

# **Elder Options**

THE AREA AGENCY ON AGING

FOR

PSA 3

**Community Care for the Elderly Program**

## **Request for Proposal (RFP)**

**For**

**Lead Agency Designation**

**Putnam County**

November 18, 2024



<b>TITLE</b>	<b>DESCRIPTION</b>	<b>PAGE</b>
<b>SECTION A</b>	<b>INTRODUCTION</b>	5
1.	Legislatively Mandated Requirements	5
2.	Statement of Need	7
3.	Statement of Purpose	9
<b>SECTION B</b>	<b>RFP SPECIFICATIONS: MINIMUM REQUIREMENTS TO MEET</b>	14
1.	<b>Program Requirements</b>	14
1.a.	<b>Service Delivery Methodology</b>	14
1.	Program Coordination	14
2.	Case Management and Core Services	15
3.	Community Care Service System	16
1.b.	<b>Lead Agency Requirements</b>	16
1.	Coordination	16
2.	Confidentiality	17
3.	Consumer Identification	18
4.	Comprehensive Assessment of Eligible Consumers	24
5.	Provision of Services to Adult Protective Services Referrals	24
6.	Service Care Plan	26
7.	Resource Management and Development	26
8.	Quality Assurance	28
9.	Co-Payment	28
10.	Disaster Preparedness and Emergency Related Service Provision	29
11.	Social Security Number Disclosure	30
12.	Consumer Adverse Incident, Complaint and Grievance Procedures	31
13.	Personnel Standards and Employee Benefits	31
14.	Organization Chart	32
15.	Reporting	32
16.	Staffing and Facility Requirements	33
17.	Training	35

<b>TITLE</b>	<b>DESCRIPTION</b>	<b>PAGE</b>
18.	Volunteers	36
<b>1.c.</b>	<b>Coordination of Case Management &amp; Consumers to be Case Managed</b>	37
<b>1.d.</b>	<b>Services to be Coordinated</b>	38
<b>1.e.</b>	<b>Special Conditions</b>	39
<b>1.f.</b>	<b>Goals and Objectives</b>	39
<b>2.</b>	<b>General Information</b>	40
a.	Contact Person	40
b.	Inquiries / Cone of Silence	41
c.	Funding Levels	42
d.	Matching Requirement	43
e.	Type of Contract and Method of Payment	43
f.	Allowable Costs, Method of Cost Presentation and Method of Payment	44
g.	Trade Secrets	45
h.	Costs of Preparation of Proposal	46
i.	Proposal Deadlines	47
j.	Pre-Proposal Conference	49
k.	Notice of Intent to Submit a Proposal	49
l.	Acceptance of Proposal	50
m.	Submission Procedure	51
n.	Notice of Intent to Award and Notice of Contract Award	52
o.	Appeal Process	53
p.	Contract Terms and Conditions	54
<b>SECTION C</b>	<b>INSTRUCTIONS TO BIDDERS</b>	55
1.	Bidder Certification	55
2.	Service Provider Application Formats	56
2.a.	Service Provider Summary Information Page	56
2.b.	Program Module – General Requirements	56
2.c.	Match Commitment	56

<b>TITLE</b>	<b>DESCRIPTION</b>	<b>PAGE</b>
2.d.	Availability of Documents, Assurances and Resolution	57
2.e.	Subcontracts	57
2.f.	Contract Module – General Requirements	57
3.	Organizational Capability Package	58
<hr/>		
<b>SECTION D</b>	<b>PROPOSAL EVALUATION CRITERIA</b>	59
1.	Description of Evaluation Criteria	59
2.	RFP Rating Sheet	61
<hr/>		
APPENDIX I	Sample Standard Contracts	I
APPENDIX II	Notice of Intent to Submit Proposal	II
APPENDIX III	Contract Terms and Conditions Statement	III
APPENDIX IV	Statement of No Involvement	IV
APPENDIX Va	Service Provider Application Guidelines and Instructions	Va
APPENDIX Vb	Overview of Cost Principles for the UCM	Vb
APPENDIX Vc	Supporting Documentation for UCM	Vc
APPENDIX Vd	UCM Training Presentation	Vd
APPENDIX VIa	Service Provider Application Formats (Program Module)	VIa
APPENDIX VIb	Organizational Capability Package	VIb
APPENDIX VIc	Contract Module/Unit Cost Methodology	VIc
APPENDIX VII	Administrative Assessment Checklist	VII
APPENDIX VIII	Fatal Criteria	VIII
APPENDIX IX	Proposal Evaluation Instrument	IX
APPENDIX X	Appeal Procedures	X
APPENDIX XI	Bidder Checklist	XI
APPENDIX XII	Funding Allocations & Expenditure History	XII
APPENDIX XIII	Current Approved Services & Maximum Unit Rates	XIII
APPENDIX XIV	Statement Assuring No CCE Funds Used in Development of RFP	XIV
APPENDIX XV	DOEA 701B Comprehensive Assessment Form	XV
APPENDIX XVI	Adult Protective Services Referrals Operations Manual	XVI

## **SECTION A - INTRODUCTION**

### **1. Legislatively Mandated Requirements**

The Community Care for the Elderly (CCE) Act (ss. 430.201-430.207, Florida Statutes (F.S.)) was created by the Florida Legislature to assist functionally impaired elderly persons to live dignified and reasonably independent lives in their own homes, or in the homes of relatives or caregivers. The CCE program provides a continuum of care through the development, expansion, reorganization and coordination of multiple community-based services to assist elders to reside in the least restrictive environment suitable to their needs.

Pursuant to ss. 430.203 and 430.204, F.S., a Lead Agency must be designated for each community care service system. A community care service system is defined as a service network comprised of a variety of home-delivered services, day care services, and other basic services (referred to as home and community based services). The primary goal of the community care service system is to prevent unnecessary institutionalization of functionally impaired elderly persons by providing community-based services.

In accordance with s. 430.203(9)(c), F. S., ...the Lead Agency must be given the authority and responsibility to coordinate some or all of the services, either directly or through subcontracts, for functionally impaired elderly persons. These services include, but are not limited to, case management, homemaker and chore services, respite care, adult day care, personal care services, home-delivered meals, and emergency alert response services. The Lead Agency must compile CCE statistics and monitor, when applicable, subcontracts with agencies providing core services. Pursuant to s. 430.203(9), F.S., agencies must be designated at least once every six years

as a result of a competitive procurement conducted through a Request for Proposal (RFP) process.

The goal of the RFP is to define the scope of work to be accomplished, and convey the requirements and expectations for Lead Agency designation under the Community Care for the Elderly Act. Pursuant to s. 430.203(9),(a), F.S., these guidelines include requirements for the “assurance of quality and cost efficiency of services, minimum personnel standards, and employee benefits.”

Elder Options has been designated by the State of Florida Department of Elder Affairs (DOEA) as the Area Agency on Aging (AAA) for Planning and Service Area 3, which covers Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, and Union counties. As such, it is identified by the State as the contracting agency of choice for the coordination and administration of the CCE Program in PSA 3. Elder Options intends to fulfill the legislatively mandated requirements referenced above by issuing this RFP for Putnam County for the contract period beginning July 1, 2025 and ending June 30, 2026 for the provision of CCE services. The CCE contracts procured through this RFP process may be renewed for five additional years, contingent upon satisfactory performance and availability of funds. Community-based organizations interested in obtaining a CCE Lead Agency designation are required to submit written proposals detailing their qualifications and plans for providing case management services, coordination of home and community based services and other Lead Agency required functions of the CCE program. **The winner of the bid will be designated as the CCE Lead Agency and will be awarded the CCE, Home Care for the Elderly (HCE) and Alzheimer’s Disease Initiative (ADI) grants.**

## 2. Statement of Need

Demographic data of the 60 years of age and over population for Planning and Service Area 3, obtained from the DOEA, indicates the sixteen counties within PSA 3 have approximately 661,640 residents aged 60 and older representing 36 percent of the PSA's total population and 28 percent of the State of Florida's sixty and older population. We anticipate over the next 10 years, a considerable number of residents will become elders as a result of net migration and the cohort of "baby boomers" continuing to age into retirement. It is estimated that by 2045, the older adult population will exceed 30 percent of the state's population (Florida State Plan on Aging 2022-2025).

In addition to the number and percent of elders projected to increase in the coming years, people are also living longer. An expected consequence is the continued rise in the need for long-term care services. Programs must be prepared and adequately funded to increase their staffing and operation capacity to prevent shortages in the care and services available to those in need. (Florida State Plan on Aging 2022-2025).

Along with these rising trends, there are challenges in addressing the increasing size of the 60 and older population. It is reasonable to expect as these individuals age in place and begin to cope with infirmities of old age, their reliance on a caregiver to help with their activities of daily living will also grow. Demographic trends begin to impact other trends, such as the ratio of available caregivers which is expected to drop from 4.4 to 2.8 by 2030. (Florida State Plan on Aging 2022-2025).

Queries of the DOEA Enterprise Client Information & Registration Tracking System (eCIRTS) on services most often provided under the CCE program indicate the need to support functionally impaired elders with ongoing assistance and caregiving whether provided through formal or informal means.

