

LETTER OF TRANSMITTAL

10/25/16

Jerryl Soriano
City Clerk
City of Desert Hot Springs
65-950 Pierson Blvd.
Desert Hot Springs, CA 92240

Re: Senior Center Facilities Operator

Mr. Soriano:

We greatly appreciate this opportunity to provide you with proposal for the above referenced services. Smooth Transition has been successfully providing excellent accredited programs and freshly prepared senior congregate meals in Riverside County. We currently have a Regional Occupational Training Center campus in Desert Hot Springs on Palm Drive where we provide additional services to residents of your city. It is our plan to incorporate that location for additional services in collaboration with the services proposed. We are excited about the opportunity to extend those programs even farther as well as increase our current level of partnership with the City of Desert Hot Springs.

Attached please find our detailed proposal, which includes our organization and personal background, our experience serving the community and the proposed population, a center design, goals and outcomes as well as a detailed budget. Please keep in mind that because this is a custom program designed for you, we can alter, change or adjust the scope of work within the proposal to ensure it is a good fit for the overall goals of the project. If you have any questions, please do not hesitate to contact me

Thank you,



Dr. Robin Goins
Executive Director – Smooth Transition, Inc.

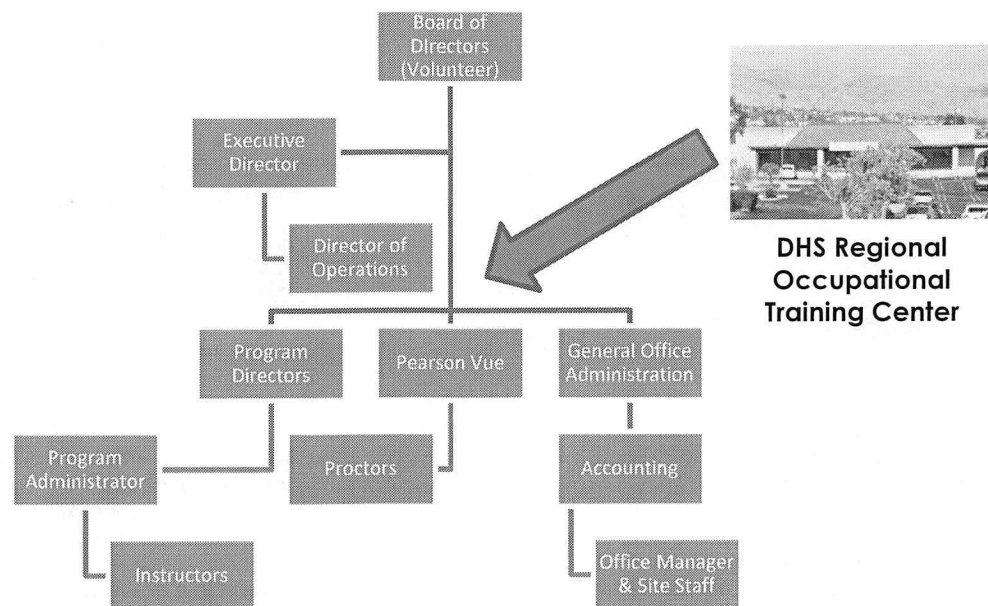
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II. Qualifications for Service

Overall Organizational Structure and Scale of Operation:

Smooth Transition is structured around an effective and efficient program model that ensures not only transparency, but low administrative costs to provide nonprofit educational vocational services. The Smooth Transition Board of Directors ensures that costs are kept at a minimum as well as meeting all the requirements of the strategic plan and the accreditation model requirements held by the organization. One of the ways the organization can achieve its low administrative costs is through collaboration and partnership with other organizations. It is through these collaborations that the organization can obtain additional resources, therefore eliminating the need for redundant administrative overhead and thus putting more funds back into programming. The corporate office is in the City of Desert Hot Springs at its Regional Occupational Training Center campus, and has working satellite offices throughout the county and as far as Blythe. The organization's management capacity is adjusted based on the programs being delivered. Today it is as follows, but is adjusted regularly based on program delivery:



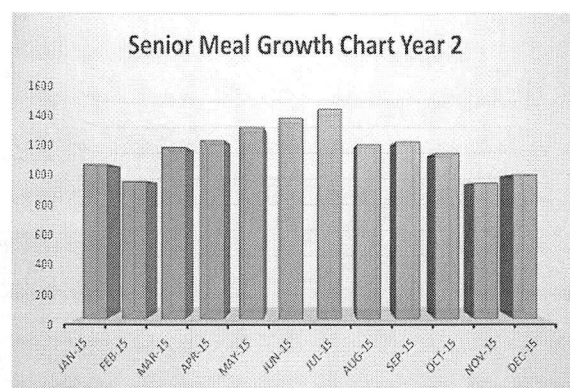
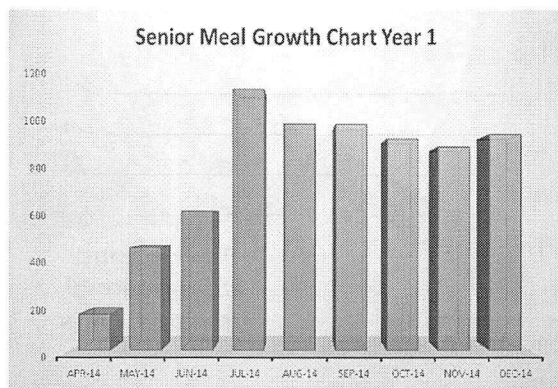
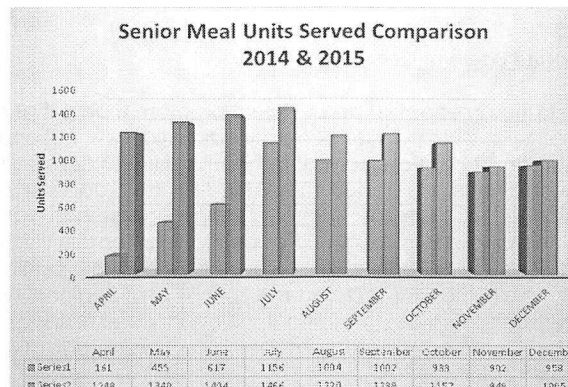
As a WASC accredited educational provider, the organizational strategic plan is focused around providing a myriad of wrap-around services to all populations. **Data for 2014-2015** Statistical analysis of Smooth Transition's 2014-2015 data shows that **3,161** people have been served through its various programs throughout the Inland Empire. This includes:

Population	Program	Number Served
Seniors	Senior Meal and Culinary Program	362 seniors, 14,365.00 meals cooked and prepared as part of the culinary training program 2014-2015 year.

