

Q: Regarding the Plan4Home and FCSP Application, Any page limits or character counts for the questions?

A: Not for this portion, no.

Q: As a PERS provider, page 59 of the taxonomy talks about medication dispenser being reported under home medical equipment. Can I put both on my rate sheet or do I need a separate section for that?

A: (Refer to application). Different ERS rates would be listed as one service. Separate service line for home medical equipment-medication dispenser with its own unit rate.

Q: Referring to OAA unit rate appendix, should we be bidding based on this document?

A. Clarification that this is OAA information, not FCSP. This is provided for informational purposes, with the understanding that these unit rates were pulled from 2019 contracts. If unit rate is going to be considerably higher than everyone else you may get a contact, but it could be hard to get referrals.

Q: Question about service taxonomy for PERS and installation fees. Are we not to charge for installation fees?

A. Correct, should not charge for installation. This should be accounted for in the monthly fee and not charged separately?

Q: How were average unit rates determined on appendix?

A. Pulled from 2019 contracts through WellSky.

Q: Is there a checklist for FCSP / Plan4Home?

A. No, but everything required is listed in the instruction sections.

Q: HDM rates are listed as all the same. Is that correct?

A. No. Will review.

Q: What act is transportation listed under?

A. Title III-B

Q: If a current service exists but want to add a pilot project, is this one application or two?

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A. There are no pilot projects for FCSP/Plan4Home. Will address pilot projects when addressing OAA proposals.

Q. Do you prefer all one document or attachments separate?

A. Either way is fine as long as all required documents are submitted.

Q. There is a match requirement of at least 15% for nutrition and a higher amount for other services. But there is no match for Title III-D. Is there a match for the Caregiver Support?

A. No, there is no match requirement.

Q. Is there a match requirement for Lucas County levy funds?

A. The match requirements come from the Older Americans Act.

Q. ARPA - Are we to include an already awarded project in the 2023 - 2026 application?

A. No.

Q. For an OAA Pilot Program - If an applicant applied for 100% of the available funds based on the Formula Funding per County, would the Pilot Project be funded above the listed 2023 Funds Available/Co.?

A. I don't see someone requesting a pilot program for 100% of those funds being awarded that much, because the priority would be to make sure that all essential services continue to be provided while a pilot is started.

Q. Is it required for home delivered meal providers to assess clients for eligibility or will meal authorizations be provided?

A. In Lucas county at the shared kitchen, there is an assessor on site assisting with assessments. A meal provider would need to make sure they can complete assessments unless otherwise instructed. These need to be done at start, and then again annually. These require licensed individuals to complete the assessment checklist.

Q. Can we continue to apply for congregate meals and HDM meals under one application, one cost, one budget and etc. instead of applying for them separately?

A. Yes. If the unit rate will be the same for both, they can be combined. However, we do need to know the proposed units for each separate service with a separate budget.

Q. Just to confirm if we want to complete an application for FCSP/Plan for Home and OAA/HCBS, we should only complete the OAA/HCBS application and indicate such in the designated areas of the application.

A. Yes, this is correct. Complete the proposal, and check yes in the box asking if you want to be a FCSP/Plan4Home provider.

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Q. The formula funding says it is for Title III. Is that divided by a, b, c? Or is it the total for all Title III funding?

A. This is for all Title III funding. Each part covers a separate set of services. We would divide each part using the funding formula to determine the allocation.

Q. Is there a limit on the allocated funds for capital improvements so we can best use available funds?

A. There is no set limit on the allocated funds for capital improvements. The proposal review committee will review all proposals for services and capital improvements and provide recommendations to the Board of Directors for approval. Please see page 7 of the overview and instructions for the total amount of estimated funds for 2023. Please also refer to the funding formula in the appendix. This provides an estimate of the amount of funding available per county for services and capital improvements.

Q. Is there a new reimbursement rate?

A. Unlike the Medicaid waiver programs, there is no set reimbursement rate for services. The bidder should submit a unit rate determined by the budget, which is based on anticipated expenses and units served. The appendix contains average contracted unit rates for services for 2019-2022 bid cycle.

Q. I am having difficulty locating the RFP documents on the Area Office on Aging's website?

A. You may find the RFP documents on our website here <https://areaofficeonaging.com/landing-pages/proposals>.

Q. . Thank you for all your hard work in putting together this RFP. I have some questions, that I hope you can assist me with. My goal is to increase access to transportation, but I am also required to have a 20% match. Area Office on Aging funds can be braided to assist with that match, so I'm interested in applying for funding.

