



**Western Reserve**

Area Agency on Aging

# **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 2020 and 2021.

## AWARDS AND CONTRACT PERIOD

Successful Applicants will be awarded a *Purchase of Service* contract for each year of the program period. The first contract period begins January 1, 2020 and ends December 31, 2020. The second contract period begins January 1, 2021 and ends December 31, 2021. Contract renewals are dependent upon Contractor performance and compliance with contract terms and conditions.

## AVAILABLE FUNDING

Older Americans Act funding for 2020 is provided through the Ohio Department of Aging (ODA). Funding available for program year 2020 has not been determined. Therefore, funding may be less than projected when awards are granted. This may result in fewer awards, smaller awards, or no awards to Applicants. In addition, 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 2020 and/or 2021, and future funding for any such new congregate-meal sites remains unknown and undetermined. Should WRAAA receive sufficient funding during program years 2020 or 2021, 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 site[s].

## ALLOCATION OF FUNDS BY COUNTY

It is the policy of the WRAAA Board of Trustees that available funds shall be allocated to each county in the Planning and Service Area (PSA) by formula. Each county will have only those funds allocated by formula available to it. The allocation formula reflects 2010 census data for those elements for which 2010 census data is available. 2010 Census data and the 2013-2017 5-year American Community Survey estimates are the best available data to apply to the WRAAA Older American Act funding formula in 2020 and 2021.

60+	2010 Census
75+	2010 Census
60+ in poverty	2005-2009 ACS
60+ living alone	2010 Census
60+ minority	2010 Census
60+ rural	2010 Census

	TOTAL POP 60+ 2010	TOTAL POP 75+ 2010	60+ IN POVERTY 2009	60+ MINORITY 2010	60+ RURAL 2010	60+ LIVING ALONE 2010
Data Source	Census	Census	ACS	Census	Census	Census
Cuyahoga	272,470	102,935	28,565	74,318	2120	85,451
Geauga	20,683	6,466	1,350	529	12293	4,052
Lake	51,488	17,546	2,050	1,925	3,626	13,118
Lorain	61,544	20,203	4,650	6,590	7,820	14,852
Medina	33,191	9,795	1,405	790	10,841	6,979
	439,386	156,945	38,020	84,152	36,700	124,452

### Formula Weights

	60+ Population	75+ Population	60+ In Poverty	60+ Minority	60+ Rural	60+ Living Alone
Current	0%	40%	20%	18%	2%	20%

### Funding Formula Allocation

	Cuyahoga	Geauga	Lake	Lorain	Medina
<b>Current Formula/2010 Data</b>					
Allocation %	71.04%	3.74%	8.30%	11.88%	5.04%

### REQUEST FOR PROPOSAL ANNOUNCEMENT

Announcement of the Request for Competitive Proposals (RFP) for 2020 will be made in September 2019 posted on WRAAA website [www.areaagingsolutions.org](http://www.areaagingsolutions.org)

- Sent via email to all *Older Americans Act*, *Alzheimer's Respite* and *PASSPORT* providers currently contracted with WRAAA.
- Posted in The 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. The 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 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 may be viewed by copying this address into your web browser <https://aging.ohio.gov/Rules>

*Instructions and Materials*

All instructions and materials needed to apply for Older Americans Act Title III B, C, D and E funding are available to download from the WRAAA website at <http://www.areaagingsolutions.org>. Required forms are in Microsoft Word and Excel. Applicants must use these forms and formats to apply for services; **other forms and formats will not 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.

