



REQUEST FOR COMPETITIVE PROPOSALS FOR OLDER AMERICANS ACT COMMUNITY BASED SERVICES

APPLICATION OVERVIEW

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OVERVIEW

The **Western Reserve Area Agency on Aging** (WRAAA) Planning and Service Area (PSA) 10A is soliciting competitive proposals for community based services to be provided to older adults in Cuyahoga, Geauga, Lake, Lorain and Medina counties under Older Americans Act (OAA) Title III-B (Supportive Services), Title III C (Nutrition Services), Title III D (Evidence-Based Health Promotion) and Title III E (Family Caregiver Support Program) funds and State Senior Community Services (SCS) funds for program years 2024 through 2027.

AWARDS AND CONTRACT PERIODS

Successful Applicants will be awarded a *Purchase of Service* contract for each year of the program period. The first contract period begins January 1, 2024 and ends December 31, 2024. The second contract period begins January 1, 2025 and ends December 31, 2025. The third contract period begins January 1, 2026 and ends December 31, 2026. The fourth contract period begins January 1, 2027 and ends December 31, 2027. All contract renewals beyond the first contract period are dependent upon funding, Contractor performance and compliance with contract terms and conditions. All Applicants for an award of OAA Title III funds are required to submit as part of their proposal packet proposed budgets reflecting proposed expenditure of OAA funds for each contract period. Sample budget documents are contained in the excel workbook.

AVAILABLE FUNDING

Older Americans Act funding for 2024 is provided through the Ohio Department of Aging (ODA). Funding beyond the first contract period has not been determined and may be less than projected when initial awards are granted. This may result in fewer awards, smaller awards, or no awards to Applicants. Awards may be reduced at any time if federal or state funding is reduced, even during the contract period.

WRAAA does not at this time know whether it will add any new congregate-meal nutrition sites for program years 2024 through 2027, and future funding for any such new congregate-meal sites remains unknown and undetermined. Should WRAAA receive sufficient funding, and should adding one or more new congregate-meal sites be most advantageous to WRAAA's congregate-meal program with price and/or other factors considered, WRAAA will notify the Food Preparer/caterer selected by WRAAA to service the county(ies) in which the new congregate-meal site[s] will be located [Nutrition Program Groups A-D, I] and make arrangements for that Food Preparer/caterer to service the new congregate site[s].

ALLOCATION OF FUNDS BY COUNTY

It is the policy of WRAAA to allocate available funds to each county in the Planning and Service Area (PSA) by formula. Each county will have available only those funds allocated by such formula. The allocation formula is reflective of the U.S. Census Bureau's American Community Survey 2019 estimates.

Formula Weights

	75+ Population	60+ In Poverty	60+ Minority	60+ Rural	60+ Living Alone
Current	40%	20%	18%	2%	20%

Funding Formula Allocation

	Cuyahoga	Geauga	Lake	Lorain	Medina
Current Formula/2020 Data					
Allocation %	60.11%	4.87%	11.85%	15.01%	8.16%

REQUEST FOR PROPOSAL ANNOUNCEMENT

Announcement of the Request for Competitive Proposals (RFP) for 2023 will be made in September 2023; and will be:

- Posted on WRAAA's website at www.areaagingsolutions.org;
- Sent via email to all *Older Americans Act*, *Alzheimer's Respite* and *PASSPORT* providers currently contracted with WRAAA; and,
- Posted in The Cleveland Plain Dealer legal notice section.

APPLICATION MATERIALS

Applicants are encouraged to read all rules, policies and procedures, instructions, and application materials before making a decision to apply for the Older Americans Act Title III B, C, D and/or E funding. WRAAA is not liable for any costs incurred or associated with the preparation of any Applicant's proposal.

Ohio Department of Aging Rules

Ohio Department of Aging issues rules which are in the Ohio Administrative Code (OAC) and effective for all competitive proposal processes and contract agreements. The applicable rules include but are not limited to: Introduction and Definitions (OAC 173-3-01), Competitive Process (OAC 173-3-05), Appeals (OAC 173-3-09), Provider Agreements (OAC 173-3-04), Mandatory Clauses (OAC 173-3-06), Criminal Background Check (OAC 173-9), Consumer Cost Sharing (OAC 173-3-07). These and all service-related Rules are promulgated as prescribed by law, and may be viewed by copying this address into your web browser: <https://aging.ohio.gov/agencies-and-service-providers/rules-and-forms/currently-effective-rules>