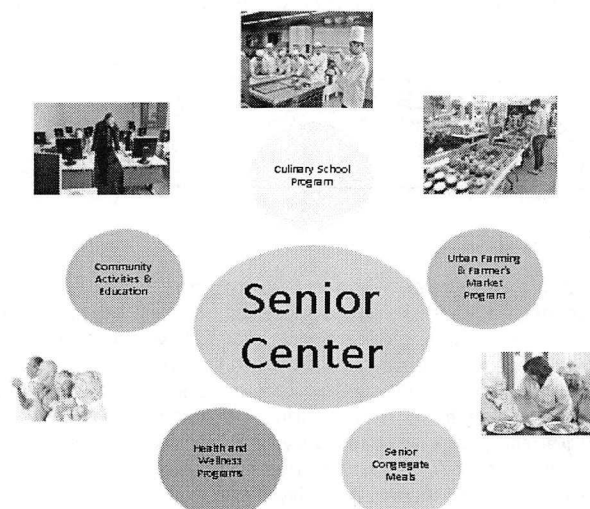
Senior Center Provider Experience:

For two years, Smooth Transition worked closely with the County Board of Supervisors and the Riverside County Office on Aging to develop an innovative fresh food congregate meal program for residents of Mead Valley / Perris. This program replaced the previous program operated by FSA, which provided frozen reheated meals. The new program utilized the kitchen and the culinary program to produce on site prepared fresh meals. When the organization took over the program from FSA, there were an average of 6 seniors eating meals each day (161 in April). With the introduction of the fresh meals program, the program grew to serve an average of 75 a day as well as created a congregate program to seniors who otherwise would not socialize or eat healthy meals (1248 in April). This accounts for a 675% increase when fresh meals were introduced. Statistics on the growth of the program are as follows, and shows a massive increase in meals served in year one with the

introduction of fresh meals prepared on site and shows a continual consistent level of service in year two, which includes seasonal drops in attendance during the holiday months:



The statistics show that seniors are not interested in frozen off-site prepared meals, and want fresh cooked meals prepared on site by staff who they know and trust. Surveys also showed that seniors wanted input into what they ate, where the food came from and how it was prepared. The pilot program piggy backed off the Smooth Transition culinary arts program where students of the school also prepared the meals for the program. In addition to gaining culinary skills, students also gained work experience as they interned in the senior meal program. In addition, Smooth Transition is contracted with the Riverside County Department of Social Services as a subsidized employment vendor. The county sends eligible GAIN program customers to work in the program and their wages are subsidized through state funds. This holistic model proved very successful in not only feeding seniors, but also providing job skills, employment and economic development. A visual of the proposal senior center wrap around program is as follows:



This model has proven to be a successful model and one that is well received within the community. In addition to creating congregated time, healthy eating and supporting health and wellness, it also proved to create economic stability and an increased sense of community provided the city officials were committed to providing these services. The program in Mead Valley / Perris was closed because of the lack of funds provided by the county and their decision not to appropriate adequate funds to continue the program. Smooth Transition invested greatly in the program through matching funds because the organization believed in that the community health and wellness was improving as a result, which is evident in the outstanding outcomes reported. Smooth Transition is confident it could model the same program in Desert Hot Springs, and that it would be successful by cutting out the red tape created by using county funds and infuse the program through local support instead. The organization has not solely been responsible for managing a senior center before outside of senior meals, but it has been successful in providing community services, training and activities within the communities it serves. The organization has received numerous awards for its innovative and community relevant programs, and would design programs specifically for the residents of Desert Hot Springs and the community at large. A detail of the proposed services is attached and the City Council approved site plan for services in an around the senior center is below.

Other Selection Qualifications and Considerations:

1. All requested information in the RFP has been addressed throughout this proposal. Additional information about the services provided by Smooth Transition can be reviewed on the organization's website at www.smoothtransition.org.
2. Smooth Transition carries all the required insurance covered as outlined in the RFP. The organization will provide verification of insurance coverage if awarded. Smooth Transition will add the City of Desert Hot Springs as additionally insured.
3. Smooth Transition has no conflicts of interest in regards to the RFP or the work to be performed as a vendor for the City of Desert Hot Springs. Smooth Transition operates as a private public nonprofit service organization within the city and does not employ any city or local officials or obtain any funding streams that would create a conflict of interest.
4. Smooth Transition fully understands the scope of services requested in the RFP and will duplicate its previous successful model in the City of Desert Hot Springs.
5. Smooth Transition is ready and prepared to mobilize upon approval of this RFP. The organization currently operates programs in the City of Desert Hot Springs now.
6. Smooth Transition can provide numerous programs under the fiscal limitations by marrying its current programs in the city and through the already city approved FARM program. As a nonprofit organization, the organization is also able and willing to provide some in-kind support as well as grant writing and fundraising assistance to subsidize and expand services.
7. Smooth Transition has a proven track record for effectively and efficiently offering social programs in the City of Desert Hot Springs and throughout Riverside County. Details of those programs and outcomes can be provided upon request.
8. The cost of services can be seen in the budget section of this proposal and in the attachments section. The budget does not exceed \$100,000.00 per year for general services at the senior center. Most costs go to providing fresh cooked meals to seniors and the remaining goes to activities and management of the facility. These costs are also in line with the health and wellness initiatives outlined by the City of Desert Hot Springs and are designed to be part of a wraparound collective approach to providing services in the city.
9. Smooth Transition will maintain hours at the site to allow it to operate as a city-wide cooling center. The center will be open from 8am until 8pm as part of its proposed services. A sample of the service plan is in this proposal.

