

**ADULT DAY CARE
FY2021**

**PART 2
SPECIFICATIONS FOR SERVICE
*Aging Ahead***

- CONTRACT PERIOD:** July 1, 2020 to June 30, 2021
Aging Ahead reserves the right to consider extension of the contract on an annual basis up to a total of three years. A provider would be notified five months prior to the end of the contract year of any offer of extension. For this bid, contracts will be issued with a start date of November 1, 2020.
- SERVICE:** Adult Day Care Services
- SERVICE AREA:** St. Louis, St. Charles, Jefferson, Franklin Counties
- ELIGIBLE PERSONS:** Persons 60 years of age or older
- SERVICE OBJECTIVE:** A group program designed to provide care and supervision to meet social, recreational, therapeutic needs of functionally impaired older adults, 60+ for periods of less than twenty-four hours but more than two hours per day in a place other than the adults own home.
- UNIT OF SERVICE:** One unit equals one hour of adult day care services for a client.

SERVICE DELIVERY SYSTEM

Provider Must:

1. Comply with Federal and State Regulations and meet all State Standards for licensure. Provider shall also comply with Division of Senior and Disability Services/*Aging Ahead* standards now in force or under development.
2. Provide a program of therapeutic and socialization treatments and activities for isolated frail older adults who cannot be served by existing social services but who can benefit from intensive socialization.
3. Develop an individual care plan for each client, consisting of 2-6 hours of care daily.
4. Conduct a quarterly evaluation of each participant's individual care plan to determine improvement/maintenance of psycho/social and physical functioning.
5. Meet semi-annually with participants and/or their families to evaluate participant's progress.
6. Conduct or participate in at least six community presentations/informative meetings/seminars to promote community awareness of program; broaden and strengthen referral network with other social service agencies; increase public awareness and understanding of adult day care and its importance in the continuum of care for frail older adults.

7. Provide plan to coordinate client transportation needs with existing community transportation resources.
8. Provide daily hot nutritionally balanced meals to clients participating in the program.
9. Submit monthly report and billing forms to *Aging Ahead* and maintain all required back-up information.
10. Provider shall be required to enter all client information and units of service into the Aging IS system. Each provider will be responsible for the monthly fee for the use of the necessary Aging IS seat(s) while the contract is in effect.

METHOD OF BID

1. Interested provider of service must complete a Request for Proposal and submit an application for funds.
2. Proposal must meet all specifications as stated in Service Delivery System.
3. Proprietary agencies must include profit margin in each unit.
4. Funds for this program will be supplied by Older Americans Act Funds which has a 15% Cost Sharing or Matching requirement.
5. Maximum allowable administration costs shall not exceed 12% of total budget request.
6. Reimbursement from *Aging Ahead* contract amount shall not exceed one-fourth of the total per quarter, unless the reimbursement for the previous quarter was less than one-fourth of the total *Aging Ahead* amount.
7. Complete RFP Section E (page 20) addressing each of the following requirements:
 - A. Plan to complete all of the requirements detailed in the Adult Day Care Specifications Service Delivery System parts 1-10.
 - B. Plan to assure compliance with Code of State Regulations Service Standards for Adult Day Care.
 - C. Staff orientation and In-Service Training Plans including:
 - 1) Description of the Orientation Training Plan:
 - a. List topics to be addressed;
 - b. Identify orientation methods to be used; i.e., classroom, on-the-job, etc.;
 - c. Identify staff and/or outside organizations primarily responsible for providing orientation training;
 - d. Describe documentation procedures for orientation training.
 - 2) Describe the In-Service Training Plan:
 - a) List topics to be addressed;

- b) Identify in-service training methods to be used;
- c) Identify staff and/or outside organizations primarily responsible for providing in-service training.
- d) Describe documentation procedures for in-service training.

D. Training and Orientation for volunteers

E. Record keeping and contribution system

- 1) Identify location of records;
- 2) Specify confidentiality safeguards;
- 3) Describe the procedures for invoicing;
- 4) Describe the methods used to ask for client contributions including the frequency of opportunity to contribute; (Describe methods for collecting and recording contributions);
- 5) Describe the procedures used to assure that all contributions are used to expand the services.

F. Description of grievance and complaint procedure

G. Denial of services policy

H. Inclement weather policy

I. Marketing methods:

Describe the communication network used to inform the target population about the proposed service. Consider items such as a toll-free number, methods to reach clients who do not have telephones, brochures, newspaper ads, and other marketing activities.

J. Describe methods for coordination with other ***Aging Ahead*** sponsored services for the proposed service area and with other agencies/organizations which might benefit service recipient. The following procedures may be used by service providers in coordinating activities:

- 1) Identify people and/or organizations that will enhance program capabilities either now or in the future;
- 2) Contact related agencies and organizations within the surrounding service area;
- 3) Negotiate understandings which outline coordinative efforts to be undertaken;
- 4) Document activities resulting from coordinative efforts;
- 5) Attend ***Aging Ahead*** networking day for providers.

K. Citizen Participation, Support Network, Outreach:

Provider shall have in place by the effective date of this contract a program of outreach for the purpose of informing the target population about the proposed services. Providers must demonstrate that they have the capability to implement a planned program to obtain local citizen input regarding the operation of the proposed service.

- 1) Describe the provisions for active citizen participation. Consider the use of an advisory committee, a suggestion box system and area meetings.
- 2) Describe a planned program for recruiting, training and utilizing volunteers. Volunteers must confirm with any pertinent standards.

- 3) Describe planned fund-raising activities. Consider items such as local government agency support, service club support, private sector support, special events, social gatherings.
- 4) Include specific plan to reach socially and economically needy with emphasis on reaching low income, minority individuals.
- 5) Describe conflict of interest policy (or attach copy).