The instructions and application documents are intended 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 paper work 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 11, 2019	
Technical Assistance Meeting with WRAAA Staff	<b>September 30, 2019</b>	<b>10:00am</b>
<b>Early Submission Deadline for Completion Review</b>	<b>October 7, 2019</b>	<b>4:00pm</b>
<b>Competitive Proposal Application Due Date</b>	<b>October 18, 2019</b>	<b>4:00pm</b>
Tentative Awards Announcement	November 2019	
First day of OAA 2020 service	January 1, 2020	
Last day of OAA 2020 service	December 31, 2020	

**APPLICATION DEADLINE REQUIREMENTS**

**One (1) complete proposal application packet with original signatures, plus one copy of the proposal application packet must be received by the Western Reserve Area Agency on Aging (WRAAA) at 1700 East 13<sup>th</sup> Street, Suite 114, Cleveland, Ohio, 44114 by 4:00 p.m. on October 18, 2019, and Applicants must obtain from WRAAA a receipt acknowledging WRAAA’s receipt of the application. Only one proposal application will be accepted per Applicant. This application must include all proposed services.**

Applicant shall respond appropriately to all questions pertaining to the serve the applicant proposes to provide, only.

Applications will be reviewed for completeness and compliance with required formats. The Western Reserve Area Agency on Aging will reject applications without further review, on the following grounds:

1. The application is not received by the required stated due date and time.
2. The application is missing any required document listed on the document checklist.
3. The application is missing any required signature.
4. The application is emailed or faxed.
5. The application contains altered application forms and/or formats.
6. The application responses are hand written and/or not in a legible font style or size.

It is ***NOT*** the responsibility of the WRAAA, upon receipt of the proposal application, to notify Applicants if they have not met any of the above listed application deadline requirements for completeness and/or compliance with required formats, even if the proposal is submitted before the application deadline.

### **OPTIONAL EARLY APPLICATION SUBMISSION FOR COMPLETION REVIEW**

If you would like your application reviewed for completeness, you must submit a complete proposal application and the complete proposal application copy and a *Completion Review Request Form* **on or before October 7, 2019 at 4pm**. Each Applicant shall make no more than one (1) request for a completion review. WRAAA staff will review the application for completeness, and inform the applicant on or before **October 11, 2019** if the application is deemed incomplete. The applicant then has the option to make corrections and resubmit the proposal by the final submission deadline of **October 18, 2019 at 4pm**.

The *Completion Review Request Form* includes the Applicant contact information (including the e-mail address), lists the documents that will be reviewed, and the signature of the Applicant agreeing to the terms and conditions of the completion review process. No applications will be reviewed without a completed and signed request form, even if the application is received prior to the deadline of **October 7, 2019 at 4pm**.

#### *Conditions of the Completion Review Process:*

- The application is not reviewed for responsiveness. Therefore, the content of question responses will not be reviewed or scored.
- If your application is found to contain all the required documents, signatures, formats and forms, no further action will be required. Your application will be considered *Accepted for Further Consideration by WRAAA*.
- If your application is found to be incomplete it will **not** be *accepted for further consideration* by WRAAA and you will be notified by **e-mail on or before October 11, 2019**. WRAAA will retain the copy of your original proposal application, as submitted.

It is the responsibility of the Applicant to pick up the original proposal application by **October 11, 2019 at 4pm** at the WRAAA offices at 1700 E. 13<sup>th</sup> Street, Suite 114, Cleveland Ohio 44114. **The WRAAA will not mail, email or fax proposal applications back to the Applicant.**

### **TECHNICAL ASSISTANCE MEETING WITH WRAAA STAFF**

WRAAA will hold a technical assistance meeting on **September 30, 2019 at 10:00 am**. **This meeting will be held at** the WRAAA, 1700 E. 13<sup>th</sup> Street, Suite 114, Cleveland, Ohio, 44114.

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 attendance for the technical assistance meeting at <https://www.surveymonkey.com/r/2020WRAARFP>.

## APPLICATION QUESTIONS

Other than in the Technical Assistance Meeting, all questions about the application process or documents must be sent via e-mail [RFPQuestions@areaagingsolutions.org](mailto: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 updates.**

## FUNDED SERVICES

### Older Americans Act Title III Services

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.