Instructions and Materials

All instructions and materials needed in order to apply for Older Americans Act Title III B, C, D and E funding are available to be downloaded from the WRAAA website at <http://www.areaagingsolutions.org>. Required forms are in Microsoft Word and Excel. Applicants must use these required forms and formats to apply to be awarded a contract to provide community-based services; **no other forms or formats will be accepted for review**. All responses must be typed in a legible font style and size. Acceptable font styles are *Arial* or *Times New Roman*. Acceptable font sizes include 11 or 12 font; hand written responses are not accepted. Documents must be single sided; do not submit double side documents or staple hard copy documents together. Do not submit a USB drive in lieu of using the required Dropbox.

The application instructions and forms are intended by WRAAA to assist Applicants in applying for funding under this *Request for Competitive Proposals (RFP)* announcement. Nothing in the instructions or application documents is intended to impose any paperwork requirements beyond

those specifically required under the regulations of the Ohio Department of Aging (ODA) and the Western Reserve Area Agency on Aging (WRAAA) competitive proposal process.

APPLICATION PROCESS TIMELINE

Request for Competitive Proposals Announcement	September 25, 2023	
Technical Assistance Meeting with WRAAA Staff	October 12, 2023	10:00am
Competitive Proposal Application Due Date	October 20, 2023	3:00pm
Tentative Awards Announcement	November 2023	
First day of OAA 2024 service	January 1, 2024	
Last day of OAA 2024 service	December 31, 2024	

APPLICATION DEADLINE REQUIREMENTS

One (1) Competitive Proposal packet with original signatures must be delivered to the Western Reserve Area Agency on Aging (WRAAA) at 1700 East 13th Street, Cleveland, Ohio, 44114 AND One (1) Competitive Proposal packet with signatures must be submitted **via Dropbox** using the link below by 3pm on October 20, 2023.

<https://www.dropbox.com/request/zfUNWXrEYOuPk1PqUh1J>

Instructions for Dropbox Submission:

- Create a folder on your computer that includes your agency name.
- Save all application documents in that folder. Please make sure that each file includes the application item number listed on the checklist.
- Upload the entire folder containing all of the documents to the drop box.
- Please see document with specific instructions for Dropbox submission.

WRAAA is not responsible for lost submissions. Faxed and emailed proposals will be rejected. It is the responsibility of an Applicant to obtain from WRAAA a receipt to verify physical delivery of the Applicant's packet with original signatures. The receptionist is available to accept delivered competitive proposal packets Monday through Friday from 8am until 4pm.

It is the responsibility of the Applicant to retain a copy of its proposal packet. WRAAA is not responsible for providing copies of submitted proposal packets to the applicant for the current or past years.

Applicant shall respond appropriately and completely to all questions pertaining to the services the Applicant proposes to provide. All Service-Specific Questions issued in connection with this RFP are incorporated by reference herein and a part of this RFP; all Applicant responses to Service-Specific Questions shall be deemed to be part of Applicant's proposal packet and to have been relied upon by WRAAA in making award decisions.

Applications will be reviewed for completeness and compliance with required formats. WRAAA may reject any application, without further review, on the following grounds:

1. The application is not received by the required due date and time;

2. The application is incomplete or missing any of the required documents listed on the document checklist;
3. The application is missing any required signature;
4. The application is sent electronically other than through the “Dropbox” ;
5. The application contains altered application forms and/or formats; or,
6. The application responses are handwritten and/or not in a legible font style or size.

It is **NOT** the responsibility of WRAAA, upon receipt of a proposal application, to inform an Applicant that they have or have not met application requirements, even if the proposal is submitted before the application deadline.

TECHNICAL ASSISTANCE MEETING WITH WRAAA STAFF

WRAAA will hold a technical assistance meeting on **October 12, 2023, at 10:00am.**
This meeting will be held in person at 1700 East 13th St., Suite 114, Cleveland OH 44114 and via Zoom at :

<https://areaagingsolutions.zoom.us/j/95726448094?pwd=dDJlLytSeiJUT2lQTy91VW40eThhdz09>

Meeting ID: 957 2644 8094
Passcode: 516456

One tap mobile
+13092053325,,95726448094# US
+13126266799,,95726448094# US (Chicago)

Dial by your location
• +1 309 205 3325 US
• +1 312 626 6799 US (Chicago)
• +1 646 876 9923 US (New York)
• +1 646 931 3860 US
• +1 301 715 8592 US (Washington DC)

The purpose of this meeting is to provide an opportunity for Applicants to ask WRAAA staff questions about the proposal documents and process.