III. Population Served

The City of Desert Hot Springs is federally classified food desert. The population to be served the center is divided into several demographic groups based on the proposed programs being offered. These groups have differing needs and uses for the center. They are as follows:

Population & Use	Characteristics
Seniors	As Americans continue to live longer and longer, becoming a senior at age 65 is no longer considered a major watershed in a person's life. Many people are continuing to work beyond age 65 because they are healthy and productive and do not wish to spend the rest of their lives watching television at home or playing golf or traveling. Many seniors are not prepared financially and this is a period prior to their death that they are struggling to keep their heads above water both physically and financially. Health care costs are rising; savings are being depleted and

	income is not keeping pace with inflation. For many people in the United States, growing older once meant living with less income. In 1960, almost 35 percent of the elderly existed on poverty-level incomes. A generation ago, the nation's oldest populations had the highest risk of living in poverty. At the start of the 21st century, the older population was putting an end to that trend. Among people over 65, the poverty rate fell from 30 percent in 1967 to 9.7 percent in 2008, well below the national average of 13.2 percent (U.S. Census Bureau 2009). However, with the subsequent recession, which severely reduced the retirement savings of many while taxing public support systems, how are the elderly affected? Per the Kaiser Commission on Medicaid and the Uninsured, the national poverty rate among the elderly had risen to 14 percent by 2010 (Urban Institute and Kaiser Commission 2010).
Veterans	About 72% of veterans are at least 50. It is not surprising, then, that the VA found that people in this age group account for 69% of veteran suicides — or more than 15 of the 22 per day. The unemployment rate for male veterans overall was lower than the rate for female veterans in 2015. The unemployment rate for male veterans declined to 4.5 percent. The rate for female veterans changed little at 5.4 percent. The most common veteran concerns identified throughout these investigations include Employment, Healthcare, Education, and Housing.
Vocational Learners	The median age for residents in the city is 33 years of age. 48% are females, and many single mothers living at or below the poverty level, with the average income level in the city being half that of the state. The average low income resident needs affordable and local training options in the city to gainful employment, including many seniors. The unemployment rate has gone down significantly in the city; however, it is still higher than surrounding areas. Many residents do not have the transportation to travel outside of the city and need employment options within the city. Seniors and the
Public	Youth education and food security is a great need in the city, and focus on the proposed services. This includes after school and summer food programs. The city is also in need of local public events and activities that link the many services at the senior center to the public. This includes career and education fairs, farmers market, health and wellness events and other rentals of the center for the community.

IV. Management Staff Qualifications

Dr. Robin Goins-Cornell – Executive Director

Dr. Goins is the award-winning founder of Smooth Transition, and under her leadership, has grown the organization from serving 300 people in year 1 to 1500 by year 7. Robin holds a PhD and Master's Degree in Industrial and Organizational Psychology and her undergraduate degree is in Business Administration. Her experience in education, business management, non-profit program development, grant writing and community development span 30 years. She spearheaded the new Desert Hot Springs Regional Occupational Training Center and has worked extensively with the City of Desert Hot Springs for the past 6 years (resume provided upon request).

Elsa Fitzgerald – Director of Operations

Elsa has worked in the education and non-profit sectors for over 20 years. Her expertise is in program development and management as well as general operations. She has overseen large amounts of grant and program funding and holds a Master's Degree in Psychology from Pepperdine University and an undergraduate degree from Azusa Pacific (resume provided upon request).

Culinary and Hospitality Program Manager - TBD

Oversee and enrich the curriculum, supervise faculty and oversee student activities. Observe other classroom instruction, make sure course offerings follow culinary trends, oversee student advisement programs and secure internships and job placement opportunities for students. Supervise student activities in clubs and school events, oversee recruitment.

Senior Meal Coordinator - TBD

Oversee the operations of the senior and educational sites. These duties include management of staff, menu development, staff management, food service operations and site activities. Works under the direction of the Culinary & Hospitality Manager and the Director of Operations.

V. Working Relationship Structure

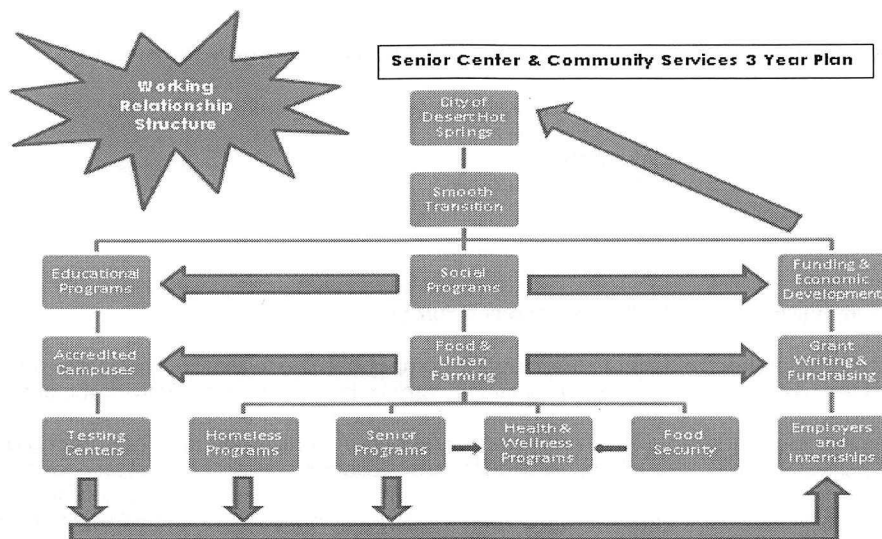
Partnerships:

As noted in the list of programs table provided in the previous section of this proposal, Smooth Transition is dedicated to developing and maintaining strong working collaborative relationships. The organization believes that it is only through strong collaborates that the overall organization's Mission and Vision can be achieved, which is evidenced in our numerous awards and honors listed in the attachments section of this proposal. The organization considers its partnerships the backbone of its success for all its programs as well as all of those being launched in the City of Desert Hot Springs

Smooth Transition currently has, and is diligent in maintain and developing, solid working relationships with city officials (past and present), local services groups and the community (see letters of support attached). Some of the partnerships that the organization has developed and works with directly in the City of Desert Hot Springs are the Riverside County Office of Education, Department of Social Services, Economic Development Agency, local Native American Tribes, Department of Rehabilitation, Veterans Affairs / Administration, Workforce Investment Board, local employers, Palm Springs Unified School District, Borrego Health, Housing Authority, Youth Opportunity Centers, ResCare and other health and wellness groups. Finally, the organization was the main spearhead organizer for the new Urban Farming "FARM" program noted earlier in this proposal. This project was approved unanimously by the Desert Hot Springs City Council and was the result of years of strong working relationships in and with the city officials, local investors and the community at large. This program will not only bring fresh food to the community, but will also provide educational certification employment opportunities and revenue streams directly tied to the economic development plan laid out at the mayoral state of the city address. The focus of that plan is incorporated in the overall vision for the senior center.