#### ***Aging and Disability Resource Network (ADRN) (IIIB)***

The goal of the Western Reserve Area Agency on Aging is to create a highly visible and trusted *Aging and Disability Resource Network* that adults of all incomes, ages, and disabilities turn to for information and assistance in accessing the full range of long term services and support options, both public and private. This network enhances individual choice and access, supports informed decision-making and increases the cost effectiveness of long term services and support systems. Each ADRN partner develops formal partnerships that will assist consumers as they transition from one care setting to another or from one public program payer to another.

The services of the ADRN are designed to create community living options for consumers. Services include Specialized Information and Assistance, Information & Referral, Benefits Assistance, Options Counseling and Specialized Care Coordination (Economic Security). Services are delivered by defined provider types which include:

- Aging and Disability Resource Centers (ADRC)
  - Provides the services of the ADRN in a specific geographical area or for a specified population
    1. Specialized Information & Assistance,
    2. Benefits Assistance and
    3. Options Counseling
- Benefits Enrollment Center (BEC)
  - Provides Benefits Assistance
- Information & Referral/Assistance(I&R/A) Centers
  - Provides I&R/A services for targeted consumers

Agencies must indicate whether they are applying to be designated as an ADRC, BEC, or I&R/A. Applicants are required to complete the questions for each services corresponding to their proposed provider type.

Specialized Care Coordination (Economic Security) is an optional service that can be applied for.

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

The nutrition program provides meals and socialization to older adults in congregate settings such as senior centers and 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.

If awarded a contract, nutrition sites are forbidden from communicating directly with a caterer and all such communication shall be through WRAAA, unless the communication involves a WRAAA-approved menu adjustment.

### ***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
- 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 caregivers with services consistent with the Act's mandates through a statewide, easily identifiable program that supports the efforts of caregivers.

Unlike many other programs funded and managed by the Western Reserve Area Agency on Aging, the **Family Caregiver** is the target of this program. These services aid the Family Caregiver to better understand his/her role, when and how to access assistance, how to utilize services/information to be able to decrease stress, better care for their loved one, and access services for themselves and their loved one.

#### Family Caregiver Eligibility

For all III E funded services consumers must meet the definitions of Family Caregiver or Kinship Caregiver:

*Family Caregiver* means an adult family member, or another individual, who is an informal provider of in-home and community care to an older individual or to an individual with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction.

*Kinship Caregiver* means a grandparent or older individual who is a relative caregiver meaning the caregiver is a grandparent or step-grandparent of a child, or a relative of a child who is 55 years of age or older and lives with the child; is the primary caregiver of the child because the biological or adoptive parents are unable or unwilling to serve as the primary caregiver of the child; and has a legal relationship to the child, as such legal custody or guardianship, or is raising the child informally. The Kinship Caregiver and child must live in the same household and the *Kinship Caregiver* must be the primary caregiver

of the child. This does not mean a multi-generational household, or a grandparent who cares for the child during the day or on occasion

*Respite Care* means services that enable caregivers to be temporarily relieved from their care giving responsibilities which may include in-home, adult institutional and emergency respite.

For any of the following core support services: Caregiver support groups; Caregiver training; Kinship Caregivers Support Groups, Kinship Caregiver training the person must meet the definition of Caregiver or Kinship Caregiver, no other restrictions apply.

### Respite

#### *Family Caregiver Involvement*

Respite providers must have assessed the Family Caregiver's needs and for their involvement and acceptance of the care plan. In planning respite the provider will confer with the Family Caregiver on the implementation of the service plan. The Family Caregiver evaluation of his/her own needs will be the driving force in determining which of the available services he/she receives.

*For respite, the FCSP eligibility criteria are:*

- Family Caregivers age 18 or over, who are caring for an individual who is 60 years old or older and frail; or family caregivers of a person with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction may be served regardless of the age of the person with dementia.
- For Caregiver Respite services the Family Caregiver must be relieved from providing care; i.e. they must provide care to the Care Recipient to be eligible. The assessment should include the type and frequency of care provided.
- For the purpose of respite and supplemental services, the term frail means a person who is unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing, or supervision; or due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual. In this context, 'Frail' has the same meaning as 'At Risk of Institutionalization'.