That being said, I do NOT want to compete for funding with the local senior centers. That will take away access to transportation. I created the attached document with Title IIIB and IIID funding and figured out funding each county can receive. Would you be able to tell me how much counties received in these funding streams in the past? I'm looking to see if any money was left on the table, that I could apply for/utilize. Would you suggest other funding streams that the mobility management program would qualify for?

Would I be able to apply for funding under the auspice that I would only want the funding if the senior centers in my counties did not apply for the full funding amount?

A. I recommend talking to the individual senior center directors within your service area to discuss a coordinated response. The anticipated funding in the RFP was based on current funding allocations, since we do not know PY2023 approved budgets, yet. Other potential funding sources for mobility
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management are the Ohio Department of Transportation, local transit boards and other social service organizations.

Q. I am having trouble understanding the excel sheet and the other requests for a breakdown of income statement and balance sheet.

Are there any samples/examples of what you are requiring, please?

A. I noted you are an ERS provider. Currently, ERS services are provided thru our Plan4Home and Family Caregiver Support Programs. Services are allocated thru referrals. To become a provider for this program only, you would complete the 2023-2026 FCSP and Plan4Home Application. No budget forms, income statements or balance sheets are required. You would just need to answer the questions related to unit rate.

If you also want to request a set amount of funding from the AOoA to provide services for which you are responsible for locating eligible participants, then you would complete the OAA HCBS Proposal and the budget form on the MS Excel spreadsheet. A separate budget sheet is required for each service. An example of how to complete this budget sheet is on page 34 of the overview and instructions.

There are no “other requests for a balance sheet.”

Q. How will cost sharing for transportation, new rule, effect how we do the budget or write the proposal for general transportation?

A. The cost share for transportation is still voluntary. An individual may not be denied the service if he/she is unable to contribute toward the cost of the service. For current providers, I would recommend using your current program income collection for budgeting purposes. If program income increases as a result of the voluntary cost share, then this would be utilized to provide more service units.

Q. Are the ARPA funds to be requested separate or incorporated into the Title III for meals or transportation? Does this need a separate budget?

A. Requests for ARPA funds should be incorporated into the request for proposal. The ARPA funds end on September 30, 2024. Therefore, an increase in service levels with ARPA funds would likely not be sustainable for October 1, 2023-December 31, 2024. Bidders desiring ARPA funding are encourage to include one-time only infrastructure requests in their proposals to support service delivery. Please see page 4 of the overview and instructions for examples.

Q. What would be the advantage or difference to doing Grocery assistance rather than running transportation units to the grocery store through General transportation?

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A. In addition to transportation to/from the grocery store/farmer's market, the grocery shopping assistance service may also include assistance with transferring groceries to/from the shopping cart, to/from the transportation vehicle and/or to/from the individual's home.

Q. The descriptions of two service codes are very similar: Service Code 2: Homemaker – Community Based Care and Service Code XX: Housekeeping. Further clarification on the differences between the two is requested.

A. The main differences are the housekeeping service does not include meal related tasks (planning and preparing a meal) nor routine transportation activities: providing an errand outside of the presence of the consumer (e.g., picking up a prescription), grocery shopping assistance, or escort, but not transportation service.

In addition, the homemaker service must comply with Ohio Administrative Code 173-3-06.4 OAA Homemaker. This includes home health aide training requirements and RN or LPN under the direction of an RN supervisory requirements. However, the housekeeping service does not have to comply with OAC 173-3-06.4

Essentially, the housekeeping service includes routine household tasks only (laundry, cleaning).

Q. With respect to senior transportation, what counties has the AOoA determined to be underserved?

A. With respect to senior transportation, the greatest need is in transportation coordination. Some counties in the region still do not have a public transportation system. Pre-pandemic Lucas County was determined to be the most underserved, since available funding did not meet demand. During the pandemic, several providers have faced staffing shortages. In addition, many transportation services are provided with Lucas County Senior Services levy funds. The Area Office on Aging of Northwestern Ohio administers the Lucas County Senior Services levy. However, for most other counties the main senior transportation provider administers their county senior services levy funds.

Q. There are 15 Senior Centers in Lucas County. How many of those centers operate vehicles procured with 5310 funds?

- a. What are the make, model and seating configurations/capacities of those vehicles?
- b. What types of trips are regularly performed by those vehicles (i.e. transport to and from the center, grocery, group outings, etc.)?
- c. What are the total number of trips provided, and total miles driven, on an annual basis for each of those vehicles?
- d. What are the average annual service and maintenance cost for each of those vehicles? Fuel cost? Insurance cost?