The CCE services currently in contract across Planning and Service Area 3 to frail consumers under this program are:

- Adult Day Care
- Assurance
- Case Aide
- Case Management
- Chore
- Companionship
- Emergency Alert Response
- Home Delivered Meals
- Home Health Aide
- Homemaker
- Housing Improvement
- Material Aid
- Nutrition Counseling
- Personal Care
- Pest Control
- Respite In-Home
- Shopping Assistance
- Specialized Medical Equipment, Services and Supplies
- Transportation

The gap between people served and people awaiting services, as well as the disparity between client needs and depth of services actually provided, poses a serious concern for thought and action. As the contracting agency for development, coordination and administration of the CCE Program in Planning and Service Area 3, Elder Options intends to address these concerns through issuance of this RFP, which seeks innovative approaches to service delivery and program management, while emphasizing improved quality and customer satisfaction, all at a reasonable cost.



### **3. Statement of Purpose**

The purpose of this RFP is to solicit applications from qualified agencies / organizations interested in providing case management, core service(s) coordination and other functions required by law for a CCE Lead Agency. The purpose of this RFP is for the AAA to select one CCE Lead Agency for each county / Community Care Service Area (CCSA) in Planning and Service Area 3.

The purpose of a designated Lead Agency is to provide case management to all CCE, HCE and ADI clients and ensure service integration and coordination of service providers within the CCSA.

The responsibilities of a designated Lead Agency are to:

1. Ensure all other funding sources available have been exhausted before using CCE, HCE and / or ADI funds.
2. Establish coordination with all community-based health and social services for functionally impaired older persons funded wholly, or in part, by federal, state and local funds to provide a continuum of care.
3. Deliver directly, or through subcontracts, core and other necessary contracted services.
4. Provide case management to applicants and ongoing recipients of core and other contracted services.
5. Assess and collect co-payments for core and other contracted services.
6. Train and use volunteers to the fullest extent possible to provide services to clients and assist with other Lead Agency activities.
7. Compile accurate reports.
8. Monitor subcontract / vendor agreements to ensure quality services and efficient use of funds. Make payments to subcontractors for core and other contracted services.

9. Initiate and maintain coordination among agencies.
10. Arrange in-service training for staff, volunteers, core service subcontractors and other contracted service providers, in compliance with the DOEA Programs and Services Handbook. **Please note:** The DOEA Programs and Services Handbook is available on Elder Options' website at <https://elderaffairs.org/publications-reports/programs-services-handbook/>
11. Accept voluntary contributions, gifts and grants to carry out a community care service system.
12. Demonstrate innovative approaches to program management, staff training and service delivery that impact cost avoidance, cost-effectiveness and program efficiency.
13. Establish and follow procedures for handling recipient complaints concerning adverse actions such as service termination, suspension or service reduction.
14. Conduct client satisfaction surveys to evaluate and improve service delivery.
15. Implement measurable client outcomes directed at:
  - a. Maintaining clients in the least restrictive settings
  - b. Targeting high risk clients
  - c. Improving quality of life
  - d. Maintaining or improving functional status
16. Improve operations and accessibility by:
  - a. Assuring case management services are available on-call, including evenings, weekends and emergencies for Adult Protective Services (APS) high risk cases.
  - b. Providing services, other than case management, within 72-hours to APS high risk referrals classified as high risk and in need of services to prevent further harm.
  - c. Responding to referrals for persons at Imminent Risk of institutional placement.

17. Ensure eCIRTS data is entered timely and accurately.
18. Develop and implement complaint procedures and ensure subcontractors develop and implement complaint procedures to process and resolve client dissatisfaction with services.

In addition, the Lead Agency must also ensure that procedures include a process for complaints or grievances involving alleged abuse, neglect or exploitation to be reported to the DCF APS – Abuse Hotline, as required by contract and Florida Statute. Complaints or grievances concerning situations that may endanger the health, safety or welfare of a recipient will be reported to the AAA within 48 hours.

In performing these responsibilities, the provider must conform to the regulations and standards in the DOEA Programs and Services Handbook, APS Referrals Operations Manual (**Appendix XVI**), and in contracts executed with the AAA.

The CCE Lead Agency is a key component of the publicly funded long term care system and its performance has a highly significant impact on the lives of the individuals it serves and the local, regional and statewide fiscal sustainability of the long term care system. It is highly desirable for the Lead Agency designation to be conferred only to case management agencies with a proven record of performance under conditions typically found in the everyday course of business of a Lead Agency designated pursuant to Ch. 430, F.S.

Agencies applying to be a CCE Lead Agency under the provisions of Ch. 430, F.S., must have the following qualifications:

1. Ability to provide case management services to functionally impaired, elderly persons; coordinating community-based health and social services funded wholly, or in part, by federal, state and local funds to provide a continuum of care.

2. Ability to provide in-home services directly, or by managing a community service system of providers through subcontracts.
3. Ability to provide emergency services to at-risk individuals, such as elders at imminent risk of abuse or institutionalization.
4. Ability to monitor subcontracts / vendors to ensure high quality services and efficient use of funds.
5. Ability to coordinate service delivery using multiple funding sources and subcontractors / vendors.
6. Ability to financially match CCE contract dollars at the rate of \$1 dollar of matching funds for every \$9 dollars of state appropriated CCE funding (10%).

The review panel will evaluate how well the resources and experience described in each applicant's proposal qualify the applicant to provide services required by the provisions of this RFP. Consideration will be given to the length of time and extent to which the applicant has provided services similar or identical to those requested. The applicant's personnel resources, as well as computer, financial and other technological resources will be considered in evaluating the applicant's qualifications to meet the requirements of this RFP.

To comply with the DOEA Programs and Services Handbook, the designated Lead Agencies will be expected to:

Promote Quality Services by Assuring:

- Case managers develop service care plans to meet the individual needs of consumers.
- Case managers act as consumer advocates by seeking services from all community resources, not just from traditional service providers.
- Case managers monitor the quality, appropriateness and cost of services delivered to consumers.
- All staff are appropriately trained and assigned.

Implement Measurable Consumer Outcomes to:

- Maintain consumers in the least restrictive setting.
- Target high-risk consumers.
- Improve quality of life.
- Improve or maintain functional status.

Improve Operations and Accessibility:

- Assure case management services are available on call, including evenings, weekends and emergencies.
- Provide needed assessment and services within 72 hours to APS referrals classified as high risk and in need of services to prevent further harm, pursuant to Chapter 415, Florida Statutes.
- Serve targeted groups as established in the State Plan on Aging.

Ensure Maximum Efficiency:

- Minimize administrative costs.
- Increase funds available for core services.
- Actively seek all community resources available for client services.
- Clearly identify in the client service care plan, funding alternatives used prior to using CCE funds.
- Seek competitive bids or negotiate vendor agreements for provision of quality, cost-competitive services not directly provided by the designated Lead Agency.
- Thorough and timely billing and collection of all co-payments.

All CCE funds are placed under competitive procurement. Those organizations currently holding the Lead Agency designation are not held harmless from responding to this RFP.

## **SECTION B - RFP SPECIFICATIONS: MINIMUM REQUIREMENTS TO MEET**

### **1. Program Requirements:**

#### **a. Service Delivery Methodology**

##### **1) Program Coordination**

Elder Options is designated as an Area Agency on Aging / Aging and Disability Resource Center, hereinafter referred to as the “AAA”, under the provisions of Section 430.2053, Florida Statutes. The primary functions of an AAA are to facilitate consumer friendly access to long term care services and benefits for elders and caregivers through a coordinated, multi-access “one stop” system that integrates information, referral and eligibility determination functions.

The AAA functions are supported by designated Access Points. Lead Agencies are one type of AAA Access Point. An Access Point operates as a local point of contact for elders and caregivers seeking to access long term care services and benefits.

##### **An Access Point agrees to:**

- Refer to the AAA all individuals seeking long term care services and benefits, including, but not limited to information, referral, intake, screening and eligibility determinations.
- Implement referral protocols and procedures established by the AAA.
- Provide the AAA with the most current information on elder resources available in the contractor’s county or local community.

##### **As the AAA, the agency agrees to:**

- Provide timely and helpful long term care options to elders and caregivers referred by the Access Point.

- Provide the Access Point with written policies and procedures concerning the Access Point referral process.
- Provide technical assistance and training for Access Point staff, as needed.

**The AAA and Access Point mutually agree to:**

- Cooperate on efforts to enhance consumer choice, support informed decision-making, minimize service fragmentation and confusion, reduce duplication of administrative paperwork and procedures and increase cost-effectiveness of long term care support and delivery systems.
- Participate in public education programs to increase awareness of AAA services.

Additional coordination and program management responsibilities of the Lead Agency are listed throughout Section B of this document.

**2) Case Management and Core Services**

Respondents to this RFP are required to submit a proposal detailing the cost for case management, case aide and core services for CCE, HCE and ADI. Case management must be provided directly by a Lead Agency and by that agency only. Case aide supports case management and if charged to this contract, must be reflected as a separate service. Core services may be offered directly by each Lead Agency, or through qualified provider agencies under subcontract or vendor agreement with each Lead Agency. Elder Options reserves the right to review and approve all subcontracted entities and reimbursement rates for core services.