The organization has successfully been providing free and low cost educational and vocational training in the city for the last 6 years, and has an opportunity training center on Palm Drive in the City of Desert Hot Springs. The location currently hosts a very successful Adult Basic Education, GED, ESL program that currently has a 67% graduation rate among extremely low income residents in the city, which is substantial considering the average 4% pass rate throughout the county. In addition, the location offers other courses for city residents that include hospitality management, computer trainings, guard card, urban farming, retail and customer service, which are all focused-on brining vocational focused trainings to residents as a means for city economic development. The organization has also tied the programs to local employers in the community for internships and potential employment for program participants. In addition, the site has a state approved Pearson Vue testing center, which allows city residents to not only learn at the training center, but also test and received a myriad of industry recognized certifications in numerous career field. The senior program will be directly connected to these programs and connected to the culinary program as an additional link to self-sufficiency, health, wellness and overall economic development initiatives.

It is expected that the working relationship within the city will always change and be an ever-evolving programmatic model. Today, the basic vision and model is as follows:



Other Relationship Building Objectives:

Smooth Transition uses many different means to build strong working relationships, community support and financial independence for its many programs. The organization takes a systematic approach for developing community involvement through the following means:

- KDHS Radio is a partner of Smooth Transition and housed in the Smooth Transition Regional Occupational Training Center Campus in Desert Hot Springs. The station will be used to promote, host and advertise local programs, including those at the Senior Center.
- Social Media – Using the many social media resources now available, the organization links with as many as possible to attract program support and funding. These include, but are not limited to, Facebook, Twitter, GoFundMe, YouTube and other largely seen and received public interfaces.
- Website – The organization has a website that it uses to attract program participants as well as advertise its partnerships and working relationships. This includes articles on funders and supporters. The website will also host a page for each program in the City of Desert Hot Springs, including a menu for each month, senior programming, feedback and senior resources, such as activities and other links.
- Constant Contact – The organization utilizes the email blasting platform to advertise new events, new classes, programs and services. This application will also be used for all programs at the center and within the city.
- Newsletters – The organization writes a quarterly newsletter that announces new programs, program updates, sponsorship and other important information. A sample can be seen in the attachments section of this proposal.
- Community Outreach – The organization will host activities, meetings and events to promote its many programs in the city, including those at the senior center. A list of activities and events will be created using feedback from the city, community and include other city groups.
- Partnerships – As noted prior, the organization works diligently to develop strong local relationships to support its programs and provide excellent services. Strong partnerships will continue to be developed with the city and its partners.

VI. Program Reporting Measures

Types of Specific Reporting Measures for The City:

Using the CQI concepts as well as a formative and summative data collection process, Smooth Transition will create qualitative and quantitative measurement tools to provide report pertinent program outcomes to the City. This information will be focused around ensuring that the goals and objectives of the program are being met and that fiscal management is in place ensuring transparency and program effectiveness. These reports will also provide programmatic information used to determine programmatic elements that are working and to identify where CQI focused changes need to be made. It is recommended that a quarterly meeting be held with the City Manager and other pertinent city staff as well as the community leaders to discuss reporting outcomes. These reports will be in the form of a Quarterly Report that provide statistical analysis regarding, but not limited to, the following (see attached sample):

- Number of seniors served, meal trends nutritional information around meals served
- Meal menus
- Surveys and community feedback on programs
- Community support and involvement
- Income and demographic information
- Services provided and programmatic outcomes
- Cost analysis of funds used
- Activity and programmatic outcomes
- CQI outcomes and strategic planning

Formative and Summative Data Collection for Reporting Purposes:

This proposal has a comprehensive formative evaluation component. The formative evaluation methods will be used throughout the project year to measure progress towards achievement of objectives. This ensures that services and activities needing adjustment to be more effective can be addressed immediately. Continual updating of the participant database which will provide numbers of participants and their demographic information, assessment of need for services, documentation of eligibility, and records of services provided ensures current and accurate information. An updated spreadsheet will be provided regularly to every staff outlining the services provided to each of their individual customers and assists in determining if, and what,

further services need to be provided. This information will be evaluated during the regular staff meetings, and strategies are discussed, and changes made to ensure the Project Objectives are met.

Summative evaluation occurs at the end of each budget period to determine achievement of objectives for that year. All the data collected for the program achievement of each and all the project customers will be summarized in reports generated from our database. These reports are the result of monitoring of customers, monthly project reports, and supplemental reports detailing the progress and outcomes of randomly selected customers; the results indicate the project's success rate in achieving the objectives. The annual performance report will then be submitted to the City of Desert Hot Springs. The project is expected to accomplish its objectives and to report accomplishments to the staff and Board of Directors annually. At the end of the project period, a final summation of achievements will be submitted. The Executive Director will review a copy of the Annual Performance Report at the end of each program year. The objectives for the project are clearly defined and measurable. The data collected will be archived and used for summative reports and for ongoing review.

Smooth Transition proposes that throughout the project year there will be four-fold accountability, for project outcomes, to assure that unanticipated outcomes are identified and remedied. This accountability comes from the Board of Directors, the Executive Director, the Operations Director and program staff as a regular review of progress towards meeting objectives, and the City of Desert Hot Springs (annual performance report).

