



Legislation Text

File #: 19-1438, **Version:** 1

STRATEGIC PRIORITY: Human and Social Needs
AGENDA DATE: October 23, 2019
COUNCIL DISTRICT(S): All
DEPARTMENT: Office of Community Care
EXECUTIVE: Nadia Chandler-Hardy

SUBJECT

Authorize a one-year service contract, with two one-year renewal options, to administer the Senior Services Ombudsman Program by providing nursing home ombudsman, which includes receiving, investigating and resolving complaints and assisting in obtaining goods or services for seniors residing in nursing homes and assisted living facilities within the city of Dallas for the period October 1, 2019 through September 30, 2020 - Senior Citizens of Greater Dallas, Inc., sole source - Not to exceed \$116,868.00 - Financing: General Fund

BACKGROUND

Senior Citizens of Greater Dallas, Inc. has served older adults in the Dallas area for 58 years. The mission of Senior Citizens of Greater Dallas, Inc. is to enhance the overall quality of life and empower all older adults in greater Dallas to thrive. This is accomplished through advocacy efforts of volunteer and paid certified ombudsmen who respond to long-term care residents' requests for assistance with complaints and concerns. Nursing home and assisted living monitoring by certified ombudsmen include observation, research and investigation of concerns. The Senior Services Ombudsman Program is also a resource for residents and families searching for a long-term care facility. The program provides training to nursing home and assisted living staff, as well as resident and family councils, on residents' rights, the role of the ombudsman, abuse and neglect, and reducing restraint use.

In past years, the Senior Services Ombudsman Program was funded with Community Development Block Grant Funds. City Council voted on June 12, 2019, to move all Senior Services programs to the General Fund, beginning FY 2019-2020.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

On August 9, 2017, City Council adopted the FY 2017-18 Consolidated Plan Budget for the U.S. Department of Housing and Urban Development Grant Funds (HUD) by Resolution No. 17-1171.

On September 13, 2017, City Council authorized the first of two, twelve-month renewal options to increase funding to the contract with Senior Citizens of Greater Dallas, Inc. to administer the Senior Services Ombudsman Program by providing nursing home ombudsman, outreach and case management services to seniors residing in nursing homes and assisted living facilities within the city of Dallas by Resolution No. 17-1419.

On June 27, 2018, City Council adopted the FY 2018-19 Consolidated Plan Budget for HUD Grant Funds by Resolution No. 18-0987.

On September 12, 2018, City Council authorized the second of two, twelve-month renewal options to increase funding to the contract with Senior Citizens of Greater Dallas, Inc. to administer the Senior Services Ombudsman Program by providing nursing home ombudsman, outreach and case management services to seniors residing in nursing homes and assisted living facilities within the city of Dallas by Resolution No. 18-1262.

City Council was briefed by memorandum regarding this matter on October 11, 2019.

FISCAL INFORMATION

General Fund - \$116,868.00

M/WBE INFORMATION

In accordance with the City's Business Inclusion and Development Plan adopted on October 22, 2008, by Resolution No. 08-2826, as amended, the M/WBE participation on this contract is as follows:

Contract Amount	Category	M/WBE Goal	M/WBE %	M/WBE \$
\$116,868.00	Other Services	N/A	N/A	N/A
• M/WBE goal waived due to no M/WBE availability				

PROCUREMENT INFORMATION

Method of Evaluation for Award Type:

Sole Source	<ul style="list-style-type: none">• Utilized for procurements where functional requirements can only be satisfied by one vendor, such as those where patents, copyrights or monopolies exists• Exempted from competitive bidding process• Reviewed by Procurement Services to ensure the procurement meets at least one general exception as stated in the Texas Local Government Code
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<u>Bidder</u>	<u>Address</u>	<u>Amount</u>
Senior Citizens of Greater Dallas, Inc.	3910 Harry Hines Blvd. Dallas, TX 75219	\$116,868.00

Note: The Office of Procurement Services conducted a sole source review and found no exceptions.

OWNER

Senior Citizens of Greater Dallas, Inc.

Stacey Malcolmson, President and Chief Executive Officer