Please register your in person or Zoom attendance for the technical assistance meeting at:
<https://www.surveymonkey.com/r/QJ6JZGNTECHNICALASSISTANCEMEETING>

APPLICATION QUESTIONS

Other than during the Technical Assistance Meeting, all questions about the application process or documents must be submitted **via e-mail** to RFPQuestions@areaagingsolutions.org. Questions will be compiled, answered and posted on the WRAAA website periodically. No questions will be answered over the phone or via individual email addresses by WRAAA staff. **We encourage all Applicants to check our website regularly for RFP process updates and responses to Applicant questions.**

FUNDED PROGRAMS

Title III of the Older Americans Act provides funding for supportive services, nutrition services, family caregiver support and evidence-based health promotion activities.

- ***Supportive Services (III B)***

Supportive Services provide a range of social services aimed at helping older adults remain independent in their own homes and communities. Funds must support access to services, in-home services, and legal assistance.

Supportive Services

Supportive Service is the process of providing short-term assistance in obtaining needed benefits or services. The contacts need not be at the same time. Activities include: (1) Provision of information about benefits or services through identification, prioritization, and discussion of consumer s' needs. (2) Provision of assistance in obtaining benefits or services through completion of necessary forms, language translation and/or interpretation following screening. (3) Provision of assistance through initial referral and linkage of consumers to appropriate resources. Linkage includes notifying WRAAA of forthcoming contact, scheduling initial appointment assisting/participating with consumer in scheduled appointment. (4) Follow-up by contacting consumer and/or WRAAA to determine outcome of referral/linkage.

Supportive Services cannot be combined with other service, for example, supportive services can be billed for completing assessments for any other OAA funded services.

Staff providing the service must document 8 hours of continuing education annually in benefits assistance and community service topics that are relevant to the needs of older adults.

- ***Transportation Services (III B,E)***

Transportation service transports a consumer from one place to another which includes providing the consumer with assistance to safely enter and exit the vehicle. Examples of places to which the service may transport a consumer are a medical office, congregate dining project site, grocery store, senior center, or government office.

Applicants seeking an Older Americans Act contract to provide transportation services may propose to subcontract transportation services, provided the transportation subcontractor meets all of the requirements and rules of the Older Americans Act; WRAAA approval of a transportation subcontractor shall not relieve a successful Applicant of any transportation duties imposed by the contract awarded by WRAAA to the Applicant. It is also the responsibility of the providers who are successful in receiving an Older Americans Act contract to ensure all documentation, including documentation of an authorized transportation subcontractor, is available during a monitoring review.. Rules governing Transportation Services may be accessed at the following ODA website: <https://aging.ohio.gov/>.

- ***Nutrition Services (III C1, C2)***

The nutrition program provides meals and socialization to older adults in congregate settings such as senior centers, and provides meals to frail older adults in their homes. The purpose of the program is to reduce hunger and food insecurity, promote socialization and provide nutritious meals to the homebound.

Awarded nutrition program providers who receive meals which are prepared by WRAAA contracted food preparers, order meals weekly. Meal orders can be entered into the meal order system beginning on Monday and until 12:00pm noon on Wednesdays. Wednesdays at 12:00 pm noon is the deadline for placing weekly meal orders.

If awarded a contract, nutrition sites are strictly forbidden from communicating directly with a caterer and all such communication shall be through WRAAA unless the communication involves a WRAAA-approved menu adjustment. Failure to comply with this requirement shall be deemed a material breach of contract and may result in termination of such contract. Rules governing Nutrition Services may be accessed at the following ODA website: <https://aging.ohio.gov/>.

- ***Restaurant Vouchers (III C1)***

The purpose of the Restaurant Voucher Program is to offer a healthy meal in a restaurant setting. This program provides eligible consumers with a set number of vouchers per month to receive a meal from an approved authorized restaurant.

WRAAA seeks to have a Restaurant Voucher Program in each county within its PSA; special areas of focus in Cuyahoga County include East Cleveland and the Detroit Shoreway area.