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A. The AOoA does not operate any senior centers. Rather, we only contract for services thru this RFP process. Each senior center in Lucas County operates independently. While the AOoA notifies and encourages providers of the availability of 5310 funding, we are not involved in the vehicle procurement process. Therefore, we are unable to answer your questions specific to vehicles procured with 5310 funds.

Q. Finally, page 12 of the RFP states "For OAA HCBS proposals, all final decisions will be made by the PRC Committee and the AOoA Board of Directors". What is the PRC Committee?

A. The PRC is the proposal review committee. This is a group of individuals external to the AOoA staff and employees, who have experience or expertise with home and community based services for older adults.

Q. What if we are not located in Ohio? Are we still eligible if we are providing services remotely? We provide remote support so can support all counties. Please confirm that we can provide remote only services to all counties.

A. The qualifications indicate the business must be in good standing with the Ohio Secretary of State and the Office of the Ohio Attorney General. So in order to apply, a bidder would have to be authorized to provide services in Ohio. If that's the case, a bidder with a business located outside of Ohio would be able to apply.

Q. For the Family Caregiver Support Program and Plan4Home, who makes the referrals? Could you confirm that we don't need to identify participants and do outreach directly, but can work with local partners.

A. Case managers in the Family Caregiver Support Program and Plan4home provide referrals to contracted providers for services. The provider is not responsible for outreach to participants.

Q. For OAA Home and Community Based Services, could you confirm if we need to identify and recruit users or can we use the model that we used when we worked with AOoA last year where local senior centers identified and recruited participants.

A. This is possible. However, the bidder should confirm this with local senior centers first.

Q. Could you confirm if 1:1 training and group lessons teaching participants how to use technology devices would fall into FCSP Education/Training category.

A. Yes, education and training could include instruction on how to use technology devices.

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Q. Can you confirm if 1:1 and group lesson training would fall under “technological equipment and solutions aimed at alleviating negative health effects on social isolation on older adults and/or caregivers....” Is it required to provide equipment or could we provide lessons and support only?

A. If applying for education service, the applicant may apply to provide technology training. However, if applying for a program utilizing technological equipment to reduce social isolation, the bidder would be responsible for providing the equipment or partnering with someone to provide the equipment.

Q. Pertaining to “technological equipment and solutions aimed at alleviating negative health effects on social isolation on older adults and/or caregivers....”, do these need to fall under a service code in taxonomy in Appendix C?

A. Virtual programming provided could be socialization/recreation, education/instruction, health screening/medical assessment (i.e. telehealth), health treatment/medical treatment (i.e. telehealth) and health education/evidence-based wellness programs, which are all in the service taxonomy in Appendix C. Classes provided on how to use the technology and technical support may be either education/instruction or supportive services, which are in the service taxonomy in Appendix C. The equipment if provided would be a separate cost and reported separately as a consumable supply. Internet access, if provided, would also be a separate cost reported separately.

Q. Are services paid upon delivery or are some funds available in advance of delivery for project implementation, set up and admin? Do we bill monthly upon delivery based on usage or based on covered participants?

A. As described on page 6 of the instructions, *the agreement is a purchase of service, which means a provider is paid, wholly or in part, a pre-determined “unit of service” reimbursement rate for goods and services actually delivered in accordance with federal, state and AOoA policies and procedures. All costs to provide the service should be included in the unit of service rate. Payment will be made by the 15th of the month for services provided the month prior, providing accurate fiscal and designated data base reports (i.e. WellSky Aging and Disability (formerly SAMS) database for OAA HCBS providers) were submitted by the 5th working day of the month.*

For services provided in Lucas County, applicants may request start-up funds for a service. This is separate from the unit rate for the service. Start-up costs for a pilot program, should be included in the pilot program costs. Please see page 30 of the instructions for more information.

Furthermore, Policy 402 Service Provider Conditions to Contract Awards (Purchase of Service and Grant Awards) (Page 3 of the Appendix) contains the conditions of participation. Included in the conditions of participation is the clause *the Provider agrees this is a “Purchase of Service” or “Grant” contract, as specified in the current letter of transmittal and will be reimbursed. However, in cases of financial hardship, the Provider may request a one-time, “start-up payment” (not to exceed 15% of the ceiling rate of this contract) in the first month. Such payment shall be granted*

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by declaring hardship and requesting such payment in writing. Subsequent payment of funds will be made at a reimbursable rate throughout the twelve-month period of the contract.

Q. Quality Improvement/Performance Measurement: Should we include suggested performance measurements in our proposal?

A. While not required, we would welcome the inclusion of suggested performance measurements in the proposal.

Q. I am clarifying if the certifications on pages 21, 22, 23 should have signature lines. If so, should we just add them?