Note: For this proposal Customers = Program Participants

Date Collected	Participants	Data Source	Collection Timeline	Formative & Summative Reporting
New participant intake information	All	Intake assessments	Daily / Monthly	Reports of assessments results for all active participants, including demographic and service needs.
Participant activities (public)	All	Tracking worksheets	Daily / Monthly	Spread sheets listing vocational training completed, outcomes and internships / job training results, internships, overall programmatic service results.
Participant activities (seniors)	All	Tracking worksheets	Daily / Monthly	Spread sheets listing activities outcomes, feedback, meals served, types of meals served and services provided.
Public and activity reports	All	Tracking worksheets	Daily / Monthly	Reports of assessments for all active participants including activity interest, feedback and services provided.

Formative Evaluation Strategies	Summative Evaluation Strategies
1 – Monthly staff meetings and reviewing process towards objectives	1 – Annual assessment of outcomes and objectives
2 – Director's monthly review of participant service reports	2 – Annual staff reports
3 – Regular review of participant records	3 – Assessment results and surveys
4 – Twice monthly meetings with Director and individual staff members	4 – Annual staff evaluation and program review to determine effectiveness of project services (CQI)
5 – Quarterly reports to the Executive Director and Director of Operations	5 – Annual board strategic planning meeting to develop new services and strategies where indicated
6 – Surveys and assessments	6 – Monthly staff evaluation and program review to determine effectiveness of project services (CQI)
7 – Accounting staff and executive staff budget review	7 – Monthly and annual board strategic planning meeting to develop new services and strategies where indicated

Note: A sample of statistical data analysis results can be found on the statistics page of the organization's website at www.smoothtransition.org/

VII. Scope of Work & Types of Services

Scope of Work:

Smooth Transition will provide facility management and program services designed to enable older individuals 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; arrange or provide organized art, educational, health, recreational, social, and volunteer opportunities for older persons in order to promote their wellness and enhance their quality of life. Smooth Transition will utilize both the Senior Center and its Desert Hot Springs Regional Occupational Training Center for the activities proposed to ensure quality of services and service delivery options. In addition, the Senior Center will be used as a cooling center when a heat alert is issued. These services will include:

- Daily on-site management services that include facility use and community services as outlined in this proposal
- Hours of operation will be Monday through Friday 8:00am to 8:00pm at a minimum. The organization will offer hours of operation when heat alerts are issued
- Utilize teams to work together to service and provide solutions for the facility users and provide opportunities for the exchange of event knowledge and experience
- Adhere to quality control measures to ensure facility operations are high quality and the facility operational efforts are completed accurately and efficiently
- Provide on-going, comprehensive communications on facility usage requirements, rules, facility events, facility availability and provide event scheduling information to the City
- Communicate the total facility requirements of the event/rental agreement or lease to interested clients. Meet with the client and coordinate the event details and identify exceptional requirements for each event. Establish terms and deadlines for each facility use requirement
- Operate the facility within established guidelines so that availability, cost and usage determination is consistent for all potential users
- Event screening:
 - 1. Make initial determination of suitability of event
 - 2. Event scheduling and utilization frequency
 - 3. Event clean-up and janitorial follow-up
- Operate lease and rental agreements for the Center
- Collect liability and other insurances as required to minimize City risk per event
- Congregate meal services:
 - 1. Provide on-site fresh meals to a maximum of 75 seniors per day
 - 2. Smooth Transition will work with and collaborate as much as possible with meals that are provided by the Riverside County through Meals on Wheels once a day
- Other operators on site – collaborate and work with the city and other organizations.
- Property Maintenance:
 - 1. Will maintain general facility maintenance and cleaning of the facility for basic services
 - 2. The City is responsible for all repairs and maintenance

Smooth Transition will offer as many required and optional services as possible to ensure complete and full wrap around services to seniors and the public. Using the CQI service model of Continued Quality Improvement, the organization will continually develop and evaluate programmatic elements to ensure relevance, effectiveness and the best use of funds. The activities proposed by Smooth Transition are as follows:

Required Services:

- Information and assistance to the public – Smooth Transition will employ a strategy driven public outreach media campaign for the delivery of information to the public. This includes, but is not limited to, social media, websites, public events, literature in the senior center and Smooth Transition campuses, partnerships and through other city approved venues. If awarded, the organization will seek feedback from local officials and others in the community in the preparation for the campaign. Staff will also join local service groups and organizations to promote services and bring program awareness.

- Operate the building including administering rental/lease agreements to the public – Smooth Transition will operate the senior center and administer the lease agreements and public events as part of its overall plan of oversight for the center. The facilities manager, along with Smooth Transition executive staff, will work collectively to determine the best use of the facility, leasing policies and procedures, fees and schedules and other services. All building operations will be focused on using the center in the most effective and efficient manner as well to bring additional revenues to add additional programmatic costs. The organization will seek feedback for the community on the best public services and uses for the space.
- Outreach to the community – Smooth Transition currently provides services to the City of Desert Hot Springs through its opportunity center campus. The executive staff are already involved in many of the community outreach programs, including partnerships with the RCOE and local health and wellness committees. Smooth Transition also is at the helm of the city approved FAR project, which will focus on outreach in the city through urban farming and other public health, wellness and food security programs. Outreach initiatives also include the development and hosting of local events to promote outreach to city residents around the many programs offered through Smooth Transition and other public service partners. The organization will continue to work collaboratively with local organization, public groups and the city to develop the best possible outreach initiatives for residents of the City of Desert Hot Springs.
- Activities such as congregate games, bingo, casino night. – As part of the facilities management and outreach to seniors at the center, the facilities manager will coordinate games and activities for seniors based on senior feedback and needs. Feedback from the seniors will be used to develop a master facility schedule (see sample located in this proposal), which will include all congregate and public activities. Those activities will also tie into the meals and health and wellness initiatives in the master plan for the facility.
- Coordinate Meals on Wheels – Smooth Transition staff will work with the cities Meals on Wheels provider and assist in the coordination of screened and eligible seniors needed these services. The facilities manager will collaborate with the cities provider to help ensure program effectiveness and delivery. Smooth Transition will meet with the provider and city officials, as well as obtain senior feedback, to determine the best form of collaboration and coordination possible. Should the contract with the provider change, the preparation and delivery of these services can be added as a service through the fresh meal contract at an additional cost to the city.
- Health / Nutrition programs and classes – Smooth Transition, along with its culinary school and in collaboration with the local health, wellness and medical service providers, will arrange regular programming designed to educate seniors, and the city residents at large, on the importance of health living. The programming will be provided in the form of weekly classes and presentations, cooking classes and presentations from health and nutritionist specialists. These programs also are a link to the FARM project, which is focused on healthy eating and addressing the cities six areas of concern. A schedule of programming will be created based on an assessment of community. These include focused programming in the center around:
 1. Community Nutrition
 2. Farmers market with WIC and EBT
 3. Community garden with education
 4. Feeding locations with assessment services
 5. Food Now support
 6. School backpack food programs
 7. Healthy Eating seminars for targeted groups (seniors, youth, moms, health issues, obesity)
- Social events (games, events, casino night) – Smooth Transition will utilize the senior center to host a variety of social events designed to bring together the community and produce economic health, wellness, economic development and a sense of community. These events will also focus around the FARM program and be held in the center, the parking area and the FARM urban farm once completed. This includes, but is not limited to, a farmer's market, career fairs, craft fairs, holiday events, educational forums, social awareness, social networking, city planning events, support groups and other services as identified.
- Arts and crafts classes – As part of its overall congregate programming, classes in arts and craft will be provided. Smooth Transition will seek out local artisans to teach programming as well as utilize staff and residents of the city to provide these services. If awarded, an assessment of requested classes will be implemented and a master schedule will be created. This schedule will include but is not limited to, painting, quilting, adult coloring, ceramics and floral arts.

