



Family Service Association
21250 Box Springs Road, Suite 212
Moreno Valley, CA 92557
Phone 951.686.1096 / Fax 951.276.9542
Web: www.fsaca.org

"Family Strength is Community Strength"

Serving Since 1953

October 13, 2016

Joe Tanner
Administrative Services Director
City of Desert Hot Springs
65-950 Pierson Blvd.
Desert Hot Springs, CA 92240

Re: Request for Proposal Response

Dear Mr. Tanner

Enclosed please find proposal in response to the RFP for the Desert Hot Springs Senior Center facility operations. FSA is submitting this proposal to provide high quality, cost-effective and professional facility operation and management services, as detailed in the RFP.

FSA had been responsible for the successful operation and program delivery for the DHS Senior Center since 2011. In addition, to the DHS Senior Center, FSA also currently operates facilities in Calimesa (Norton Younglove Senior Center), Cabazon (James A. Venable Community Center), and Riverside (Norton Younglove Community Center). These sites are operated through contracts with cities/counties, similar to the one proposed for the DHS Senior Center.

Our history of working with seniors dates back to the 1980's and includes the operation for four (4) senior/community centers, mental health services to older adults and the provision of senior nutrition services throughout Riverside and San Bernardino counties. Our senior/community centers last year provided a variety of enrichment services to over 12,000 senior participants.

During the course of this work, FSA had gained significant expertise in facility operations, maintenance and professional management. We also understand the service needs of seniors and the barriers to service that must be addressed, and we have provided a variety of programs and services that address the mental, physical, social and recreational needs of seniors.

The enclosed proposal has been prepared according to the RFP, and we look forward to a favorable review. Please feel free to contact me personally should you have any questions or concerns regarding the information presented. I can be reached via email at sgonzalez@fsaca.org or by phone at (951) 686-1096.

Sincerely,

Shannon Gonzalez
Program Services Administrator
encl.



**City of Desert Hot Springs
Response to RFP for Senior Center –
Facility Operation Management Services and Programs**

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**City of Desert Hot Springs
Response to RFP for Senior Center –
Facility Operation Management Services and Programs**

Background and Qualifications for Service:

Family Service Association (FSA) has been responsible for the successful facility operation and program delivery for the City of Desert Hot Springs (DHS) Senior Center since 2011, to support the 50+ population (approximately 26.3% of all DHS residents according to 2010 Census Data). FSA, in partnership with the City of DHS fulfills its mission - "Building community one family at a time, through compassion, advocacy and comprehensive model services, fostering self-sufficiency and sustainable impacts." The mission is accomplished by holding the vision of making a difference in the world by strengthening families and individuals, creating a strong and vibrant society.

And what would our communities be without seniors who bring a sense of local history and deep community roots, who are the elders of multi-generational families offering wisdom and support, and who give of their time and significant expertise in their golden years? FSA specializes in providing support to all types of seniors, including those with limited/low-income, ethnic minorities, various disabilities, and "snowbirds". It is for these reasons, that FSA brings a wealth of experience and resources in serving seniors who represent the backbone of our society.

FSA, founded in 1953, is one of the largest and most diverse non-profit health and human service providers in the Inland Empire, serving over 25,000 individuals and services with mental health, community and senior centers, child development, and housing services. This includes the prerequisite administrative and programming qualifications to perform such services as those provided at the DHS Senior Center by virtue of its 60 years of experience and the training, education and expertise of administrative and program staffing. The agency operates on a budget of over \$21 million with a staff of over 400 administrators, program professionals and para-professionals and support personnel.

The following profile of services provided by FSA at the DHS Senior Center offers an overview of the historic impact of services to local seniors:

- **Client Satisfaction:** Quarterly surveys are conducted with the most recent results revealing an overall score of 4.9 out of a possible 5 points, an indicator that seniors who use the DHS Senior Center services are highly satisfied with the quality of FSA staff and programs;
- **Programs and Services:** A total of 1,721 unduplicated seniors were served during the past fiscal year (July 1 through June 2015) with one or more FSA provided services at DHS Senior Center (including the arts, educational, health, recreational, social services) designed for persons 50 years and older;
- **Volunteers:** 22 seniors volunteered 5,587 hours to the DHS Senior Center, representing a significant in-kind contribution of \$154,145. (current CA rate – Independent Sector = \$27.59)

Proposed Senior Center Staffing:

Staffing: A total of 1 FTE FSA Program Coordinator is responsible for facility management and program services and 1 PTE Office Assistant to assist FTE.

