



Request for Bid

Statewide Needs Assessment Survey

Definitions

Term	Definition
Older Adult	Adults aged 50 years or older
Adult with disabilities	Adult aged 18+ with at least one physical or mental disability
Caregiver	Adult aged 18+ providing unpaid care for an older adult or an adult with disabilities.

Background Information

Missouri is in the process of developing a Master Plan on Aging. This cross-sector, state-led strategic planning resource will help Missouri transform the infrastructure and coordination of services for its rapidly aging population, people with disabilities, and caregivers. An important piece of the Master Plan on Aging includes a comprehensive, statewide needs assessment.

Conducting a statewide needs assessment for Missourians age 50+, adults with disabilities, and caregivers will allow the Missouri Master Plan on Aging Advisory Council to create a plan based on current data and needs. This data will guide the development of goals and priorities in Missouri's Master Plan on Aging.

The Contractor will work with the Missouri Association of Area Agencies on Aging (AGENCY) and designated members of the Missouri Department of Health and Senior Services (DHSS) to create a validated survey that evaluates the needs of Missourians age 50+, adults with disabilities, and caregivers. The Contractor will conduct a rigorous survey with a multi-contact, multi-modal methodology to meet the needs of the targeted audience.

Purpose and Goal

The Master Plan on Aging survey will help the state determine the needs of older Missourians, Missourians with disabilities, and caregivers. The survey results will be used to develop goals, objectives, and strategies for all levels of government in Missouri, from state to county and local city governments, aging and disability network providers, and policymakers. The goal is that this survey will be accessible to any older adult, adult with disabilities, or caregiver in Missouri who wants to take the survey.

Specific Contractual Requirements

- The contractor shall perform all necessary functions on behalf of the AGENCY for completion of the statewide survey.
- The contractor shall prepare for and participate in bi-weekly scheduled planning and update calls with the AGENCY.
- The contractor shall perform all services in accordance with the provisions and requirements stated herein and to the sole satisfaction of the Agency.
- The Contractor will conduct surveys with a statistically significant sample of older adults, adults with disabilities, and caregivers.
- The Contractor will analyze the results of the survey.
- The Contractor will create a final report of the analyzed survey data.

- The Contractor shall prepare and transmit the schedule for all aspects of the work as outlined in this proposal via e-mail to the AGENCY.
- The Contractor shall complete and send monthly reports regarding all aspects of the work including, but not limited to; status, risks mitigated, and progress, via e-mail to the AGENCY.

Deliverables and Outcomes

Survey Design

The Contractor is responsible for creating a validated survey tool that evaluates the needs of Missourians age 50+, adults with disabilities, and caregivers. The Contractor will work with staff designated by the AGENCY throughout the development of the validated survey tool. The Contractor will get approval from the AGENCY on the topics included in the survey tool and the language used in the survey tool.

This survey tool will assess needs related to at least the following topic areas.

- Family Caregivers
 - Caregiver status: If yes, also ask whom they are providing care for, how often they are providing care, the relationship with the care recipient, needs related to caregiving, and the emotional/financial impact of caregiving.
- Daily Life and Employment
 - Social Isolation/Loneliness
 - Questions from the loneliness scale or social isolation scale
 - Volunteering
 - Able to attend faith-based gatherings of preference
- Housing and Aging in Place
 - Housing
 - Home modifications
 - Access to affordable housing
 - Access to stable housing
 - Utility assistance
- Long-term Services and Supports
 - Information and referral
 - In-home supports
 - Personal Care, Homemaker, and Chore
 - Assistive Technology
- Safety and Security
 - Abuse, Neglect, Exploitation
 - Financial Security
 - Interpersonal safety
- Transportation and Mobility
 - Transportation
 - Medical
 - Non-medical
 - Assisted transportation
- Whole-Person Health
 - Physical health
 - Falls
 - Physical activity
 - Chronic diseases (including HIV)
 - Oral health

- Vision
 - Hearing
 - Overall health status
- Mental/Behavioral Health
- Nutrition
 - Access to healthy food
 - Food security
 - Home-delivered meals
 - Malnourishment
- Affordable health insurance
 - Assistance filling out forms
 - Counseling for insurance
- Substance use/abuse
- Equity and inclusivity
- What other needs do you have? (Open-ended)
- What services or programs do you need to keep you safe, healthy, and independent in your home? (Open-ended)

This survey tool will include at least the following demographic information.