County specific funding for programs under this RFP is included in **Appendix XII**. Information is included about county specific funding for programs and services in Section B.2.c. and core services to be coordinated by the Lead Agency in Section B.1.d. of this RFP.

### **3) Community Care Service System**

The Lead Agency designation is contingent upon the bidder's ability to accept referrals and provide case management and coordination of core services countywide for all eligible consumers residing in the specific county / CCSA being bid. Interested bidders must demonstrate the ability to accept referrals and provide case management services and core service coordination countywide.

#### **1. b. Lead Agency Requirements**

##### **1) Coordination**

New bidders must have two-years of case management experience; see Appendix VIb, item 13.

Lead Agency case managers will coordinate all community resources for functionally impaired elderly persons in a community care service system, which is designed to provide a continuum of care as the consumers' needs change. This includes administering and managing the CCE, HCE and ADI programs. Each program is funded separately and carries distinct program responsibilities. Alternative funding (City, County, Local, etc.) must be used to fund client services prior to using the DOEA / AAA contracted funds.

Priority Groups have been established for receipt of CCE services, and are as follows in order of highest priority:

- a. CCE emergency services are specifically provided within 72-hours for alleged or actual victims of abuse, neglect or exploitation. Services must be carefully coordinated by the CCE Lead Agency with the APS case worker / investigator and service provider



agencies. Actual or alleged victims of abuse, neglect or exploitation, or those at risk for same, are afforded the highest priority access to CCE services.

- b. Referrals for consumers deemed at imminent risk of nursing home placement because their mental or physical health condition has deteriorated to the degree that self-care is not possible, there is no caregiver, and nursing home placement is likely within a month or very likely within 3 months shall receive the next highest priority for CCE services.

Detailed information on services, program requirements and case management coordination is contained in the DOEA Programs and Services Handbook.

Chapter 2 of the DOEA Programs and Services Handbook contains information on all aspects of Case Management, including case manager qualifications, job descriptions, duties and responsibilities, etc. Respondents to this RFP must agree to comply with these requirements; Chapter 9, 10 and 11 provide detailed descriptions of the CCE, ADI and HCE program administration, respectively, Appendix B contains Co-Pay standards and Appendix D contains Grievance standards.

## **2) Confidentiality**

Information about functionally impaired elderly persons who receive services under the CCE Program is confidential (s. 430.207, F.S.). Information received through files, reports, inspections, or otherwise by the DOEA or departmental employees, by persons who volunteer services or by persons who provide services through contracts with the Department, AAA, Lead Agencies or other contracting agencies, is confidential and exempt from the provisions of Section 119.07(1), F.S. Such information may not be disclosed

publicly in a manner to identify a functionally impaired elderly person, unless that person or their legal guardian provides written consent.

The Lead Agency must ensure confidentiality of consumer information by all employees, service providers and volunteers as required by state laws. It is essential training be established to promote security of information, including protection from loss, damage, defacement or unauthorized access.

The designated Lead Agency must comply with all requirements of the Health Insurance Portability and Accountability Act (HIPAA) of 1996. The DOEA, AAA and Lead Agency recognize each is a Business Associate of the other under the terms of HIPAA. As such, the Lead Agency agrees to the terms included in Sections 17 and 18, and Attachment VII, of the Sample Standard Contracts (**Appendix I**).

The Lead Agency must also comply with all requirements of the Social Security number confidentiality and security measures as required by Section 119.071(5) F.S. Whenever possible, the Lead Agency should submit reports to the AAA with client identifying information using the assigned client eCIRTS identification, in lieu of an individual's social security number.

### **3) Consumer Identification**

#### **a. Outreach**

The Lead Agency is responsible for outreach to identify and inform frail elders and their caregivers of the range and availability of services. This may be done in cooperation with church, civic, social and medical organizations. The target audience is those individuals most likely to fall into the high-need category, which is priority levels 4 and 5 when assessed. Lead Agency staff should participate in local networks and consortiums where hospital, home

health, social and medical providers are represented as these are often referral sources for high-need individuals.

## **b. Intake**

The intake process begins when an individual, caregiver or family member seeking assistance contacts or is referred to the AAA or other access point. The AAA performs the intake and screening service functions using the DoEA 701S Screening Form (701S). Service provider agencies seeking assistance on behalf of an elderly person may make referrals to the AAA.

During intake, essential information is gathered about the person's physical, mental and functional abilities; concerns, limitations, problems, and general background is also obtained to assist in eligibility screening for appropriate service referrals.

If during preliminary intake, the elderly person appears eligible for services from CCE, HCE and / or ADI, the intake worker shall explain that a more thorough discussion of the person's situation and service needs, called a screening, is required to ensure program eligibility requirements are met.

If a person does not meet eligibility requirements for any program administered by the AAA, the AAA shall explain the eligibility criteria and reason for determination. Referral to other community-based service agencies should be made, if appropriate. The referral and determination of ineligibility shall be properly documented and filed as part of the service record. Individuals determined ineligible for CCE, HCE or ADI services shall be informed of their right to appeal per established grievance and appeal policies and procedures.

### **c. Initial Screening**

The screening process begins with determining the urgency of a person's need and type of assistance required. The purpose of the 701S is to assess severity of the person's situation and place them on the Assessed Priority Consumer List (APCL). The 701S does not take the place of a DOEA 701B Comprehensive Assessment Form (701B) (**Appendix XV**), conducted in the home, which is required before service care plan development and delivery of core service(s). The comprehensive in-home screening (701B) is completed by the Lead Agency once the client is released from the APCL. The initial 701S is handled through the AAA by staff who have received their certification on 701B training per the DOEA Programs and Services Handbook requirement.

The 701S is used to collect common information about applicants applying for services funded by the DOEA. Other items related to this process are:

- It is also used to prioritize persons so those in greatest need, and with the least assistance available receive services first.
- It is completed over the phone or in person.
- The client must be contacted within three business days after receiving a referral to complete a 701S.
- If an applicant can be served, and is authorized by the AAA for enrollment, the 701B must be completed within 14 business days after receiving authorization to enroll.
- If an applicant cannot be served due to a low priority score (priority rank 1 or 2), they may be placed on the APCL.

### **d. Eligibility Determination**

To be eligible for CCE, a person must meet the following criteria:

- Persons 60 years of age or older

- Persons must be functionally impaired.
  - Functional impairment is characterized by physical or mental limitations, which restrict the ability to perform the normal activities of daily living and which impede the capacity to live independently without the provision of CCE services.  
Functional impairment shall be determined through a functional assessment administered to each applicant for CCE services.

To be eligible for HCE, the person must meet the following criteria:

- Persons must be age 60 years or older.
- Persons must have income and assets which do not exceed the Medicaid Institutional Care Program (ICP) limits for nursing home care eligibility. DOEA will provide ICP limit information annually.
- Persons must be at risk of institutional placement based on the 701B.
- Person must have a live-in adult caregiver age 18 years or older who is:
  - Willing and able to provide care and assist in arranging services for the client; and
  - Qualified as an HCE caregiver based on the client's choice and the case manager's assessment.

To be eligible for ADI, an individual must be 18 years of age or older and have a diagnosis of Alzheimer's disease or a related disorder, or be suspected of having Alzheimer's disease or a related disorder. Caregivers are also eligible to receive training, respite and related support services to assist them in caring for the ADI client.

Final determination of eligibility is the responsibility of the CCE Lead Agency. A potential consumer will be determined eligible only after a 701B is completed by a certified case manager to determine functional impairment

level. Client eligibility is based on age, need and risk of institutional placement without services.

Specific requirements differ from program to program and can be found in the DOEA Programs and Services Handbook.

- Case managers must utilize other available community resources prior to use of program funding.
- The Lead Agency must identify potential Medicaid eligible CCE consumers and refer these individuals (if applicable) to the AAA for the Statewide Medicaid Managed Care Long Term Care Program (SMMC LTC).
- Individuals receiving CCE services who have been identified as being potentially SMMC LTC eligible are required to apply for SMMC LTC services and may receive CCE services while the SMMC LTC eligibility determination is pending. If the consumer is found ineligible for SMMC LTC services for any reason other than failure to provide required documentation and complete scheduled interviews, they may continue to receive CCE services. If the consumer fails to provide required documentation or otherwise refuses to accept SMMC LTC services they are ineligible for continuation in the CCE program.
- Individuals who have been identified as being potentially SMMC LTC eligible must be advised of their responsibility to apply for Medicaid through the DCF, as a condition of receiving CCE services while the eligibility determination is being processed.

#### **e. Prioritization**

Individuals seeking services may enter the community care service system by direct contact with an access point.

The 701B, developed by the DOEA, must be used by the CCE Lead Agency case manager to determine an individual's level of need. Scores obtained

using the assessment will provide a priority ranking score to help determine the need for services.

Those people suspected to be victims of abuse, neglect or exploitation are referred by the DCF APS Unit as High risk referrals, and shall be given primary consideration over all others to receive CCE Services.