A. Signature lines are not required for pages 21, 22 and 23. All of these indicate *By signing this proposal, the applicant certifies...* The signature referenced here is of the Board President and Executive Director Signatures on page 5 of the proposal (Request for AOoA Contract/Agreement section).

Q. Can you please clarify the formatting requirements. In the webinar it was stated that there was not any, however on page 11 of the RFP there are requirements listed. If the requirements listed are to be followed, are those only for the narrative? Or what is the max of 30 pages to include?

A. Sorry for the confusion. The question about formatting asked in the RFP was in reference to the Caregiver Support Program and Plan4Home Application. *All Proposals must be prepared on 8 ½" x 11" letter size paper, typed, with page numbers, 1" margins, minimum 12 pt. font, double-spaced, program narrative should be no more than 30 pages. Paper copy proposals must be securely bound to ensure that the entire contents remain complete and intact. Submit one (1) complete original signature set of all RFP documents.*

OAA Home and Community Based Services

Q. Can the Area Agency on Aging perform client eligibility assessments, as needed, and send meal authorizations to meal providers?

A. The provider is responsible for home delivered meals assessments, which are part of determining client eligibility for home delivered meals. The Area Office on Aging of Northwestern Ohio currently assists with some home delivered meals assessments in Lucas County, but not all assessments.

Q. Are nutrition assessments required for all clients or is this only required to prioritize individuals on a waitlist? And if the provider does not have a waitlist, is this still required? If required, can nutrition assessments be done over the phone?

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Home delivered meal assessments are required initially and then annually for all clients. This is regardless of waitlist status. It is preferred home delivered meal assessments be completed in person, since more information may be obtained about a person's nutrition status and environment.

Family Caregiver Support Program and Plan4Home

Q. Are providers able to apply for Family Caregiver Support Program alone, or must they also provide services for Plan4Home?

A. The contract for Family Caregiver Support and Plan4Home is one combined and applicable to both programs. The unit rate is the same. Historically, Caregiver Support Program provides for short-term services, while Plan4Home contracts for long-term services. If a provider does not have capacity to accept a referral, he/she may decline the referral.

Q. Can the Area Agency on Aging determine caregiver eligibility, as needed, and send meal authorizations to meal providers?

A. Both the Caregiver Support Program and Plan4Home case managers determine eligibility and send meal authorizations to the provider.

Q. I just want to make sure that the application on your website includes services for PERS (Personal Emergency Response Systems)?

A. Yes, the Family Caregiver Support/Plan4Home application includes PERS.

Q. Is there an issue for offering different prices for than PASSPORT?

A. No, there is not an issue for offering a different unit rate than for PASSPORT. The unit rate should be based on the budgeted costs for the service. PASSPORT unit rates are set by the State and may not reflect actual costs.

Q. Does your agency provide any training on the budget preparation? Since I am new to the application process and after reviewing the submitted budget for the last proposal, I would appreciate any help that you can provide.

A. Unfortunately, budget training was not provided prior to the release of the RFP. However, the budget documents were simplified and are rather comprehensive of potential costs associated with service delivery. As mentioned in the bidder's conference, please make sure to allocate costs across services, as applicable. For example, personnel and facilities costs for a senior center would most likely be proportionally distributed across all the services provided within the senior center.

Q. I didn't see an 'ideal' quantity here as far as tablets/older adults-caregivers as far as the target for the RFP?

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A. We do not have a specific number of tablets in mind for this. It would be best to submit a per tablet (all-in cost). That way regardless of the quantity we decide to move forward with, we can do the math on the dollar amount that it would cost.

Q. Just to be clear, for both OAA and Family Caregiver Support Program/Plan4 Home, we should type all of the application information including narratives into the OAA HCBS proposal word document sent by AOoA?

A. Yes, if you are submitting both OAA HCBS proposal and FCSP/Plan4Home application, you should type all of the application information including narratives into the OAA HCBS proposal word document.

Q. Is there a replay of the bidder's conference?

A. Yes, you can watch the Bidder's Conference recording by:

Going to: https://us06web.zoom.us/rec/share/FeD4-tTIPWTVIXSa6EJxAHg2_37rKPHgmY2rr9FZWOp9aWtKDf9X60LxmZi0F5Fj.rclzND7LYpQAbPWl
Passcode: aL*Lc2E\$

Q. Are incontinence products available under this RFP?

A. Incontinence products would be available under the FCSP/Plan4Home Application.

Q. Will the Zoom meeting be recorded?

A. Yes, we will be recording the bidder's conference and posting on our website.
<https://areaofficeonaging.com/landing-pages/proposals>