Coordination between FSA and the City of DHS:

FSA staff works closely with City Officials, Staff and the community of Desert Hot Springs. FSA staff, coordinates facility use with City Department Heads; submits work orders to Public Works; assists the Public Works Department with coordination for outside vendors to make City approved improvements/repairs in the Center; conducts update presentations to City Council when requested; submits annual volunteer nomination to City Mayor; informs City staff of Center happenings, issues, feedback, general updates, etc.; works with the City's IT Department on City website content relating to the Senior Center; continually refers DHS residents to the appropriate City Department where residents can be served; addresses concerns, issues or progress reports to City staff relating to the janitorial services.

Reporting:

Throughout the years of FSA providing services at the DHS Senior Center, FSA staff have been responsive at the city's request to make presentations at city council meetings and provide written updates to city staff. At the city's request FSA can provide program update reports including numbers of individuals served, units of services provided in addition to fiscal reports of expenditures. Staff will also be available to attend city council meetings to give verbal report and/or presentation on the center's happenings.

FSA's Capacity to Provide Scope of Work:

The goal of the DHS Senior Center is to provide a safe, secure, clean and inviting multi-use facility that serves as the focal point of the community for the provision of programs and services that address the physical, emotional, social and recreational needs of senior citizens ages 50+. The objective is to promote their wellness and enhance their quality of life.

As demonstrated by 5 years of prior service as the operator of the DHS Senior Center, FSA will continue to undertake the following activities:

- Provide Daily On-Site Management Services that include facility use, community services: FSA staff conducts activity surveys in order to address the needs and desires center participants have pertaining to programs, events and activities hosted/offered at the Center. Staff creates a monthly event calendar based on the needs of the senior citizens of DHS; creates and publishes a monthly newsletter advertising monthly services, Center news, stories and information; and schedules special events with holiday or seasonal themes.
- FSA has maintained the hours of operation Monday through Friday 8:00am to 2:00pm.
- Utilizing teams to work together to service and provide solutions for our facility users and provide opportunities for the exchange of event knowledge and experience. In 2012, FSA established a DHS Senior Center Advisory Council with local stake holders, residents, volunteers, and clients involved. The Advisory Council provides feedback, input and suggestions regarding services, program development and assists with public relations/fundraising efforts. DHS community, California Highway Patrol – Indio Area conducts Senior Driving Class, and other agencies that provide services to seniors in need such as Riverside County Office on Aging, Riverside County Community Action, Hidden Harvest and Senior Advocates of the Desert.
- Adhering to quality control measures to ensure facility operations are high quality and the facility operational efforts are completed accurately and efficiently. FSA has an agency-wide Continuous Quality Improvement (CQI) process that guides our efforts to ensure that activities and services remain on target as far as our mission, vision, stated policies and procedures and are in line with accepted performance standards or "best practices." The CQI process involves:
 - FSA Board members
 - CQI Steering Committee
 - Agency Staff
 - Community Stakeholders
 - Advisory Council Members
 - Funders and Contractors
 - Consumer Advocates and Clients
- Provide on-going, comprehensive communications on facility usage requirements, rules, facility events, facility availability and provide event scheduling information to the City. FSA staff works with all interested outside agencies and local groups on facility rental. FSA follows the City's facility rental guidelines, procedures and application process for all users. FSA

Program Coordinator or designated FSA staff is responsible for the distribution of facility rental applications, collection of deposits and use payments, obtains hard copies of insurance requirements, copy of user's driver's license and proof of non-profit status is applicable. As needed FSA informs City staff of other large events taking place at the facility.