#### **f. Referral**

Services not available through the agencies under subcontract or vendor agreement with a CCE Lead Agency should be obtained and / or arranged through referrals to other community resources. Referrals should be made to volunteer agencies, informal networks and proprietary agencies that charge fees a consumer may be able to pay. Services provided under the CCE, HCE and ADI programs should be considered as a 'last resort' to meet the needs of any given consumer.

The case manager must conduct follow-up contacts on referrals within fourteen business days to ensure services have begun as authorized.

#### **g. Enrollment Management**

The APCL, also known as the wait list, must be maintained when formal services funded by CCE, HCE and / or ADI are not available. Following the screening and assessment process, the client is placed on the APCL, informed about the enrollment management process and provided alternative sources for assistance that may be available. Further information on APCL or wait list requirements can be found in the DOEA Programs and Services Handbook, Chapter 2.

#### **4) Comprehensive Assessment of Eligible Consumers**

The case manager is responsible for completing the 701B. The assessment determines the person's functional status, existing resources and service needs. Further information on 701B requirements can be found in the DOEA Programs and Services Handbook.

##### **a. Determination of Functional Status**

A consumer's functional status is determined by the scores received on the Activities of Daily Living (ADL) and the Instrumental Activities of Daily Living (IADL) sections of the 701B.

##### **b. Establishing Service Needs**

The result of the comprehensive assessment process is establishment of a consumer service care plan, which must thoroughly address all service needs of the functionally impaired elderly person.

#### **5) Provision of Services to Adult Protective Services Referrals**

The DOEA and DCF signed a memorandum of agreement to ensure delivery of timely services to vulnerable elders in need of services or victims of abuse, neglect or exploitation. The agreement calls for development of joint local written procedures through a Memorandum of Understanding for serving Adult Protective Services (APS) referrals. Every AAA, DCF region and Lead Agency is responsible for jointly creating and signing a Memorandum of Understanding to define:

- The APS referral process
- Method to track referrals in eCIRTS and APS Referral Tracking Tool (ARTT)



- Service delivery guidelines according to the APS Referrals Operations Manual (**Appendix XVI**)

The Lead Agency shall ensure, pursuant to Section 430.205(5), F.S., those elderly persons determined by APS to be victims of abuse, neglect or exploitation, and who are in need of immediate services to prevent further harm, and are referred by APS as high risk, will be given primary consideration to receive CCE services.

Case coordination by a Lead Agency case manager must be available 24 hours per day, seven days a week for elderly victims of abuse, neglect or exploitation who are referred by an APS investigator. Emergency services may be provided, or continued, for up to 31 days for APS referrals by Lead Agencies and / or contracted emergency services providers. A 701B must be conducted within 72 hours to determine eligibility for ongoing services. According to the Ch. 430, F.S., those elderly persons determined through the use of the functional assessment to be at risk of institutional placement, and any victim of abuse, neglect or exploitation shall be given top priority to receive CCE services.

Lead Agency case managers must immediately report to 1-800-96-Abuse Registry any situation where any elderly person is the suspected or actual victim of abuse, neglect or exploitation.

Lead Agency case managers must coordinate closely with APS workers, investigators and / or case workers to:

- Assure immediate need for services is met within 72 hours of an initial high-risk referral from the APS worker.
- Share client or case specific information to assure the best and most expeditious care for the person and eliminate or reduce factors placing the person at risk of abuse, neglect or exploitation.

- Until released by APS, the Lead Agency must coordinate case management with APS, and may bill for case management units.
- Adhere stringently to the guidelines in the DCF APS Operations Manual and DOEA Programs and Services Handbook.

## **6) Service Care Plan**

Lead Agency case managers must prepare a service care plan for each eligible consumer using the format prescribed by the DOEA Programs and Services Handbook, Chapter 2, pages 2-61 and 2-62. The service care plan is developed in coordination with the consumer and / or caregiver, must address all consumer needs, and is entered into eCIRTS. It is the responsibility of the case manager to consider the most appropriate resources to provide the services needed, as indicated in the service care plan. Consumers or caregivers may accept or decline services or providers of services. The option of the consumer to choose from multiple service provider agencies must be observed at all times.

Case managers must manage service care plans by arranging for the services accepted, and monitoring the quality of service delivered to their clients. Periodic review of continued appropriateness of the service care plan should occur semi-annually, at a minimum. Specific frequency requirements for each Program are prescribed in the DOEA Programs and Services Handbook, Chapter 2.

All consumers must be reassessed at least annually, and service care plans must reflect changing or ongoing consumer needs.

## **7) Resource Management and Development**

Funds appropriated by the Florida Legislature for CCE must be used only to provide CCE services, case management and directly related expenditures.

The Lead Agency must ensure all other funding sources available have been exhausted before using CCE funds. Additionally, the designated Lead Agency must prepare CCE, HCE and ADI surplus / deficit reports and forward the reports to the AAA and DOEA, upon request.

To provide an effective continuum of care, the Lead Agency must ensure coordination with all community-based health and social services programs for functionally impaired older persons funded wholly or in part by federal, state and local funds. Voluntary contributions, gifts and grants must be encouraged and used to expand CCE services to support a comprehensive service array.

Collecting co-payments from clients is an important responsibility for providers of CCE and ADI services. State General Revenue (SGR) resources to support services for the elderly cannot meet the growing needs. Therefore, every eligible client must be given an opportunity to participate in the co-pay for services program. It is critical case managers assess potential clients for their ability to participate in the cost of their care.

It is equally important to identify potential Medicaid-eligible clients and refer them to the AAA for assistance in obtaining their Medicaid benefits through the DCF, and potential eligibility and enrollment in SMMC LTC. SGR resources should not be used for clients who meet Medicaid functional impairment criteria and who are Medicaid eligible and have been released for services.

AAA staff conduct long-term care options counseling to assist clients in determining the best and most appropriate selection of services and programs for themselves.

For Medicaid-eligible consumers, the AAA coordinates eligibility determination for publicly funded program services. When it is determined a client may be eligible for Medicaid funded programs, AAA staff assist with eligibility determinations through coordination with CARES and DCF staff.

## **8) Quality Assurance**

To assure effective and efficient client care through delivery of quality services, Lead Agencies must participate in pre-service and in-service training developed according to standards and requirements specified in rules and the DOEA Programs and Services Handbook.

The Lead Agency will self-monitor and self-evaluate the quality of service delivery by its own staff. Additionally, the AAA will conduct independent quality assurance monitoring and performance evaluations of all CCE Lead Agencies.

The degree of client satisfaction with service quality and staff effectiveness must be evaluated periodically during the contract period. A consumer survey must be conducted, compiled and results evaluated and reported to the AAA. Each consumer must be given a survey at least annually. Survey results are expected to be analyzed by the Lead Agency and used to develop continuous quality assurance initiatives to ensure improvements to service delivery.

## **9) Co-Payment**

The Lead Agency providers are responsible for collection of fees for services in accordance with rules adopted by the DOEA for the CCE (s. 430.204(8) and FAC, 58C-1.007) and ADI programs (s. 430.503). Provider agencies shall assess fees for services rendered according to those rules. To help pay

for services, a functionally-impaired elderly person shall be assessed a fee based on an overall ability to pay. The fee assessed shall be fixed according to an established DOEA schedule. Co-pay Guidelines are included in the DOEA Programs and Services Handbook.

The Lead Agency is responsible for timely billing and collecting assessed co-payments for all services provided under the CCE program. Case managers must exercise particular attention to the procedures established for termination of services to consumers due to non-payment, and requirements for consumer notification of right to appeal and approval of waiver of termination for non-payment. The collected funds must be retained in an interest bearing account and reported to the AAA monthly. All collected co-payment funds must be used to expand consumer services under the CCE program and may be used to count toward the 10% contract match requirement.

#### **10) Disaster Preparedness and Emergency Related Service Provision**

The Lead Agency is required to enter disaster preparedness data into eCIRTS for all consumers. In addition to basic identification, location, emergency contact and handicap information, this data includes fields to indicate if a consumer needs help for emergency evacuation, and if they need a specially equipped shelter and special disaster registry listing. The Lead Agency must be prepared to use eCIRTS reports to routinely provide registry information to the local emergency management team and identify, locate and assist with evacuation and other needs of endangered elderly in the event of disaster, as directed by the DOEA.

To prepare for an emergency / disaster event, the Lead Agency will cooperate, coordinate and train with the local emergency management agency to the fullest extent possible. The Lead Agency must maintain a

current DOEA required Disaster Plan to be implemented, at the direction of DOEA, in the event a disaster is declared by federal, state or local officials.

The plan minimally calls for the following measures and procedures:

- Designation of a Disaster Coordinator and alternate.
- Plans for contacting all at-risk consumers, on a priority basis, prior to and immediately following a disaster.
- Plans to receive referrals, conduct outreach, and deliver services, before and after a disaster, to elderly persons who may or may not be current consumers.
- Plans for after-hours coverage of network services, as necessary.
- Plans to dispatch to shelters outside the disaster area to assist elderly evacuees with special needs, if necessary.
- Plans to help at-risk consumers register with the Special Needs Registry of the local emergency management agency.
- Plans to deliver meals to consumers prior to and following a disaster.
- Plans to assign staff to Emergency Operation Centers and / or declared assistance centers to ensure elderly victims in the disaster area receive help.