Optional Services:

- Transportation services – Smooth Transition will provide transportation services to and from Loma Linda and throughout the city. This will be an activity added to the master center schedule and overseen by the facilities manager. The bus will be provided and operated by the City of Desert Hot Springs, and funds for this service will come from and be limited by the center budget. Other transportation options will be developed once an assessment of transportation needs is completed by Smooth Transition. This

includes, but is not limited to, homeless senior transportation, shopping transportation, medical visit transportation and activity outings. Bus maintenance is the responsibility of the City of DHS.

- Exercise classes – Smooth transition will offer exercise classes as part of its schedule of activities and in collaboration with the cities health and wellness program. Smooth Transition will work with local community service providers to host and sponsor the classes, which will be overseen by the facilities manager.
- Homebound meals – Smooth Transition can operate a home bound meal program designed to deliver fresh cooked meals prepared at the center to those who cannot come to the center. The program would be managed by the facilities manager and employ additional staff to accommodate the program. Additional program funding will need to be created to contract for this service and an additional budget negotiated to cover the costs of the additional program.
- Support groups - Smooth transition will offer support group services as part of its schedule of activities and in collaboration with the cities many social service programs. Smooth Transition will work with local community service providers to host and sponsor the groups, which will be overseen by the facilities manager. The support groups include, but are not limited to AA, ALANON, grief counseling, mental health focused groups, parenting groups, educational groups, grandparents raising grandchildren groups and any other identified support groups needed in the community. Fees may be charged to these groups to help support programming at the center.
- Attorney services – Smooth Transition will work with local nonprofit legal providers to offer legal services to those who qualify. The organization will also seek out local legal professionals who would offer in-pro per services to individual who cannot otherwise afford legal services. Some of the service focuses will be around expungement services, family law and fair housing rights. If awarded, a campaign to create a legal network collaborative of partners will be developed as a referral option as well as to provide services as part of the center schedule.
- Additional congregate and additional meal services – Smooth Transition will sponsor additional congregate and community meal services to seniors and the local community as part of its special events calendar. These will revolve around special events and holidays, and will be either free, low cost or community sponsored depending on the event and funding stream.
- Weight loss programs, Blood pressure screening, Flu shots, health insurance counseling and advocacy programs (HICAP) and elder abuse prevention services – Smooth transition will offer weight loss programs, blood pressure screening, elder abuse and flu shot and other relevant programs as part of its schedule of activities for community in collaboration with the cities health and wellness program. Smooth Transition will work with local community service providers to host and sponsor the classes and programs, which will be overseen by the facilities manager.
- Notary services and tax services – Smooth transition will offer in house notary services to the local community, and free to seniors. The organization will ensure management staff are state notaries and available during regular business hours by appointment. Tax services will be provided in collaboration with county tax service providers, such as Community Action Partnership. The organization will host tax services during tax season through CAPS and other providers to the local community.

Additional Proposed Services:

- FARM – Smooth Transition is a partner in the local FARM project, and will develop services around the city approved FARM program. This includes tours and activities at the FARM location next to the senior center (once built) and a farmer's market that will provide fresh grown food to the community. The food grown will also provide fresh produce to the seniors, the meal programs and other local community businesses.
- Culinary / Hospitality program – The Smooth Transition accredited culinary and hospitality program will be housed at the senior center and the Palm Drive campus. The kitchen will be utilized to not only teach the program to those in the community seeking an accredited certification in culinary arts and hospitality management, but students will also intern and learn skills by preparing the senior meals.
- Community educational and vocational training – Smooth Transition currently has a campus in Desert Hot Springs to provide accredited educational and vocational programs to at-risk and low income residents. These programs include a very successful GED, ABE and ESL program as well as other vocationally focused programs. The organization will use the senior center as the ST Desert Hot Springs Regional Occupational Training Center for additional programs and services to seniors and the community at large.
- Volunteer opportunities and services – Smooth Transition programs are utilized by many as a volunteer opportunity platform for work experience, community service and general volunteer interest. As a nonprofit organization, volunteerism is at the heart of the organization and its programs. Volunteer opportunities will be paramount and available for interested parties throughout the many programs being offered in the city.
- Youth and Community Programs – In addition to serving seniors at the center, Smooth Transition will strive to provide additional services to youth and the overall community. This includes, but is not limited to, educational and vocational training, testing centers, meal services and overall wrap around services in collaboration with the general center operations. If awarded, the organization will develop programming relevant to the needs of the residents in the City of Desert Hot Springs and

master program schedule will be created and results and outcomes will be reported quarterly to the City of Desert Hot Springs as part of the reporting requirements.