- Communicate the total facility requirements of the event/rental agreement or lease to the client. FSA Program Coordinator or designated FSA staff is responsible to meet with the client and coordinate the event details and identify exceptional requirements for each event to ensure the building remains in good condition. When facility keys are issued to facility users, FSA staff establishes terms and deadlines for each facility use requirement supported by the City's facility use policies and procedures.
- Operate the facility within established guidelines by FSA and consistent with the City of DHS's standards so that availability, cost and usage determination are consistent for all potential users. To ensure all can participate, FSA services are mostly all offered for low to no cost to the residence of DHS. FSA serves all persons regardless of income, ethnicity, race, age, marital status or gender. FSA remains consistent with enforcing the same rules, regulations and requirements for all. All fees collected are charged in order to offset the direct cost of certain programs/services i.e. supplies, materials and transportation.
- Event screening is based on FSA's mission and vision. Our mission is "Building community one family at a time, through compassion, advocacy and comprehensive model services, fostering self-sufficiency and sustainable impacts." FSA's vision is *to make a difference in the world by strengthening families and individuals, helping to create strong and vibrant communities*. Staff make initial determination of suitability events through Senior Citizen Activity Survey data collection, dialogue with center participants and recognized trends. Event scheduling and utilization frequency is determined by need, participation and/or volunteer/instructor availability. Events are outlined to center participants in the monthly newsletter.
- FSA follows the lease and rent agreement execution of the Senior Center set forth by the City of DHS. It is the responsibility of FSA Program Coordinator to carry out and follow protocol set forth by the City. FSA staff collects rental fees and security deposits and also manages the return of security deposits if applicable. As stated above, FSA staff is responsible for the collection of liability requirements set forth by the City of DHS stating both FSA and Desert Hot Springs be listed as additionally insured on all insurance policies. FSA also takes other measures to minimize the City's risk per event by meeting with all facility users to explain rules, regulations, policies and expectations.
- Congregate Meal Service is provided through a separate contract by Riverside County Office on Aging.
- Other operators on site as authorized by the City to utilize space and/or provide programs and services will be supported by FSA. FSA will encourage all operators to work corroboratively to ensure effective service delivery to residents of DHS.
- Property Maintenance is the responsibility of the City of DHS. FSA Program Coordinator as needed, provides a list of potential capital improvement projects to City staff. Also, FSA Program Coordinator provides a "wish list" as requested by the City which outlines potential improvements to the facility for forward planning. FSA remains to be proactive regarding property maintenance by properly notifying

City staff to report all facility needed repairs/improvements. Emergencies may be an exception, however to ensure the safety of all Center participants, FSA staff is responsible for conducting routine safety checks of the facility.

Senior Center Event Programming and Supportive Services:

Reflecting the intention of the RFP, Facility Management and Program services provided by FSA are designed to enable older individuals (50 years and older) to attain and/or maintain physical and mental well-being such as recreation, music, creative arts, physical activity, education, and other supportive services; Development and provision of new volunteer opportunities and services, and the creation of additional services and programs to remedy gaps and deficiencies in existing services; Arranges or provides organized art, educational, health, recreational, social, and volunteer opportunities in order to promote their wellness and enhance their quality of life.

Following is an overview of the **Required Event Programming and Supportive Services** FSA will continue to provide:

- **Information and assistance to the public:**
FSA staff receive comprehensive and ongoing training on the following:
 - a. the needs of the service population
 - b. appropriate procedures for making referrals or providing information
 - c. the appropriate use of resources for various types of problemsCenter staff and volunteers provide immediate linkages with appropriate community resources. A resource directory is kept on site that is regularly updated and checked for accuracy. In addition staff collects and periodically summarizes data regarding community needs and the resources available to meet identified needs and makes such summarizes available to the community.

- **Operate the building including administering rental/lease agreements with the public:**
Center staff provide on-going, comprehensive communications on facility usage requirements, rules, facility events and facility availability. FSA staff works with all interested outside agencies and local groups on facility rental. FSA follows the City's facility rental guidelines, procedures and application process for all users. FSA center staff is responsible for the distribution of facility rental applications, collection of deposits and use payments, obtains hard copies of insurance requirements, copy of user's driver's license and proof of non-profit status is applicable. As needed FSA informs City staff of other large events taking place at the facility.

- **Outreach to community:**
Outreach is also accomplished through different means to ensure the entire scope of the community of DHS is reached. Monthly newsletters are provided, detailing events and activities. In addition, Center staff make presentations to community organizations, serve on boards and committees, distribute flyers and brochures to the community-at-large, send e-mail blasts, encourage local newspaper coverage, participate in community safety/health fairs, and work with community partners to get program information disseminated.

- **Activities such as card games, Bingo, Pinochle, and Mahjong:**
Social activities are provided in the center to engage participants, discourage isolation all while having fun socializing with their peers. Bingo is offered

twice a week and has become very popular with the participants. Other activities that are also offered throughout the week include card games, dominoes and other games utilizing the Nintendo Wii.

- **Coordinate “Meals on Wheels” program or similar:**
The “Meals on Wheels” program including both congregate and homebound meal deliver is provided through a separate contract by Riverside County Office on Aging. FSA will coordinate “Mobile Fresh”, a mobile grocery store that offers fresh produce and other staple food items for a much discounted price to visit the center on a bi-weekly or monthly depending on need. FSA also collaborates with Hidden Harvest who provides free produce and Vons who provides free bread to seniors at the center.
- **Health/nutrition programs and classes:**
Health/nutrition programs are offered at the center to provide the participants not only with classes to participate in but important education and information so that participants may make informed decisions regarding their health and overall well-being. FSA partners with organizations to provide health insurance seminars, Health Insurance Counseling and Advocacy Program (HICAP) and senior services presentations through Senior Care Consultants.
- **Social events:**
Social events are offered throughout the year at the center. Special events provide the participants an opportunity to socialize, celebrate and make new friends. Some of the social events are planned around the holidays and include Harvest Celebration/Costume contests, Mother’s Day tea, St. Patrick’s Day fun and Christmas cookie exchange. The center celebrates monthly birthdays by providing cake and other refreshments for all participants to enjoy. The center also hosts an annual volunteer recognition event.
- **Arts & crafts classes:**
Arts and crafts are another fun way for participants to socialize, learn a new skill and express themselves. Arts and crafts offered at the center include painting, coloring and card making. Several times throughout the year staff will purchase craft making items so that participants can freely choose to make.