#### **11) Social Security Number Disclosure**

In accordance with Title XIX of the Social Security Act, the client must be informed disclosure of their SSN is voluntary and will be used for referral and screening for Medicaid purposes. The client is not required to provide the SSN, but is encouraged to do so for staff to screen for Medicaid eligibility and referral to the DCF or AAA for potential services.

The Lead Agency must comply with all requirements of the Social Security number confidentiality and security measures as required by Section 119.07 (5) F.S. Whenever possible, please submit reports which include client identifying information to the AAA using the assigned client eCIRTS id in lieu of the individual's social security number.

## **12) Consumer Adverse Incident, Complaint and Grievance Procedures**

The Lead Agency must develop and maintain procedures to provide for handling consumer adverse incidents, complaints and to process grievance appeals regarding denial, reduction or termination of core services. These procedures must provide for informing all consumers of the grievance and appeal process, including prior written notification to the consumer of activities related to the grievance / appeal, and providing assistance to consumers desiring to file a grievance / appeal. Information concerning consumer grievance and appeals procedures can be found in **Appendix I**, Sample Standard Contracts, and the DOEA Programs and services Handbook.

## **13) Personnel Standards and Employee Benefits**

Personnel policies incorporated into agency operating procedures must be developed to address at a minimum, the following:

- a. Employee recruitment and hiring
- b. Lines of authority and supervision
- c. Working schedules and hours of operation
- d. Employee compensation
- e. Employee fringe benefits
- f. Employee evaluation and promotion
- g. Leave
- h. Confidentiality and privacy
- i. Employee discipline and termination
- j. Employee grievance procedures
- k. Accidents, safety, and unusual incidents
- l. Travel and transportation policies

- m. Employee conduct
- n. Employee pre-service and in-service training and staff development
- o. Assurance of agency compliance with all applicable federal and state laws and regulations

Job descriptions must be established for each funded and any associated unpaid position. Job descriptions for funded positions must include salary ranges and must be submitted as part of this proposal. In addition, the minimum education, training, experience and qualifications necessary for each position must be included.

A salary range for each paid position must be established by the governing body of the Lead Agency.

#### **14) Organization Chart**

An organizational chart illustrating the structure and relationship of positions, units, supervision and functions must be developed and submitted by the bidder as part of the proposal response.

#### **15) Reporting**

The Lead Agency is required to compile CCE, HCE and ADI service delivery statistics and other data and report to the AAA and DOEA according to established reporting requirements developed by the Department.

The AAA monthly reporting requirements for eCIRTS require all CCE, HCE and ADI client and service data (with the exception of service units) be entered within 5 business days. Service units must be entered into eCIRTS as close to real time as is possible and prior to Request for Payment report submission. The Request for Payment submission due dates, for service



provided in the prior month, are the 5<sup>th</sup> working day of the month for ADI, the 10<sup>th</sup> day of the month for CCE and the 20<sup>th</sup> day of the month for HCE. All relevant client information is to be entered in the following sections of the Clients Chapter of eCIRTS:

- Demographics
- Forms
- Notes
- Programs
- Services
- Authorizations
- Activities
- Associated People
- Medications
- Caregiver/Care Recipient

Case management, case aide and any CCE core service provided by the Lead Agency must be reported monthly in eCIRTS by the Lead Agency. All requests for payment reporting requirements must be submitted within the time frame established by the AAA. Other required reports are identified in the Sample Standard Contracts.

In addition to proper storage, security and preservation of source documentation, eCIRTS data must also be protected. Maintenance will include valid backup and retention of electronic data on a regular basis.

#### **16) Staffing and Facility Requirements**

Each Lead Agency's Governing Board must designate a local representative or employee with legal authority to act on behalf of the agency and / or the CCE, HCE and ADI programs. This individual must devote sufficient time to

ensure the programs are administered and managed per DOEA requirements.

All services (including case management) must be delivered by qualified staff according to service standards and program requirements included in the DOEA Programs and Services Handbook. The number of staff should be sufficient to ensure delivery of service to all agency consumers in a timely manner.

All CCE Lead Agencies must be open and accessible to the public a minimum of 40 hours per week, Monday through Friday between the hours of 8:00 AM and 5:00 PM. During all other hours, telephone coverage via answering service must be provided. The office should be reasonably accessible to persons seeking assistance and / or information; it is preferable the Lead Agency be centrally located within the Community Care Service Area, and be handicap accessible.

Lead Agencies must demonstrate they have sufficient resources, in terms of both trained staff and equipment, to complete timely eCIRTS data entry, data management requirements and access to electronic mail from the DOEA and AAA.

A successful bidder for Lead Agency designation must be prepared to assume program responsibilities and service provision at 12:01 AM on the first day covered by the contract period, without interruption to existing consumers. Additionally, case coordination by a Lead Agency case manager must be available 24 hours per day / seven days per week for elderly victims of abuse, neglect or exploitation who are referred by an APS investigator. New bidders for Lead Agency designation must provide detailed plans for the transfer of equipment, files and service care plans to assure a seamless transition with no interruption of service to consumers.

## **17) Training**

All staff providing services require a general pre-service orientation and training specific to the service being provided. Lead Agencies shall be responsible for provision of the pre-service and in-service training for all paid and volunteer staff as referenced in the DOEA Programs and Services Handbook.

Each provider agency shall describe and allocate funds for training in the provider application included in this RFP. It is also essential Lead Agencies meet with contracted service providers to establish necessary protocol and procedures for authorization of services, paperwork and reporting unusual incident reports and general expectations for coordination. Service Providers must recognize case managers are the gatekeepers and have responsibility for coordinating and authorizing service to clients.

Pre-service orientation for staff and volunteers shall include:

- Overview of the aging process
- Overview of the aging network (AAA, DCF, AHCA, DOEA and other agencies), and the agency's relationship to the community care service system
- Overview of community care services
- Review the relationship of case management to the community care services system
- Communication techniques with the elderly
- Observation of abuse, neglect, exploitation and incident reporting
- Local agency service procedures and protocol
- Client confidentiality
- Use and completion of assessment instruments and service care plans
- Interviewing skills and techniques

- Record keeping procedures
- eCIRTS procedures
- Caregiver training regarding responsibilities and resource development techniques
- Interagency coordination and informal network development training
- DOEA's online 701B assessment training

In-service training hours and topics shall be provided at the discretion of the Lead Agencies. Case managers must successfully complete on-line training on the 701B and pass the certification test as well as attend Care Plan training and receive an acceptable score on the post-test provided by the AAA. Additionally, they must have six hours of in-service training per year and document the duration and content in case management staff records. Topics such as Alzheimer's Disease, Cultural Sensitivity, Caregivers Needs, Dealing with Difficult Clients, Mental Health and the Elderly and continuing Handbook and Policy Reviews are appropriate. Attendance at the AAA or DOEA sponsored training is required. Required training will include, but not be limited to, the minimum standards provided in Chapter 2 of the DOEA Programs and Services Handbook.

It is essential Lead Agencies meet with subcontractors to establish necessary protocol and procedures for authorization of services, paperwork and reporting, unusual incident reports and general expectations for service coordination. Service provider agencies must recognize a case manager's responsibility for coordinating and authorizing services.

### **18) Volunteers**

Pursuant to section 430.204(3), Florida Statutes, concerning the CCE Program, "The use of volunteers shall be maximized to provide a range of services for the functionally impaired elderly person. The department shall

provide or arrange for the provision of training and supervision of volunteers to ensure the delivery of quality services. The department or contracting agency may provide appropriate insurance coverage to protect volunteers from personal liability while acting within the scope of their volunteer assignments under a community care service area. The coverage may also include excess automobile liability protection.”

Bidders must provide assurance and demonstrate staffing capability to train and supervise volunteer staff and volunteer supervisors. All bidders must submit a written plan to address recruitment, training, utilization and retention of volunteers to assist the CCE Lead Agency.

Reporting on the number of volunteers and volunteer hours must be submitted to the AAA on annual basis, following the end of the calendar year.

Lead Agencies may use CCE funds and staff for securing, training and using volunteers. CCE funds may also be used to provide insurance and personal liability coverage, excess automobile liability protection and automobile mileage reimbursement. Per s.112.061(7),(d)1.,a., F.S., the current State of Florida approved mileage reimbursement rate is \$0.445 per mile.

### **1. c. Coordination of Case Management and Consumers to be Case Managed**

Each consumer will be assigned a primary case manager, even if the consumer is enrolled in more than one program. Case management providers are strongly encouraged to cost-share case managers across programs to assure consumers receive the appropriate mix of services.

Multiple assessments will not be conducted unless a significant change in consumer status occurs to warrant such or if the AAA is required by DOEA to

have a 701S for SMMC LTC. Providers will check eCIRTS to determine if a current assessment has been completed prior to conducting an assessment.

When a consumer is enrolled in more than one program which funds case management, the following applies: case management should be provided by the program that provides the predominant amount of service. If funds are not available in this program, case management should be provided by the program that coordinates the second highest amount of service.

Additional information about each program to be case managed is available in the DOEA Programs and Services Handbook.

