

**IN-HOME PERSONAL CARE SERVICES  
FY2024**

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

- CONTRACT PERIOD: July 1, 2023 through June 30, 2024
- ELIGIBLE PERSONS: Persons 60 years of age or older
- SERVICE AREA: St. Louis, St. Charles, Jefferson, Franklin Counties
- SERVICE OBJECTIVE: Personal care services are maintenance services provided to a client in the individual's residence to assist with the activities of daily living.
- UNIT OF SERVICE: One unit equals one hour of direct personal care service to a client.

**SERVICE DELIVERY SYSTEM**

Provider Must:

1. Comply with Federal and State regulations and with Division of Senior and Disability Services/*Aging Ahead* standards now in force or under development, specifically 13 CSR 70-91.010 and 19 CSR 15-7.010.
2. Deliver services within the counties of St. Louis, Jefferson, Franklin and St. Charles to persons ages 60 years or older. Provider must bid on all counties in the Service Area.
3. The contractor's personal care services shall include, at a minimum, the following:
  - A. Meal planning, preparation, assist the client in eating/feeding, and clean-up;
  - B. Dressing and grooming, including dressing and undressing, combing hair and nail care;
  - C. Bathing, shampooing hair, oral hygiene and denture care, and shaving;
  - D. Toileting and continence, changing bed linens;
  - E. Mobility and transfer, ambulation when client is weight bearing;
  - F. Assisting the client with ordinarily self-administered medication i.e., open a bottle or get water to drink; assist with application of nonprescription topical ointments or creams;
  - G. Medically related household tasks, including approved homemaker and chore tasks;
  - H. Instruct the client in ways to become self-sufficient in personal care in addition to assisting with the task.

Remedial and medical activities included as home health aide services under Title XVIII and XIX Home Health Service Programs shall not be included in the Personal Care Program.

Personal care contractors shall **not** perform and are **not** entitled to reimbursement for the following activities:

- A. Nursing care of any kind (health-related activities that should be performed by an R.N., L.P.N., or Home Health Aide);
  - B. Providing transportation or escort services;
  - C. Administering patent or prescribed medications;
  - D. Household and chore services not essential to the client's medical needs; and
  - E. Providing friendly visiting or respite care.
4. Provider shall maintain at least one centrally listed telephone number with assigned personnel to receive referrals/requests during normal business hours on regular working days and a 24-hour emergency contact system.
  5. Provider must follow the most recent care plan as specified by the authorized supervisor in St. Louis County or the *Aging Ahead* COS Specialist in Jefferson, Franklin and St. Charles Counties.
  6. Provide qualified Supervisor to update each case monthly, via record review or discussion with in-home worker. Copy of updates to be kept available for monitoring by *Aging Ahead* Contract Manager.
  7. Provide plan to coordinate additional client needs with other existing service providers (ex.: transportation, nutrition services).
  8. Provider must submit monthly report and billing forms to *Aging Ahead* and maintain all required back up information.
  9. 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 In-home Personal Care Specifications Service Delivery System parts 1-9.
  - B. Plan to assure compliance with Code of State Regulations Service Standards for In-home Services.
  - 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;
      - e. Items a – d must be compliant with 13 CSR 70-91.010.
    - 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;
      - e. Items a – d must be compliant with 13 CSR 70-91.010.
  - 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 v 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).