A Restaurant Voucher Program proposal may follow either, or both, of these two models:

- (A) A Restaurant Voucher Program Provider may be a company or organization (i.e. Senior Center, Community Agency, etc.) which will manage all administrative responsibilities, including but are not limited to: completing the consumer assessments; entering the data in the required database; distributing the vouchers to eligible consumers; and, working with the restaurant. Menus must be approved by WRAAA's licensed register dietitian.; or
- (B) A Restaurant Voucher Program Provider may be a restaurant business which will manage all administrative responsibilities, including but are not limited to: completing the consumer assessments; entering the data in the required database; and, distributing the vouchers to the consumer. The restaurant and menus must be approved by WRAAA's licensed register dietitian.

Rules governing restaurant vouchers may be accessed at the following ODA website: <https://aging.ohio.gov/>.

- ***Evidence-Based Health Promotion (III D)***

The primary goals of the Evidence-Based Disease and Health Promotion Prevention Programs are to empower older persons to adopt healthy behaviors, improve health status, and manage chronic conditions, and better enable aging networks to have the capacity to deliver evidence-based programs.

- ***Family Caregiver Support (III-E)***

The Family Caregiver Support Program (FCSP) recognizes the vital role performed by informal caregivers and is authorized by Title III-E of the Older Americans Act. Its intent is to directly benefit informal, unpaid Family Caregivers of eligible consumers with services that are consistent with the Act's mandates, through a statewide, easily identifiable program that supports the efforts of caregivers. These services aid the Family Caregiver to better understand: his/her role; when and how to access assistance; how to utilize services/information; how to be able to decrease stress and better care for their loved one; and, how to access services for themselves and their loved one.

FUNDED SERVICES

Title III B (Supportive Services)

- ADRN
 - Core Services
 - Benefits Assistance
 - Options Counseling
 - Specialized Information and Assistance
 - Optional Service
 - Specialized Care Coordination (Economic Security)
 - Services
 - Benefits Enrollment Centers (BEC)
 - Information & Referral Assistance
- Assisted Transportation
- Chore
- Homemaking
- Legal Assistance
- Supportive Services
- Transportation
- Volunteer Guardianship Programs

Title III C (Nutrition Programs)

- Congregate Meals
- Home Delivered Meals
- Restaurant Voucher Program
 - Nutrition Education (This service applies to all nutrition programs)

Title III D (Evidence-Based Disease Prevention & Health Promotion)

- Better Choices Better Health – Chronic Disease Self-Management Program
- Better Choices Better Health – Diabetes Self-Management Program
- Chronic Disease Self-Management Program (CDSMP)

- Diabetes Empowerment Education Program (DEEP)
- Diabetes Self-Management Program (DSMP)
- Chronic Pain Self-Management Program
- Arthritis Self-Management Program
- Tomando Control de su Salud (Spanish CDSMP/DSMP Program)
- A Matter of Balance
- Bingocize
- Tai Chi Moving for a Better Balance
- Reducing Disability in Alzheimer's Disease (RDAD)
- Healthy Ideas

Title III E (Family Caregiver Support Program)

Caregiver Education, Training and Support Groups

- Support Groups (Caregiver and/or Kinship)
- Education and Training (Caregiver and/or Kinship)

Caregiver Respite Services

- Adult Day Services
- Homemaking
- Personal Care
- Transportation

Supplemental Caregiver Services

- Legal Counseling (Caregiver and/or Kinship)

APPLICATION REVIEW PROCESS

1. All applications deemed complete and *Accepted for Further Consideration by WRAAA* are evaluated by a team of WRAAA staff. Funding recommendations are developed.
2. The WRAAA Chief Executive Officer will provide final input on the evaluations of each of the above groups to the WRAAA Board of Trustees for the final funding decision.

EVALUATION CRITERIA

Each competitive proposal *Accepted for Further Consideration by WRAAA* will be evaluated and scored using the following criteria:

Criteria	Maximum Score
Need for the proposed service within the continuum of service(s) available in the Applicant's geographic service area.	20
Applicant meets all conditions of participation as outlined in the RFP and provides evidence of ability to document service in an accurate and timely manner.	10
Applicant demonstrates knowledge and experience delivering proposed service(s) at the time of application and the capacity to deliver the service in accord with ODA defined service specifications.	20
Applicant demonstrates cost effectiveness, based on an itemization of the costs that comprise the total proposed price for the service.	10
Applicant demonstrates knowledge and experience serving persons of age 60 or older in priority populations.	20

Applicant clearly defines the needs of a specific geographic service area and demonstrates the ability to conduct targeted outreach to priority populations to provide services to meet needs.	20
Total	100

Each proposed service will be evaluated and scored separately. All services will be ranked by score within each county. This is a competitive proposal process that offers, to the maximum extent practical, open and free competition consistent with the requirements of OAC §173-3-05 and 45 CFR §75.329(d). Successful proposals from a responsible firm or company will comply with all RFP requirements and will demonstrate the ability to cost-effectively meet the specifications described herein in a way that will be most advantageous to WRAAA's Program, with price and other factors considered.