Following is an overview of the **Optional Event Programming and Supportive Services** FSA will continue to provide:

- **Exercise classes:**
FSA in partnership with Riverside County Office on Aging provides Fit After 50 classes for center participants three times per week. Fit After 50 is a California State University, Fullerton evidence based exercise program with emphasis on improving strength, balance and mobility. Fit After 50 helps to prevent falls by restoring, strengthening muscles and increasing balance.

- **Legal services:**
FSA partners with Inland Counties Legal Services who offer center participants free legal services. Legal services include help with will preparation, guardianship, and fraud.
- **Notary Services:**
Notary services are offered to center participants through partnership with local volunteers. Services are offered by appointment only.
- **Support Groups:**
FSA offers two types of support groups for center participants. FSA in partnership with Senior Care Solutions offers caregiver support groups. This group offers help and support to those who are caring for a loved one for a variety of reasons including health and/or age. FSA also provides grief support groups for participants who are struggling and need support with grief and loss.

As the existing independent contractor for the DHS Senior Center, FSA can fulfill the additional following terms of the operational agreement, including:

- Adhere to the terms of the agreement tentative commencing February 6, 2017.
- Submit monthly invoices to the city describing work performed
- Adhere to all items including:
 - Termination
 - Ownership of Documents
 - Confidentiality, Books and Records
 - Independent Contractor Status
 - Civil Code Section 1542 Waiver
 - Conflicts of Interest
 - Professional Ability of Consultant; Warranty; Familiarity with Work; Permits and Licenses
 - Compliance with local, state and federal laws and regulations
 - Indemnification
 - Insurance Requirements
 - Notices
 - Defaults
 - Remedies, Modifications and Amendments
 - Waivers
 - Severability,
 - Venue
 - Litigation Expenses and Attorney's Fees
 - Execution in Counterparts
 - Prohibited Interests
 - Equal Opportunity Employment
 - Principal Representatives
 - Non-Liability of city's Officers and Employees
 - Protection and Correction of Work
 - Governing Law
 - No Third Party Beneficiaries
 - Other Governmental Regulations
 - Successors and Assigns
 - Survival
 - Fingerprinting (Live Scanned)
 - Use of Recycled Products
 - Compliance with Worker's Compensation

**Desert Hot Springs Senior Center
Projected Budget FY Year 1
Family Service Association**

City Contribution:		90,000
Income		
City		90,000.00
Rental Fees		5,000.00
Contributions		2,000.00
Special Events		2,000.00
Fundraising		6,000.00
Income TOTAL	\$	105,000.00
Expenses		
Staff		
Program Coordinator	35 hours	\$ 32,000.00
Office Assistant	25 hours	\$ 13,000.00
Program Supervisor		\$ 12,360.00
Taxes/Benefits@30%		\$ 15,972.00
Staff Sub Total	\$	73,332.00
General Expenses		
Advertising	\$	1,000.00
Contract Services	\$	2,500.00
Fees- Professional	\$	818.20
Insurance	\$	1,050.00
Office Supplies	\$	1,000.00
Food Supplies	\$	2,000.00
Program Supplies	\$	3,000.00
Minor Equipment Supplies	\$	1,500.00
Printing	\$	500.00
Postage	\$	800.00
Rental Equipment	\$	400.00
Repair & maint- Computer	\$	1,000.00
Telephone	\$	-
Travel Mileage	\$	1,100.00
Volunteer Recognition	\$	500.00
Special Events	\$	2,500.00
Misc	\$	1,000.00
Gen Exp Sub Total		20,668.20
Overhead and Indirect @ 15% of total salaries	\$	10,999.80
Expense Total		105,000.00
Excess/Deficit		-
Budget Assumes Following Responsibilities:		
<u>City</u>	Utilities Daily Janitorial Facility Repairs/Maintenance Equipment Rental (Copier) Mon-Fri 8:00AM-2:00PM Operation Coordination of Facility rentals Grant/In Kind Pursuit to Expand Services	
<u>FSA</u>		