**Form 1**

**TABLE OF CONTENTS FOR SERVICE PROVIDER APPLICATION**

**Page**

**Table of Contents**

**A. Service History**

**B. Service Delivery**........................................................................................................................

**C. Program Narrative**

1. Profile of Service Area(s)
2. Needs of the Community
3. Advocacy on Behalf of the Elderly
4. Coordination with other Service Agencies/Programs
5. Information and Referral

6. Outreach

7. Consumer Confidentiality

8. Program Income

9. Maximum Utilization of Non-Title III Resources

10. Utilization of Volunteers

**D. Information Collection and Analysis**

**E. Grievance and Complaint Procedures for Consumer Complaints**

**F. Disaster/Emergency**

**G. Unusual Incidents**

**H. Special Licensure Assurance**

**I. Automated Client Reporting Requirements and Internal Reconciliation Process**

**J. Abuse Neglect and Exploitation Reporting**

**K. Personnel**

1. Organizational Chart

2. Job Descriptions

3. Personnel Policies

4. Staff Development and Training

5. Equal Employment Opportunity and Diversity Policies

**L. Corporate Annual Report Fee Documentation**

**M. Employee/Board Rosters**

**N. Subcontract Agencies**

 **O. Programs to Ensure Access for Limited English Proficiency Consumers**....................

**P. Quality Improvement Plan**.................................................................................................

 **Q. Quality Assurance Plan**......................................................................................................

 **R. Exhibits**…………………………………………………………………………………
**R. Exhibits**………………………………………………………………………………………. Exhibit I Statement of No Involvement - See Exhibit I Form

 Acceptance of Terms & Conditions of the Standard Contract - See
 Exhibit I Form

 Cash Flow Commitment - See Exhibit I Form

 Exhibit II OAA General Assurance - See Exhibit II Form

 Exhibit III Quality Improvement Plan

 Exhibit IV Administrative Assessment - See Exhibit IV Form

 Exhibit V Job Descriptions for all Grant-Funded Positions/Statement of
 Assurance

 Exhibit VI Agency Financial and Procurement Policies and Procedures

 Exhibit VII Articles of Incorporation

 Exhibit VIII Personnel Policies

 Exhibit IX Monitoring/Evaluation Reports from External Agencies
 (conducted within the past 3 years)

 Exhibit X Most Recent Independent Audit

 Exhibit XI Equal Employment Opportunity and Diversity Policies

 Exhibit XII Corporate By-Laws

 Exhibit XIII Grievance and Complaint Procedures

 Exhibit XIV Emergency Preparedness Plan

 Exhibit XV Unusual Incidents Form