Note: All the proposed optional and additional services are contingent on the resources and services available in the City of Desert Hot Springs and surrounding areas. Smooth Transition is dedicated to collaboration with the city in developing funding streams and opportunities in the city to promote as many services as possible to create economic stability and opportunity to the residents. The costs for these services will vary based on the type of service and the in-kind and additional funds that can be obtained. A detailed cost of additional programming and additional resources will be provided to the City of Desert Hot Springs City Council as part of the quarterly reporting process.

Sample Senior Center Schedule (Subject to Change Based on Program Requirements)

Activity	Location	Time
Congregate Activity	Main Room & ST Campus	8:00 am - 10:00 am
Learning / Public Activity	Classrooms & ST Campus	8:00 am - 10:00 am
Congregate Activity	Main Room & ST Campus	10:00 am - 12:00 pm
Learning / Public Activity	Classrooms & ST Campus	10:00 am - 12:00 pm
Congregate Meal Program	Main Room & Kitchen	12:00 pm - 1:00 pm
Learning / Public Activity	Classrooms & ST Campus	12:00 pm - 1:00 pm
Learning / Public Activity	Classrooms & ST Campus	1:00 pm - 4:00 pm
Congregate Activity	Main Room & ST Campus	1:00 pm - 4:00 pm
Culinary Program	Main Room & Kitchen	4:00 pm - 8:00 pm
Transportation	Parking Area	8:00 am - 5:00 pm
Farmers Market	Parking Area	TBD
Fairs and Public Events	Parking Area	TBD
Horticulture Events	Horticulture Site	TBD

Note: This proposed schedule is a sample only and will be update based on an assessment of the needs at the senior center and the community at large. This schedule is subject to change based on CQI recommendations and the goal for providing relevant programming within budget. Outcomes of al services, feedback and programs will be reported quarterly to the City of Desert Hot Springs as part of the reporting and CQI process.

VIII. BUDGET

1 Year Budget Proposal

Budget Item	Amount Per Year	ST Match 5%	Total Program
Administration			
Facility Manager	\$ 24,000.00	\$ 1,200.00	\$ 25,200.00
General Admin (Insurance, taxes, general administration costs)	\$ 25,600.00	\$ 1,280.00	\$ 26,880.00
Rent / Utilities	\$ 1,200.00	\$ 60.00	\$ 1,260.00
Congregate Meals			
Food / Supplies	\$ 18,000.00	\$ 900.00	\$ 18,900.00
Servers	\$ 9,600.00	\$ 480.00	\$ 10,080.00
Cook	\$ 9,600.00	\$ 480.00	\$ 10,080.00
Activities			
General Services Budget	\$ 12,000.00	\$ 600.00	\$ 12,600.00
Additional Facility Location		\$ 18,000.00	\$ 18,000.00
Totals	\$ 100,000.00	\$ 23,000.00	\$ 123,000.00

Budget Narrative:

Smooth Transition will provide an in-kind match of 5 % of the programmatic costs. The organization will also donate space at its Regional Occupational Training Center campus in Desert Hot Springs for activities and training events that are not suitable for the senior center space.

Administration:

- Facilities Manager - One ¾ time employee to oversee the management of the senior center. \$24,000.00 per year. 30 hours per week at \$15.38 per hour.
- Taxes, Insurance and General Administration – These costs include the general overhead costs to verse the contract. This includes 7% of the salary for the Executive Director and the Operations Manager = \$13,600.00 per year. Insurance = \$2,500 per year, employment taxes = 9,500.00
- Rent and Utilities – Rent = 0.00 free for program. Utilities = \$100.00 (internet and phone) per month.

Congregate Meals:

- Food and Supplies - Costs to feed no more than 75 seniors a day. \$1,500.00 per month for fresh food products to prepare meals and general serving supplies.
- Servers = 2 servers, 2 hours per day, \$400.00 per month at \$10.00 per hour.
- Cook = 1 cook, 4 hours per day, \$800.00 per month at \$10.00 per hour. Other cooking costs will be subsidized by student interns and the on-site culinary school.

Activities:

- Activities - General programming budget of \$1,000.00 per month for classes, activities and community services. Additional funding and in-kind donations will be sought to add additional funding to the program as much as possible. \$18,600.00 will be matched by Smooth Transition for activities.

Budget Notes:

- The proposed budget is for one year of service and for a maximum of 75 seniors served a day in the congregate meal program. Any additional seniors eating over the 75 cap or additional services requested by the City of Desert Hot Springs over the proposed scope of work will require additional funding and an amendment to the contract.
- All funds are to be paid to Smooth Transition up front to begin the program. The funds will be placed in a separate account by Smooth Transition and funds drawn monthly to cover the costs of the program and avoid supplanting. A drawdown report of the funds will be provided to the city manager in a quarterly report.
- Rent for the facility and utilities during normal senior center hours will be paid for by the City of Desert Hot Springs.
- If it is determined that a full-time facilities manager is required, and if fundraising and other revenue streams are found, this employee would go full time. Smooth Transition will use all means possible to hire a resident of the city if a qualified person is identified.
- Any revenues obtained through events and programming or other funding will go to the Smooth Transition senior center account and used for additional costs for programming. Anything above the costs for providing services will be forwarded back to programming as required by IRS tax law for a nonprofit.
- The Smooth Transition staff will work alongside the City of Desert Hot Springs to look for additional program funding and opportunities to increase the program in the city.
- Basic program equipment and the costs for purchasing the necessary equipment for the fresh meal program will be the responsibility of the Smooth Transition. Any equipment purchased by the city will remain the property of the city when the program ends. Smooth Transition will take all precautions possible to ensure the equipment is maintained and cared for during the duration of the program. Program equipment already on site at the senior center, and owned by the City of Desert Hot Springs, will be maintained by the city.
- Congregate meal servers will be recruited from within the culinary program and current staff employed by FSA will be retained provided they are not offered new roles within FSA, that the budget supports them and that they meet the hiring requirements of the program and the organization. Smooth Transition is dedicated to the community and not displacing any workers whenever possible.