## **Funded Services**

### **Title III B (Supportive Services)**

- Transportation
- Assisted Transportation
- Supportive Services
- Legal Assistance
- Volunteer Guardianship Programs
- Homemaking
- Chore
- ADRN
  - Core Services



- Benefits Assistance
- Specialized Information and Assistance
- Options Counseling
- Optional Service
  - Specialized Care Coordination (Economic Security)
- Services
  - Benefits Enrollment Centers (BEC)
  - Information & Referral Assistance

### **Title III C (Nutrition Programs)**

- Congregate Meals
- Restaurant Voucher Program
- Home Delivered Meals
- Nutrition Education

### **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 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
- 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 (Caregiving and/or Kinship)
- Education and Training (Caregiving 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
<b>Total</b>	<b>100</b>

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 provider agencies 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 Program.

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 2019. 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, 2020.** However, payment will not be made for service units 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, 2020.

## **CONTRACTING**

The contracting method for OAA funds is **Purchase of Service**. A contractor is reimbursed for units of service delivered, based upon the contracted OAA unit cost.

The OAA unit cost is proposed by the Applicant, and must be based upon the actual cost of providing the service. The proposed unit cost is considered during the competitive proposal evaluation. The unit cost reimbursement rate is not specified by WRAAA, nor is it negotiated. However, WRAAA reserves the right to cap the unit cost reimbursement rate.

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.

The 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, 2020 and each contracted year, the award may be reduced and the WRAAA may reallocate funds within the calendar year without a new Request for Proposal.

## **DONATIONS, COST SHARING AND MATCHING FUNDS**

### *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 or 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. **Cost sharing is required for some services, and 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. The provision of service is not dependent upon the consumer paying the Cost Sharing invoice.

**If your service requires Cost sharing**, the sliding fee scale has been determined by ODA. The calculation of the fee should be based on the most recent Federal Poverty Guidelines; the guidelines that are currently in effect can be 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 <http://aspe.hhs.gov/poverty/index.shtml>

#### *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 agency is at the sole discretion of WRAAA. Contracted agencies 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 agencies 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](http://www.wellsky.com). Wellsky provides technical assistance to contracted agencies 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 print out of the A&D Monthly Agency Summary Report (in a format designated by WRAAA) must be submitted by the 10<sup>th</sup> day of the month following the provision of the service.

The SAMS 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 agencies 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 assurance of compliance to data access and operating protocols.

## **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. The WRAAA monitors all contracted providers for compliance with applicable service specifications and conditions of participation. This includes an annual on site visit to review service records and verify units of service reported for reimbursement.

## **OAA NEW PROVIDER ORIENTATION**

The first-time OAA funded providers, once awarded a contract will be required to participate in a **New Provider Orientation** session at the Western Reserve Area Agency on Aging office. Other staff members of a provider may also attend. However, the meeting will occur only 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. The date for the new provider orientation will be determined.

## **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 is as required by state and federal law, and 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 the WRAAA with a copy sent to the President of the Board of Trustees of the 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 the 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 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 the 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**

<b>Service</b>	<b>Program Income</b>	<b>Cost Sharing</b>
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
Home Maintenance, Repair & Modification	Required	Required
Benefits Assistance	*	Prohibited
Information and Referral	*	Prohibited
Options Counseling	*	Prohibited
Specialized Information and Assistance	*	Prohibited
Specialized Care Coordination – Economy Security	*	Prohibited

\* 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: 2019 POVERTY GUIDELINES**

<b>The 2019 Poverty Guidelines for the 48 Contiguous States and the District of Columbia</b>	
<b>Persons in family</b>	<b>Poverty guideline</b>
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$34,590
7	\$39,010
8	\$43,430
For families with more than 8 persons, add \$4,320 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