The scoring system is used to compare and rank proposed services among providers within each county. However, funding decisions are not determined by scores and rankings alone.

- WRAAA considers priorities related to geographic, demographic, and socioeconomic factors in the review process.
- WRAAA reserves the right to select one or more lower ranked services in order to achieve a continuum of services for targeted populations.
- WRAAA reserves the right to award Applicants less or more funding than requested.
- WRAAA reserves the right to cap the unit cost reimbursement rate.
- WRAAA reserves the right to reject any or all competitive proposals received in response to this Request for Proposal, to reject any part or parts of any competitive proposal, to request additional materials from any or all Applicants, to conditionally select proposals for funding, and to waive any formality in any competitive proposal. Any competitive proposal which is incomplete, conditional, obscure, or which contains additions not requested or irregularities of any kind may be rejected. All Applicants must be in good standing with the WRAAA. WRAAA reserves the right to make changes in program requirements, procedures, and terms after competitive proposals have been submitted, opened and reviewed in order to maximize delivery of services consistent with the objectives of WRAAA's programs.

Following receipt of competitive proposals WRAAA reserves the right to take any of the following actions, if advantageous to its program, with price and other factors considered:

- Negotiate price
- Establish a ceiling rate for services
- Award to multiple providers
- Eliminate any term or condition that is not advantageous to WRAAA, its consumers or funders.

NOTIFICATION OF AWARDS

Notification of preliminary awards and contract material submission deadlines will be made in November 2023. Final approval will take the official form of the contract agreement with the Western Reserve Area Agency on Aging. **Service shall begin on January 1, 2024.** Payment will not be made for any service unit unless a fully executed contract is in place. Therefore, it is

important that all contracting materials be completed correctly and submitted by the announced deadlines so that the contract can be executed on or before January 1, 2024.

CONTRACTING

The contracting method for OAA funds is **Purchase of Service**. A successful Applicant receiving an award, as a contractor, is reimbursed for units of service delivered, based on the agreed upon contracted OAA unit cost.

The OAA unit cost proposed by the Applicant must be based upon the actual cost of providing the service(s). The proposed unit cost is considered during the competitive proposal evaluation. The proposed unit cost reimbursement rate is determined by the Applicant. WRAAA reserves the right to cap the unit cost reimbursement rate. Where substantial and unforeseeable changes in market conditions would materially impact delivery of services to WRAAA consumers and warrant budgetary adjustment WRAAA may in its sole discretion, when in the best interest of its consumers and programs, entertain a request from a successful Applicant to revise/re-allocate the expenditure of OAA funds within its budget for a subsequent contract period.

The contractor must provide 100% of the annual contracted units to achieve 100% reimbursement of contracted funds. If the contractor does not deliver all service units during the contract period, unused OAA funds do not carry over from one program year to another.

WRAAA staff monitors the utilization of all contracted funds monthly. If any contracted provider has not utilized at least 65% of contracted funds by September 30, of each contracted year, the award may be reduced and WRAAA may reallocate funds within the calendar year without a new Request for Proposal.

MATCHING FUNDS, COST SHARING AND VOLUNTARY CONTRIBUTIONS

Matching Funds

OAA funds require a match of 40% for WRAAA catered Congregate and Home-Delivered Meal service awards, 15% for OAA Title IIIB Supportive Services, 15% for Title IIID Evidence-Based Health Promotion and 25% for OAA Title IIIE Family Caregiver Support Services. Local government, levy or other grant maker funds may be applied as match. Match may be cash, in-kind, or a combination of both. There is no match for Nutrition Education.

Cost Sharing

Cost sharing is obtained by invoicing consumers on a sliding-fee scale based on their self-declared income and the most recent Federal Poverty Guidelines. **Providers are required to solicit cost sharing from consumers for some service programs, but prohibited for others.** Appendix A contains a table that summarizes the Cost Sharing Policy Requirements by service. The procedure must be applied consistently and must be compliant with Rule 173-3-07. If a consumer does not share cost, the provision of service is not dependent upon the consumer paying the Cost Sharing invoice.

