

**VISITING 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: Visiting services shall consist of general activities focused on supportive relationships provided by a trained volunteer to a frail/elderly individual who is unable to leave the home and care for himself/herself or others in the home or when the individual (other than the service recipient) who is regularly responsible for these activities is temporarily absent.
- UNIT OF SERVICE: One unit is one hour of visiting service provided 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 for homemaker/services.
2. Deliver services within the counties of St. Louis, Jefferson, Franklin and St. Charles Counties to persons aged 60 years or older. Provider must bid on all counties in the Service Area.
3. Deliver visiting services on a regular basis for a person who has multiple needs and requires such support in order to remain in the home. Services may include the following activities:
 - A. Accompanying the client to social activities and medical appointments.
 - B. Assisting with meal planning, shopping for essential items, offering medication reminders.
 - C. Transportation to social activities or for basic errands.
 - D. Reading together or writing correspondence.
4. Follow most recent care plan as specified by the authorized provider supervisor in St. Louis County or *Aging Ahead* COS Specialist in Jefferson, Franklin and St. Charles counties.
5. Provide a qualified Visiting Supervisor to update each case monthly, via record review or discussion with in-home worker. Copy of updates to be included in monthly report to *Aging Ahead*.
6. Provide a qualified Visiting Supervisor to conduct in-home assessment of each new client.

Annual in-home reassessments and six-month telephone reassessments. Copy of reassessment findings to be made available to *Aging Ahead* for monitoring. One reassessment per year may be conducted by telephone.

7. Provide a plan to inform clients of other existing services available to meet their needs (examples: transportation, nutrition services).
8. Submit monthly billing and report forms to *Aging Ahead* and maintain 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 Visiting 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.
 - 2) Describe the In-Service Training Plan:
 - a. List topics to be addressed;
 - b. Identify in-service training methods to be used;
 - c. Identify staff and/or outside organizations primarily responsible for providing in-service training.
 - d. Describe documentation procedures for in-service training.
- D. Training and Orientation for volunteers
- E. Record keeping and contribution system
 - 1) Identify location of records;
 - 2) Specify confidentiality safeguards;
 - 3) Describe the procedures for invoicing;
 - 4) Describe the methods used to ask for client contributions including the frequency of opportunity to contribute; (Describe methods for collecting and recording contributions);
 - 5) Describe the procedures used to assure that all contributions are used to expand the services.
- F. Description of grievance and complaint procedure
- G. Denial of services policy
- H. Inclement weather policy
- I. Marketing methods: Describe the communication network used to inform the target population about the proposed service. Consider items such as a toll-free number, methods to reach clients who do not have telephones, brochures, newspaper ads, and other marketing activities.
- J. Describe methods for coordination with other *Aging Ahead* sponsored services for the proposed service area and with other agencies/organizations which might benefit service recipient. The following procedures may be used by service providers in coordinating activities:
 - 1) Identify people and/or organizations that will enhance program capabilities either now or in the future;
 - 2) Contact related agencies and organizations within the surrounding service area;
 - 3) Negotiate understandings which outline coordinative efforts to be undertaken;
 - 4) Document activities resulting from coordinative efforts;
 - 5) Attend *Aging Ahead* networking day for providers.

K. Citizen Participation, Support Network, Outreach:

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

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