The case manager is the gatekeeper in the community care service system with the knowledge and responsibility to link consumers to the most beneficial and least restrictive array of community services and resources, irrespective of funding source or program. Case managers serve as a contact between health care and social service delivery systems, particularly physicians, hospitals, health maintenance organizations, nursing homes and home health agencies.

Consumer choice is the primary consideration in determining service referrals. In those instances where more than one subcontractor is available for a given service, and the consumer expresses no preference, the Lead Agency should make the referral based on geographical and cost efficiency considerations. The procedures and referral formats used are to be developed by the Case Management / Lead Agency.

#### **1. d. Services to be Coordinated**

County and program specific information regarding services currently under contract in Planning and Service Area 3 are provided in **Appendices XII and XIII**. A complete list of the services funded under all programs managed by

the DOEA and descriptions for each may be found in the DOEA Programs and Services Handbook.

Proposed allocations for the programs under this bid as well as county specific historical service funds expended, units provided and unduplicated clients served for the 2023-2024 contract period are available in **Appendix XII**.

#### **1. e. Special Conditions**

- A) Proposed unit rates for all services will not be allowed to exceed the maximum allowable unit rates shown in **Appendix XIII** for Year 1 of the contract year for a contract awarded under this RFP. The selected Lead Agency will provide case management services equal to or above half of the level of unduplicated clients served in 2023-2024 (**see Appendix XII**).
- B) Future unit rate increases for services for Fiscal Years 2-6 (and for any subsequent contract renewals) will be negotiated by Elder Options and the Lead Agency following submission of the Lead Agency's Contract Module.
- C) Elder Options' approval of unit rates is conditional, with final approval required by DoEA.

#### **1. f. Goals and Objectives**

DOEA has identified five key goals for which Lead Agencies are to include explanations and strategies with specific action steps for objectives, to address compliance issues, and improve quality assurance.

- 1. Strengthen and streamline the aging network's capacity, inspiring innovation, integrating best practices, and building efficiencies to respond to the growing and diversifying aging population.

2. Ensure that Florida is the nation's most dementia and age friendly state by increasing awareness and caregiver support, while enhancing collaboration across the aging network.
3. Enhance efforts to maintain and support healthy living, active engagement, and a sense of community for all older Floridians.
4. Advocate for the safety and the physical and mental health of older adults by raising awareness and responding effectively to incidence of abuse, injury, exploitation, violence and neglect.
5. Increase Disaster Preparation and Resiliency.

All Lead Agencies are required to describe in detail the strategies and actions they intend to implement and follow to meet and / or exceed the DoEA goals and objectives for PSA 3. Measurable strategies with numeric goals and dates of achievement should be included.

The July 2025 - June 2027 Service Provider Application (SPA) contains the pertinent goals and objectives all Lead Agencies are responsible to address. To complete this section of the SPA, providers should respond to the questions for each goal area defined by the DOEA. Specific strategies and actions for each goal, with numeric goals and achievement dates, should be incorporated to address compliance and improve quality assurance.

## **2. General Information**

### **a. Contact Person**

The contact for this RFP process is:

Janet Kreischer  
Director, Office of Program Operations  
[kreischerj@agingresources.org](mailto:kreischerj@agingresources.org)  
(352) 692-5237



Elder Options  
100 SW 75th Street, Suite 301  
Gainesville, FL 32607

**b. Inquiries / Cone of Silence**

Inquiries: Verbal and written inquiries will be accepted at the pre-proposal / bidders conference on December 13, 2024 at 3:00 PM. A summary of key questions and answers from this conference, subsequent inquiries and any addenda to the RFP documents will be posted on the agency's website ([www.agingresources.org](http://www.agingresources.org) in the "NEWS" section, under the "ABOUT US" tab) by 5:00 PM on January 21, 2025.

Cone of Silence: Respondents to this RFP, or persons acting on their behalf, may not contact, between the release of this RFP and deadline for submission of written appeals (see **Appendix X**), any employee or officer of the AAA, any individual involved in evaluating proposals submitted in response to the RFP or any employee or officer of the State of Florida concerning any aspect of this solicitation, except in writing to the contact person identified below. Violation of this provision may be grounds for rejecting a proposal.

No interpretation of the meaning of the RFP documents will be made to any proposer orally. Oral statements made by AAA representatives in the pre-proposal conference may not be relied on by proposers unless such statements are included in the written summary of the conference or addendum. Failure of a proposer to receive any such addendum or summary shall not relieve said proposer from complying with the RFP documents as clarified or revised in writing. All addenda and clarifications issued shall become part of the RFP documents.

Written inquiries will be accepted from the release of the RFP through 4:00 PM on January 15, 2025. No written inquiries will be accepted after 4:00 PM on January 15, 2025. Written inquiries may be emailed, hand delivered or mailed to the contact person in charge of this solicitation process:

Janet Kreischer  
Director, Office of Program Operations  
[kreischerj@agingresources.org](mailto:kreischerj@agingresources.org)  
Elder Options  
100 SW 75th Street, Suite 301  
Gainesville, FL 32607

### **c. Funding Levels**

Funding for the CCE Program is contingent upon an annual appropriation from the Legislature and is therefore subject to reduction or elimination from the state budget. The current amount of appropriation for the CCE, HCE and ADI programs is provided by county in **Appendix XII**.

Services will be bid on a per-county basis and each proposal must ensure the respective services will be accessible throughout the entire county.

The county specific funding levels and required unduplicated client count information is noted below. Please note acceptable bids must meet the following funding and unduplicated client count criteria:

- 1) County specific funding for services cannot exceed the amount shown in **Appendix XII**
- 2) Services currently funded in each county, as identified in **Appendix XII**, must be maintained at levels comparable to those shown

- 3) The county specific total funding for each program and all services must match the total funds shown in **Appendix XII**
- 4) The total unduplicated clients to be served must be equal to or exceed half of the number of unduplicated clients shown in **Appendix XII**

#### **d. Matching Requirement**

Bidders awarded funds through this solicitation process will be required to provide a match equal to, or greater than, 10% of the total budget presented. The match requirement may be satisfied through a commitment of cash or in-kind resources, or combination. SGR dollars from other contracts or grants may not be used as match. Appropriate matching funds based on the Lead Agency's year to date contract achievement levels must be reported monthly.

#### **e. Type of Contract and Method of Payment**

The contracts issued include both fixed rate unit costs and cost reimbursement for services. Bidders awarded funds will be reimbursed monthly for the units of service provided, at the contracted unit rate for fixed rate services and for the cost of the service (if cost reimbursement), up to the total amount of the contract. The CCE Lead Agency is expected to manage its budgets such that the Lead Agency is able to provide services to enrolled clients for the entire contract period without interruption. Lead Agencies shall monitor overall contract expenditure rates during the contract period. Monthly invoices submitted by the Lead Agency are consolidated and submitted to the DOEA for payment. When a correct reimbursement request is submitted, payments are usually received within 60 days.

Service and client information must be maintained in eCIRTS. Case management and core service units must be entered in eCIRTS monthly for Lead Agencies to be reimbursed.

Bidders awarded funds through this solicitation agree to maintain and provide, upon request, all programmatic, financial and eCIRTS reports as required in the Standard Contracts. Sample Standard Contracts are attached to this RFP document (**Appendix I**). Failure to abide by these terms and conditions may result in suspension of payment and / or termination of the contract.

The method of payment for awarded contracts under this RFP may include payment advances. Per Florida Statutes, advance payments may be made only to not-for-profit corporations and governmental agencies.

The Recipient must ensure fixed rates include only those costs in accordance with all applicable state and federal statutes and regulations and are based on audited historical costs in instances where an independent audit is required. All Requests for Payment will be processed using the AAA reporting procedures. Additional information on method of payment and the schedule of reporting is included in the Sample Standard Contracts, **Appendix I**.

#### **f. Allowable Costs, Method of Cost Presentation and Method of Payment**

##### Allowable Costs

All program costs must be reasonable and necessary. Lead Agencies must comply with the provisions of the Florida Single Audit Act as contained in section 215.97, Florida Statutes, if applicable.

##### Method of Cost Presentation

All contract costs and unit rates must be developed using the Unit Cost Methodology Worksheets as described in the Unit Cost Methodology (**Appendix VIc**) and the SPA Guidelines and Instructions (**Appendix Va**), the Overview of Cost Principles for the UCM (**Appendix Vb**), Supporting Documentation for UCM (**Appendix Vc**), and UCM Training Presentation (**Appendix Vd**).

Bidders must follow the Unit Cost Methodology closely and provide the AAA with information in sufficient detail to allow proposal reviewers to determine the appropriateness and accuracy of all identified costs and rates. The review team must be able to establish through the review of factual information submitted by each bidder that costs are allowable, reasonable and necessary. Budget notes and any additional narrative that will give the review team a clear picture of the allocation methodology followed by the bidder are recommended and bidders are encouraged to make these available.

