash  
rsash@ardc.org

All responses must be received no later than 4:30 PM Central Time on November 4, 2024.

### **ARDC/AAAA Not Obligated to Complete Project**

This RFP does not obligate the Arrowhead Regional Development Commission (ARDC) or the Arrowhead Area Agency on Aging (AAAA) to award a Contract or complete the project, and ARDC/AAAA reserves the right to cancel the solicitation if it is considered to be in its best interest.

### **Disposition of Responses**

All materials submitted in response to this RFP will become property of ARDC/AAAA and will become public records after the evaluation process is completed and an award decision made. If the responder submits information in response to this RFP that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minnesota Statutes §13.37, the responder must:

- Clearly mark all trade secret materials in its response at the time the response is submitted,
- Include a statement with its response justifying the trade secret designation for each item, and
- Defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless ARDC/AAAA, its agents and employees, from any judgments or damages awarded against the Agency in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the Agency's award of a Contract. In submitting a response to this RFP, the responder agrees that this indemnification survives as long as the trade secret materials are in possession of ARDC/AAAA. ARDC/AAAA is required to keep all the basic documents related to its Contracts, including responses to RFPs for a minimum of seven years.

ARDC/AAAA will not consider the prices submitted by the responder to be proprietary or trade secret materials. Responses to this RFP will not be open for public review until ARDC/AAAA decides to pursue a Contract and that Contract is executed.

### **Termination of Agreement**

Either the Contractor or ARDC/AAAA may, by giving written notice specifying the effective date which shall not be less than thirty (30) days from the date such notice is given, terminate this Agreement in whole or in part. In the event of termination, all property and finished or unfinished documents and other writing prepared by the Contractor under this Agreement shall be delivered to ARDC/AAAA and Contractor shall be entitled to compensation for time expended and expenses incurred to the date of termination.

### **Conditions of Payment**

All services provided by the Contractor under this contract must be performed to the satisfaction of ARDC/AAAA and in accordance with all applicable federal, state, and local laws, ordinances, rules, and regulations. The Consultant will not receive payment for work found by ARDC/AAAA to be unsatisfactory or performed in violation of federal, state, or local law.