CITY OF DESERT HOT SPRINGS

January 14, 2016

To whom it may concern;

When I was asked to write a letter of support to accompany the RFP application for Smooth Transition Inc., I was pleased to be able to do so.

Having the pleasure of working directly with Dr. Robin Goins on multiple programs that have benefited our community directly gives me firsthand knowledge of her dedication and commitment to not only the programs she facilitates but the people of our community.

It is my pleasure to extend the support of the City of Desert Hot Springs in launching of the Smooth Transition, Inc partnership program with our Senior Center. We are very excited and eager to see this partnership come to our city. The idea of fulfilling the needs of our Senior Center and facilitating continued education to our community is not only innovative but will showcase our city's true commitment to building a stronger community.

Respectfully Submitted,

Scott Matas

Mayor



September 21, 2016

The Regional Access Project Foundation
73710 Fred Waring Drive, #102
Palm Desert, CA 92260

Re: RFP Senior Center

To Whom It May Concern:

This letter is to verify the support and collaboration of the The Desert Hot Springs Healthy City Initiatives Committee and Eating for Wellness with Smooth Transition Inc. in the proposal for the above references RFP. Smooth Transition Inc. is a non-profit educational and vocational partner within the City of Desert Hot Springs and throughout the Inland Empire. Their work has had a great impact on those they serve by providing much needed educational programming that serve the greater good. They have also successfully provided services to those with mental health and other disabilities as well as senior services. Their successful congregate meal program is one that has seen incredible results in improving the nutritional and mental health of seniors and decreased the level of isolation among this population. Isolation among seniors and those with mental health challenges, as well as their care givers, is a serious issue for many, and is also a challenge within the City of Desert Hot Springs.

The Desert Hot Springs Healthy City Initiatives Committee and Eating for Wellness is specifically partnering with Smooth Transition Inc. and this RFP in the following ways:

1. Provide nutrition education classes for those with special needs.
2. Provide low cost/tiered nutritional based cooking demonstrations to serve the community.
3. Partner to bring a farmer's market to Desert Hot Springs with options to serve our lower income community (CalFresh, EBT).
4. Partner in the creation of a sustainable community garden in Desert Hot Springs.

The Desert Hot Springs Healthy City Initiatives Committee and Eating for Wellness look forward to the collaboration with Smooth Transition Inc. and the Senior Center RFP providing the much needed services to the City of Desert Hot Springs.

Sincerely,

Jackie Chatman, MA, NC
Chairperson, Desert Hot Springs Healthy City Initiatives Committee
Owner, Eating for Wellness Lifestyle + Fitness
Certified Holistic Nutrition Consultant
www.eatingforwellness.net
Eatingforwellness@yahoo.com
(213) 822-2634

SAMPLE MENU

January 2016

Smooth Transition Senior Nutrition

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	28 Chicken Chili with White Beans, Corn Bread, Zucchini & Stewed Tomatoes, Tossed Salad, Diced Pears	29 Beef Burgundy with Onions, Mushrooms with Egg Noodles, Carrots & Peas, Tropical Fruit	30 Crispy Baked Fish, Tartar Sauce, Brown Rice, Cole Slaw, Mandarin Oranges	31 <i>New Year's Eve</i> Roast Pork Loin with Sautéed Apples, Wheat Roll, Roasted Potatoes, Buttered Corn, Oranges Slices, December Birthday Cake	1 Happy New Years!! Center Closed 	
	4 Chicken Breast with Peach Sauce over Roasted Potatoes, Peas, Diced Pears	5 Pork Chili Verde, Pinto Beans, Spanish Rice, Green Salad, Tropical Fruit	6 Chicken Tortilla Soup, Half Ham Sandwich, Broccoli Slaw, Pineapple Tidbits	7 Fish Almondine, Brown Rice, Carrots, Applesauce	8 Cheese Ravioli with Meat Sauce, Garlic Bread, Italian Tossed Salad, Sliced Peaches	
	11 Arroz con Pollo (Chicken/Rice), Flour Tortilla, Pinto Beans, Mixed Vegetables, Fresh Fruit	12 Fish Florentine, Florentine Sauce over Egg Noodles, Green Salad, Mandarin Oranges	13 Chicken Cacciatore, White Rice, Zucchini and Squash, Flour Tortilla, Sliced Apples	14 Spaghetti and Meatballs, Garlic Bread, Italian Salad, Peaches	15 Stir Fried Beef & Broccoli, Brown Rice, Asian Mix Vegetables, Diced Pears	
	18 Holiday Center Closed Martin Luther King Day	19 Citrus Baked Salmon, Rosemary Potatoes, Asian Salad, Diced Pears	20 Cream of Mushroom and Half Turkey Sandwich, Spring Salad Mix, Fruit Cocktail	21 <i>New!!</i> Shrimp and Chicken Paella, White Rice, Peas, Fresh Fruit	22 <i>New!!</i> Roast Pork Loin with Cornbread Stuffing, Wheat Roll, Brown Gravy, Glazed Carrots, Applesauce	
	25 Herbed Baked Chicken, Wheat Roll, Roasted Potatoes, Roasted Corn, Fresh Fruit	26 Beef Burgundy with Onions, Mushrooms with Egg Noodles, Carrots & Peas, Tropical Fruit	27 <i>New!!</i> Fish with Lemon Sauce, Lemon Rice, Broccoli Slaw, Applesauce	28 Meatloaf and Brown Gravy, Wheat Roll, Scalloped Potatoes, Winter Mix Vegetable, Fruit Cocktail	29 <i>New!!</i> Caribbean Chicken, Brown Rice with Roasted Corn, Green Salad, Diced Pears, January Birthday Cake	

Participation at Mead Valley / Good Hope Senior Nutrition Congregate site is for Seniors 60 years of age and older, their spouses, and eligible volunteers. Call 951-443-1888. 24 hours advance notice needed for next day attendance. Donations suggested but not required. Menu is subject to change. 2% Milk and Fruit Infused Water is provided daily with Senior Meal.