#### **g. Trade Secrets**

The AAA is unable to assure confidentiality of information fitting the definition of trade secrets pursuant to section 812.081 Florida Statutes. The AAA assumes no liability for disclosure of or use of unmarked material containing trade secrets or other confidential material and may use or disclose the data for any purpose, and may assume the proposal was not submitted in confidence and therefore is a public record pursuant to Chapter 119, Florida Statute. The AAA is not obligated to agree with a proposer's claim of exemption for marked materials and, by submitting a proposal, the proposer agrees to be responsible for defending its claim that each and every portion of marked trade secrets are exempt from inspection and copying under Florida's Public Records Law. Proposer agrees that it shall protect, defend and indemnify, including attorney fees and costs, including any appellate costs and attorney fees, the AAA, its officers, employees, agents and legal counsel from any and all claims and litigation arising from or relating to proposer's claim that the marked portions of its proposal are confidential, proprietary, trade secret or otherwise not subject to disclosure.

#### **h. Costs of Preparation of Proposal**

Any and all expenses involved in the preparation and submission of proposals in connection with this solicitation process shall be borne by the bidder(s). The AAA assumes no liability for any cost incurred by the bidder in responding to this RFP nor for any other pre-contract costs. Current CCE providers must certify they have not used CCE program funds in preparing a response to this RFP by completing **Appendix XIV**.

<b>i. Proposal Deadlines</b>			
	<b>ACTIVITIES</b>	<b>DATE</b>	<b>TIME</b>
1.	Request for Proposal advertised, released, and RFP documents available on Elder Options' website, <a href="http://www.agingresources.org">www.agingresources.org</a>	11/20/2024	by 5:00 PM
2.	<p>Bidders/Pre-Proposal Conference (in person and remote options):</p> <p>In person at Elder Options' office 100 SW 75 Street, Suite 301 Gainesville, FL 32607</p> <p>Via Zoom at <a href="https://agingresources-org.zoom.us/j/87425367640?pwd=6kJjZp2EqcxkbiQKpwyVtaK1FaaaVz.1">https://agingresources-org.zoom.us/j/87425367640?pwd=6kJjZp2EqcxkbiQKpwyVtaK1FaaaVz.1</a></p> <p>The Bidders/Pre-Proposal Conference will include a review of RFP package, followed by a question and answer session</p>	12/13/2024	3:00 PM
3.	Last day for "Notice of Intent" submission	1/8/2025	4:00 PM
4.	Last day for written inquiries/RFP questions to be submitted	1/15/2025	4:00 PM
5.	Response to written inquiries & RFP addenda will be available on the Area Agency on Aging website, <a href="http://www.agingresources.org">www.agingresources.org</a>	1/21/2025	5:00 PM
6.	Last day for proposal submission	2/10/2025	4:00 PM
7.	Proposals opened and reviewed for fatal criteria	2/10/2025	4:01 PM
8.	RFP Review Committee recommendations finalized	5/21/2025	10:00 AM
9.	RFP Review Committee recommendations reviewed by Board of Directors	6/4/2025	10:00 AM

<b>i. Proposal Deadlines</b>			
	<b>ACTIVITIES</b>	<b>DATE</b>	<b>TIME</b>
10.	Lead Agency Designation Notice of Intent to Award will be available on the Area Agency on Aging website, <a href="http://www.agingresources.org">www.agingresources.org</a>	6/5/2025	5:00 PM
11.	Written notice of protest due	6/10/2025	5:00 PM
12.	Formal written protest due	6/20/2025	5:00 PM
13.	Designated Lead Agency, if not a current provider, submits transition plan	6/25/2025	5:00 PM
14.	Transition plan response provided to designated Lead Agency	6/27/2025	2:00 PM
15.	Contract finalized	6/30/2025	5:00 PM
16.	Program operations begin for CCE Lead Agency	7/1/2025	12:01 AM



## **j. Pre-Proposal Conference**

Bidders and interested parties are encouraged to attend the pre-proposal conference, which will take place on December 13, 2024 at our office and via Zoom:

Elder Options  
100 SW 75th Street, Suite 301  
Gainesville, FL 32607

[https://agingresources-  
org.zoom.us/j/87425367640?pwd=6kJjZp2EqcxkbiQKpwyVtaK1FaaVz.1](https://agingresources.org.zoom.us/j/87425367640?pwd=6kJjZp2EqcxkbiQKpwyVtaK1FaaVz.1)

Contact Person: Janet Kreischer  
[kreischerj@agingresources.org](mailto:kreischerj@agingresources.org)  
(352) 692-5237

The conference shall start promptly at 3:00 PM.

Certified Minority Business enterprises are encouraged to participate. Please note attendance at the pre-proposal conference is not a pre-requisite for acceptance of proposals.

## **k. Notice of Intent to Submit a Proposal**

Information regarding any addenda to the RFP solicitation and responses to questions resulting in clarifications or addenda to the RFP, will be posted on the AAA's website at [www.agingresources.org](http://www.agingresources.org) under the "NEWS" section.

**Every entity that intends to submit a proposal must submit the required Notice of Intent Form (Appendix II) to the contact person identified in the Elder Options CCE RFP no later than 4:00 PM on January 8, 2025. In the event less than two Notices of Intent are received per county, per Ch. 287, F.S., the AAA will institute the Exceptional Purchase provisions for a**

**single source contract. In this case, the official RFP will end and the Agency will proceed under the single source provisions of Sec. 287.057, F.S.**

**Any entity who protests the intended decision pertaining to the Exceptional Purchase, shall be required to post, at the time of filing a formal written protest, a bond in the amount equal to one percent of the estimated contract amount, pursuant to Sec. 287.042, F.S.**

**Failure to submit the Notice of Intent will preclude that party from submitting a proposal.**

Notice is to be submitted on or before 4:00 PM on January 8, 2025 to:

Janet Kreischer  
Director, Office of Program Operations  
Elder Options  
100 SW 75th Street, Suite 301  
Gainesville, FL 32607  
kreischerj@agingresources.org

## **I. Acceptance of Proposal**

Proposals must be received by 4:00 PM on February 10, 2025.

Agencies that submit a Notice of Intent to Submit a Proposal will receive information regarding the location and process for submitting the proposal.

See section m. Submission Procedure below.

No changes, modifications or additions to the proposals submitted, will be accepted after the submission deadline. However, the AAA may seek written clarifications from proposers.

Proposals not received at either the specified location or by the specified date and time by the AAA clock, or both, will be rejected and returned unopened to the proposer. All times specified in this RFP are based on the AAA clock.

#### **m. Submission Procedure**

Upon receipt of a Notice of Intent to Submit a Proposal, Elder Options will provide the agency with the location and instructions for electronic submission of proposals. The information will be sent to the contact person identified on the Notice of Intent. Bidders are required to upload a pdf of the Program Module portion of their proposal which contains, where required, signatures of an official of the potential provider agency authorized to bind the provider to the agency's proposal. Additionally, bidders are required to upload the Contract Module/Unit Cost Methodology Excel file and any related material. The primary pdf and the Excel files must be named as noted below with the submitting agency's name identified at the end of the file name:

#### **Proposal for CCE Lead Agency Designation**

Additional files should begin with the agency name and include a brief reference to their contents.

Proposal uploads must be completed **on or before February 10, 2025 at 4:00 PM**. After that time no further proposals will be accepted under this solicitation.

The date and time the files completed upload will be noted for each submission. Staff will open the first proposal at exactly 4:01 PM on February 10, 2025.

#### **n. Notice of Intent to Award and Notice of Contract Award**

Notice of final Intent to Award a contract shall be posted, as stipulated in the RFP Proposal Deadlines as noticed and available on the AAA web site, [www.agingresources.org](http://www.agingresources.org) under the “NEWS” section.

The AAA will designate as Lead Agencies and award contracts to the proposal ranked highest, using the evaluation methodology and criteria in the RFP, which represent the best offer(s) for services sought subject to the thresholds and procedures described in more detail below. **The AAA reserves the right to reject any and all proposals.**

If an award under this RFP is made, the AAA will designate as Lead Agencies the lowest, responsive, responsible and best proposer in compliance with this RFP provided said proposal is considered (within the sole discretion of the AAA) reasonable and in the best interest of the AAA to accept. Lowest, responsive, responsible and best refers to the results of the quantitative and qualitative evaluation process followed in the review of all proposals to be submitted. The proposal from the most responsible proposer with the highest score which contains the lowest price(s) for service(s) and which is most responsive to the RFP requirements as a whole, will be deemed to be the lowest, responsive, responsible and best. Price(s) are significant, but it is not necessarily the proposer submitting the lowest-cost proposal who wins the contract. The AAA reserves the right to waive any minor irregularity in any proposal. Regardless of any other statements in this RFP, the AAA reserves the right to reject any one or all proposals, to re-advertise this RFP, to postpone or cancel the solicitation process, to waive any informality in any proposal and to award the contract in the best interest of the AAA based on the requirements of the RFP. The AAA, likewise, reserves the right to reject the proposal of any proposer who has previously failed to perform properly or to complete on time, contracts of similar nature, or who is not in a position to perform the contract.

## **o. Appeal Process**

In accordance with 430.203(9)(a)1., F.S., and 58C-1.0031 F.A.C. “Lead Agency Dispute Resolution”, any party who is substantially affected by the AAA’s intended decision to award a contract for a Lead Agency must file a written notice of protest with the AAA within 72-hours after posting of the Notice of Award, excluding weekends and state holidays. Written notices must be hand delivered or sent certified mail, return receipt requested, and received by the AAA within the timeframes indicated above. A substantially affected party is any party who bid on the RFP for designation as a Lead Agency. Also see **Appendix X**.