If the service for which an Applicant applies requires cost sharing, the calculation of the fee should be based on the most recent Federal Poverty Guidelines found in Appendix B; these guidelines are updated periodically in the federal register by the US Department of Health and Human Services and can be referenced at <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines/prior-hhs-poverty-guidelines-federal-register-references/2021-poverty-guidelines>.

Voluntary Contributions

Contracted providers are required to solicit and accept voluntary contributions (program income) for all OAA services (see Appendix A).

REPORTING

Aging and Disability (A&D) – Formerly known as Social Assistance Management System (SAMS) Database

Contracted providers of services shall be required to report service delivery in the A&D database according to the *Ohio Department of Aging Reporting Requirements*. WRAAA will provide successful Applicants with a subscription and license to access the Aging and Disability System (A&D). The number of licenses provided to each provider is at the sole discretion of WRAAA. Contracted providers have the option to purchase additional licenses at their own expense. Access and licenses to A&D are limited to the contract period. Providers will need to access WellSky's website for training opportunities. Contracted providers are responsible for staff training on the A&D database system. All basic training modules are available on a web based platform through WellSky Information Systems. Pricing for this training is available at www.wellsky.com. WellSky provides technical assistance to contracted providers in the use of the A&D system.

Consumers must be registered by the contracted provider in the A&D system, and units of service must be entered into the consumer's record on a monthly basis. A Request For Payment and a print out of the A&D Monthly Agency Summary Report (in a format designated by WRAAA) must be submitted by the 10th day of the month following the provision of the service.

The A & D application is hosted remotely through WellSky Information Systems, Inc. The application is accessible over the internet, without the need to install the application locally. Servers, network administration, updates, installations, maintenance, and disaster recovery are all handled by WellSky and are included in the subscription service.

Each subscriber has a "domain", which is a controlled access area on WellSky's server where applications and customer databases may be accessed. The WRAAA systems administrator arranges access to the site through user ID's and passwords. When users log in to the domain, they are presented with the applications that the domain owner is licensed. Access to specific database information is controlled by the administrator of the application, just as if it were installed locally. The application is HIPAA compliant.

Contracted service providers will be required to follow standard operating protocols defined in the A&D **Standard Operating Protocol Guidelines** which define roles and responsibilities for WRAAA and OAA partner agencies working in the A&D database, which is a consolidated statewide database system. The guide provides general guidelines for confidentiality, data use and access. All Applicants are required to provide data through the WellSky state database.

MONITORING

Each Area Agency on Aging is responsible to the Ohio Department of Aging (ODA) for ensuring that all state and federal funds received from ODA are used in the manner that complies with state and federal laws. WRAAA monitors all contracted providers for compliance with applicable service specifications and conditions of participation. This includes an annual on site and/or virtual visit to review service records and verify units of service reported for reimbursement. Contracted providers who are approved by WRAAA to subcontract transportation services are

responsible for ensuring that all records, including those of the WRAAA-approved transportation subcontractor are available and on site at the time of WRAAA's review of the contracted provider.

OAA NEW PROVIDER ORIENTATION

First-time OAA funded providers, once awarded a contract, will be required to participate in a **New Provider Orientation** session. Other staff members of any such provider may also attend. A meeting will be scheduled if a contract is awarded to a provider which has not before received OAA funding or to a provider which has not received OAA funding in the last four years. This orientation will include an overview of contracting, reporting, monitoring and basic skills in using the A&D database application.

AWARD APPEAL PROCESS

An Applicant may appeal an award decision made by WRAAA in accordance with OAC 173-3-09. Awards or award decisions will be sent by WRAAA by email, ordinary mail, certified mail or other method of delivery.