- Age
- Sex
- Gender Identity
- Sexual Orientation
- Race
- Ethnicity
- Veteran Status
- Disability Status
- Income
- Employment Status
- Education Level
- Marital Status
- Household Size
- City
- Zip Code
- County
- Primary language

This survey tool will include the following accessibility features.

- Translation into multiple languages will be available
- All text will be written in plain language
- Survey respondents will have the option to take a break from the survey and return to it when using any delivery mode
- The online version of the survey will be accessible with a screen reader
- The online version will be optimized for mobile viewing
- A relay option will be available
- A print version of the survey will be available with the ability to modify font size

Conducting the Survey

The Contractor is responsible for collecting/compiling enough information to conduct and complete surveys with 46,000 Missourians age 50+, adults with disabilities, and caregivers from ten designated regions throughout the state.

The ten designated regions are outlined in the attached map, Attachment

Process

The Contractor will get approval from the AGENCY on the final process for conducting the survey. The process for conducting the survey will include at least the following steps.

In-person and Phone Surveys

- The Contractor will conduct in-person and phone surveys with older adults, adults with disabilities, and caregivers in Missouri. The Contractor will be responsible for identifying individuals to participate in the in-person and phone surveys.
- The Contractor will work with the AGENCY to create in-person or live virtual training for the interviewers.
- In conjunction with the AGENCY, the Contractor shall prepare for, participate in, and coordinate logistics for an in-person or live virtual training of the interviewers.
- Initial contact with the survey participant to determine if the participant wants to complete the survey in person or over the phone. Determine if the survey participant needs a proxy. Coordinate/schedule the survey with the participant and/or the participant's proxy
- Complete the survey tool with at least 400 participants and/or their proxies per county of Missouri.
- Provide contact information or a warm transfer to an area agency on aging or a center for independent living for individuals who identified unmet needs.
- Track reasons for refusal to complete surveys and reasons for any invalid/incomplete surveys.
- Track survey results in a system that ensures the privacy of data collected using the survey tool.
- Surveys will be conducted during mutually agreeable times. All data will be entered into the data tracking system by a date to be mutually determined upon contract signing.

Online Surveys

- The Contractor shall provide the AGENCY with a method to take the survey online. The AGENCY will work with partners to find participants for the online component of the survey.

Oversampling (In-person and Phone Surveys)

The contractor will oversample to get statistically significant data for the following priority demographics.

- Adults with physical and mental disabilities
- Adults with language barriers
- Adults who identify as LGBTQ+
- Adults living in rural areas
- Minority adults
- Low-income adults
- Caregivers

Analysis of Data and Final Report

The Contractor is responsible for analyzing the survey data and completing a final report. The analysis and final report will include at least the following information.

- Statewide survey results for all participants and stratified by age band, caregiver status, disability status, race/ethnicity, sexual orientation and gender identity, income, employment, veteran status, household size, and marital status.
- Regional survey results for all participants and stratified by age band, caregiver status, disability status, race/ethnicity, sexual orientation and gender identity, income, employment, veteran status, household size, and marital status.
- County-level survey results for all participants and, if stratification maintains anonymity, stratified by age band, caregiver status, disability status, race/ethnicity, sexual orientation and gender identity, income, employment, veteran status, household size, and marital status.
- Narrative describing survey results.
- Charts and graphs describing survey results.

Submission of Proposals:

Proposals will be evaluated based on the following criteria:

- Experience with surveys of targeted populations
- Proposed methodology
- Qualifications of the project team
- Cost

Proposals should include the following information:

- Company overview and experience
- Proposed methodology and timeline
- Qualifications of the project team
- Cost proposal

Proposals should be submitted electronically by **November 9, 2023** to: jpeetz@ma4web.org.

Contact:

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