A formal written protest must be filed within 10 calendar days after date of the Notice of Protest is filed, unless the 10<sup>th</sup> day falls on a weekend or state holiday, in which case the deadline shall be the next business day.

The formal written protest must state, with particularity, the facts and law upon which the protest is based. Any entity who files a formal protest of the AAA’s RFP Intent to Award decision shall be required to post, at the time of filing the formal written protest, a bond in the amount equal to one percent of the estimated contract amount, pursuant to Sec. 287.042, F.S.

**“Failure to file a Notice of Protest as described in subsection (4) of Rule 58C-1.0031, Florida Administrative Code (F.A.C.), shall constitute a waiver of proceedings under Rule 58C-1.0031, F.A.C.”**

In the event any pending bid protest will result in a disruption in service delivery to elderly clients, the AAA reserves the right to contract on an emergency and interim basis, to maintain the delivery of services in place until such time when the protest is resolved.

**p. Contract Terms and Conditions**

Contracts procured through this RFP may be renewed at the end of the initial contract term for up to an additional five years subject to continued legislative appropriations and satisfactory performance.

Examples of the anticipated contracts and associated attachments may be found in **Appendix I** to this RFP. All bidders are instructed to read the document carefully to determine their agency's ability to meet the requirements. Proposals must include a signed and dated Contract Terms and Conditions Statement (**Appendix III**) that certifies each bidder's intention to abide by all terms and conditions of the Standard Contracts.

**Failure to submit a fully completed Contract Terms and Conditions Statement constitutes a fatal flaw and will automatically disqualify a proposal from further review and consideration.**

## **SECTION C – INSTRUCTIONS TO BIDDERS**

The following pages contain general conditions a bidder must follow to submit their proposal. The RFP package must include a Table of Contents. The bidder should use the Bidder Checklist (**Appendix XI**) for this purpose.

### **1. Bidder Certification**

**The following forms are REQUIRED and must be included in the proposal:**

#### **a. Administrative Assessment Checklist**

Each bidder is required to fill out this standard checklist to indicate the agency's adherence to commonly accepted fiscal and administrative policies and procedures. The checklist is **Appendix VII** to the RFP.

#### **b. Contract Terms and Conditions**

A signed statement indicating the bidder's acceptance of all terms and conditions of the Sample Standard Contracts (**Appendix I**) is required. This Statement is included as **Appendix III** to the RFP.

#### **c. Statement of No Involvement**

A signed statement indicating neither the bidder, nor any person with an interest in the bidder firm had a noncompetitive contract with the AAA that involved any preliminary work (e.g., feasibility study or actual preparation of the RFP) prior to release of the solicitation document. This form is **Appendix IV** to the RFP.

**FAILURE TO SUBMIT the Administrative Assessment Checklist - APPENDIX VII, AND Contract Terms and Conditions - APPENDIX III AND Statement of No Involvement - APPENDIX IV CONSTITUTES A FATAL FLAW, WHICH WILL AUTOMATICALLY DISQUALIFY ANY PROPOSAL FROM FURTHER REVIEW AND CONSIDERATION.**

**2. Service Provider Application Formats**

**a. Service Provider Summary Information Page**

Section I.A. of the SPA Formats (**Appendix VIa**) must be completed in its entirety, and must be signed and dated by an authorized agency official.

**b. Program Module – General Requirements**

Section II.A. (Items 1-14) of the SPA Formats (**Appendix VIa**) must be completed in its entirety. Detailed instructions are included for each item (1-14) on the specific application format pages. It is helpful to use the guidelines and instructions (**Appendix Va**) to complete each item. Bidders will be expected to provide, in narrative form, information that indicates an understanding of the need for, and purpose for the project, as presented in the RFP.

The proposal should include a detailed description of the program objectives pursued by the bidder, as well as an explanation of how each funded service will be provided to achieve the output and outcome measures intended by the bidder.

**c. Match Commitment**

Section II.B.: The required match may be satisfied through cash or in-kind



resources or a combination of both. It is helpful to use the guidelines and instructions (**Appendix Va**) to complete each item.

**d. Availability of Documents, Certifications and Assurances, and Resolution of Authority**

Section II.C.: The “Availability of Documents” form identifies required documentation that must be maintained and available at the applicant’s administrative office. If requested, the documentation identified on this form must be accessible for review by Elder Options. The form must be signed and dated by the applicant’s authorized agency official.

The Assurance and Resolution forms attest to the understanding of requirements. The Assurance is signed by the applicant’s authorized agency official and the Resolution by the Board Chair.

**e. Subcontracts**

Subcontracts which cover at least the contract period are required for each contracted service.

Each subcontract must be submitted, even if not yet executed. Subcontracts may be submitted without signatures for the application process. Executed subcontracts are to be submitted within 30 days of the application effective date. Each subcontract must include the contracted unit rate.

**f. Contract Module – General Requirements**

Section II.E.: The items identified and referenced in the SGR SPA Instructions (**Appendix Va**) must be completed by each bidder. Bidders must closely follow the Unit Cost Methodology and provide the AAA with

sufficient detail to allow proposal reviewers to determine the appropriateness and accuracy of all identified costs and rates. The review team must be able to establish, through review of factual information submitted by each bidder, that costs are allowable, reasonable and necessary. Budget notes and any additional narrative to give the review team a clearer picture of the bidder's allocation methodology are recommended to be made available.

### **3. Organizational Capability Package**

The Organizational Capability Package (**Appendix VIb**) details 16 items requested from each bidder. These items assist the review team in measuring the bidder's management capabilities, financial position and experience. Bidders are urged to pay close attention to the specific requirements in **Appendix VIb** and address each item in detail.

**Transition Plan:** In the event a selected provider is not the current provider, a Transition Plan of existing clients and service management must be submitted within 20 days of the bid award. Bidders must include a statement agreeing to submit their Transition Plan within 20 days of the bid award. The AAA must approve this Plan in advance, and it must include an implementation schedule to ensure uninterrupted service delivery.

Transition Plans must take into consideration the transfer of current client documentation, staffing and training plans, start-up activities, time frames for completion, any modification of service delivery schedules and sites and notification to clients of the new service provider agency.

If there is insufficient time for the current and new service providers to transition services so there is no disruption in service delivery, the AAA may choose to continue services under an emergency contract.

## SECTION D – PROPOSAL EVALUATION CRITERIA

### 1. Description of Evaluation Criteria

Each proposal will be evaluated according to the standards contained in **Appendices VIII (Proposal Fatal Criteria) and IX (Proposal Evaluation Instrument)**. Fatal Criteria are items that require the same response from all bidders. Non-fatal criteria are items that can be responded to differently by bidders.

"Fatal" criteria require only a YES or NO response, and if not met in full, the proposal will not be considered further. An AAA committee under supervision of the person charged with oversight for this RFP will review all proposals submitted and accepted.

"Non-Fatal" evaluation criteria evaluate the quality and / or completeness of the bidder's response and are rated on a point scale.

To evaluate non-fatal criteria, each section of the proposal is rated as follows:

1. Individual items in each section will be rated on a point scale of 0 to 4, with 4 being the highest rating.
2. A section total is determined by adding the individual section ratings and dividing by the total number of items in that section.
3. A weight value for the section is determined by multiplying the section total by a predetermined weight assigned to that section.
4. A rating for the proposal as a whole is determined by adding the weighted values for each section.

**A MINIMUM RATING OF "TWO" IS REQUIRED UNDER THE TOTAL SCORE FOR A PROPOSAL TO BE CONSIDERED.**

The evaluation criteria have been designed to give due consideration to agencies able to demonstrate:

- Collaboration and partnerships with the AAA and other service entities
- Experience providing the service(s)
- Ability to meet minimum service standards and contract requirements as set forth by the DOEA and AAA
- Ability to identify areas of need and strategies to address client outcomes
- Unit cost

Using the Proposal Evaluation Instrument (**Appendix IX**), an RFP review and evaluation committee appointed by the AAA Board of Directors will evaluate all written proposals. Proposals scoring less than a minimum rating of "**Two**" will be eliminated from further consideration.

All bidders whose proposals have been reviewed and received a minimum score of "**Two**" or higher may be considered.

In addition to the Proposal Evaluation Instrument, a checklist (**Appendix XI**) has been provided to assist bidders in determining if their proposal contains all required items. This document must be completed and forwarded with the RFP package. All items should be initialed noting these items are in the bidder's RFP package.

Each member of the RFP Review and Evaluation Committee is required to

complete a Conflict of Interest Questionnaire to ensure they have no conflict of interest, which could interfere in the selection of a contractor. If a committee member answers "yes" to any question on the Conflict of Interest Questionnaire, their participation in the selection team must be terminated and the person must be replaced by someone without a conflict.

The AAA Board of Directors has ultimate approval of provider awarded contracts based upon the recommendations of the RFP Review and Evaluation Committee.

## **2. RFP Rating Sheet**

It is recommended each bidder complete a self-review of their RFP prior to submitting their response. **See Appendices IX and XI.**

**END OF DOCUMENT**