The process for an appeal may be summarized as follows:

1. An appealing Applicant must submit a letter, signed by the official authorized to sign the appeal, to the Chief Executive Officer of WRAAA, with a copy sent to the President of the Board of Trustees of WRAAA, within two (2) working days of receipt of written notice of an adverse action taken by WRAAA. The grounds for appeal must be specified in the appeal letter and must be based on one or more of the following:
 - a. **Mathematical Miscalculation**
The Applicant is appealing on the basis of mathematical miscalculation on the part of the WRAAA.
 - b. **Inconsistent Policy Application**
The Applicant is appealing on the basis that the WRAAA did not follow legally required processes or its own review requirements and criteria in considering the competitive proposal and recommending an award.
 - c. **Any Other Reason for Appeal Prescribed by Applicable Law**
The Applicant is appealing for another reason prescribed by applicable law; provided, however, that no Applicant may appeal upon a claim or allegation that this RFP or RFP process is legally defective unless such Applicant has first, no later than 14 days prior to the Competitive Proposal Due Date, voiced such a complaint or allegation in writing to WRAAA.
2. If the Appeals Committee determines the appeal is not within the above-established criteria it shall so notify the appealing Applicant. If the Appeals Committee approves the appeal request and determines that the appeal is within the above established criteria, a meeting of the Appeals Committee will be scheduled within five (5) working days, with an appearance by the appealing Applicant, to review both the appeal and the award decision, and to recommend the final action by the Board of Trustees. An appealing Applicant will be notified of the date and time of the meeting. The Appeals Committee will render a final recommendation, in writing, within five (5) working days after the meeting, which shall become the final decision of the WRAAA unless properly appealed to the Board of Trustees.

3. An appealing Applicant to the Board of Trustees may by letter appeal the notice that the appeal is not within the above established criteria, 1(a) to 1(c), or may by letter appeal the final recommendation of the Appeals Committee to the Board of Trustees, with a copy to the Chief Executive Officer of WRAAA, within two (2) working days of receipt of notice that the appeal is not within the above established criteria, 1(a) to 1(c), or within two (2) working days of receipt of notice of the final recommendation of the Appeals Committee. The ground for appeal must be specified in the appeal letter.
4. The Board of Trustees, or in its absence the Board's Executive Committee, will review the appeal at its next meeting, adopt a final course of action and notify the appealing Applicant about its final decision in writing within five (5) working days. The decision of the Board, or its Executive Committee, shall be the final decision of WRAAA, which may be appealed by the Applicant to ODA in accordance with this RFP and applicable law.
5. An Applicant may request a hearing by the ODA. ODA shall only honor a request for an appeal hearing before ODA if the Applicant has fully complied with the written process for appealing an adverse action by WRAAA and WRAAA has rendered its final decision on the appeal, and as required by applicable law.

To request a hearing before ODA, the Applicant shall comply with applicable law no later than fifteen (15) business days after the date that WRAAA renders its final decision, in accordance with OAC 173-3-09 and/or other applicable state and federal law.

ODA shall hold a hearing and render its final decision on the appeal in accordance with applicable law and/or no later than thirty (30) business days after the date of the ODA hearing. The appeal process will comply with applicable state and/or federal law, including, without limitation, OAC 173-3-09. Existing contracts may be extended by WRAAA, in its sole discretion, to accommodate the appeal process of an Applicant, which extension shall not extend the contracts sought in this RFP beyond the end of their stated Term.

ODA is not an agent of WRAAA or authorized to speak or act for WRAAA in connection with this RFP, RFP process, or contract award.

APPENDIX A: PROGRAM INCOME AND COST SHARING POLICY REQUIREMENTS BY SERVICE

Service	Program Income	Cost Sharing
Adult Day Service	Required	Required
Congregate Meals	Required	Prohibited
Restaurant Vouchers	Required	Prohibited
Home Delivered Meals	Required	Prohibited
Homemaker	Required	Required
Personal Care	Required	Required
Transportation	Required	Prohibited
Escort Service	Required	Prohibited
Supportive Services	*	Prohibited
Caregiver Education & Training	Required	Prohibited
Kinship Education & Training	Required	Prohibited
Caregiver Support Group	Required	Prohibited
Kinship Support Group	Required	Prohibited
Protective Services	*	Prohibited
Legal Assistance	*	Prohibited
Legal Counseling (Kinship)	*	Prohibited
Chore	Required	Required

- Donations may be obtained through general solicitations from a consumer who receives the service rather than directly asking the individuals utilizing these services.

APPENDIX B: 2023 POVERTY GUIDELINES

The 2023 Poverty Guidelines for the 48 Contiguous States and the District of Columbia	
Persons in family	Poverty guideline
1	\$14,580
2	\$19,720
3	\$24,860
4	\$30,000
5	\$35,140
6	\$40,280
7	\$45,420
8	\$50,560
For families with more than 8 persons, add \$5,140 for each additional person.	

For the most up-to-date information, refer to the website of the US Department of Health & Human Services, Assistant Secretary for Planning and Evaluation

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