

**TITLE III-E (ALABAMA CARES)  
SERVICE PROPOSAL  
2018 FISCAL YEAR**

The Lee-Russell Council of Governments will contract for the Alabama Cares program during fiscal year 2018 (October 1, 2017 - September 30, 2019) in Lee and Russell Counties, Alabama. Respite service is to be provided to residents of the above areas. Lee-Russell Council of Governments will reimburse at the following rate. These rates may change contingent upon the 2018 budget.

- Unskilled Respite      \$ 14.00
- Skilled Respite        \$ 17.50

Individuals/organizations interested in contracting to provide respite services should carefully review the following information.

For more information contact Jackie Pinkard at 334-749-5264 or [jpinkard@lrcog.com](mailto:jpinkard@lrcog.com)

Lee-Russell Council of Governments  
2207 Gateway Drive  
Opelika, AL 36801

**Lee-Russell Council of Governments’  
Area Agency on Aging  
Application for Enrollment  
Title III –E (Alabama Cares)**

Applicant Agency/Company	
Director/Owner/CEO	Title
Address	
Telephone (include Area Code)	FAX (include Area Code)

Authorized Agent (official authorized to sign application, contracts, etc)	Title
Address	
Telephone (include Area Code)	FAX (include Area Code)
E-mail address:	

Payee or fiscal officer (official to whom checks should be mailed if different from Authorized Agent above)	Title
Address	
Telephone (include Area Code)	FAX (include Area Code)

Type of Agency/Company:    Public     Private (nonprofit)     Private (for profit)

**Attach a narrative describing:**

- how and when your agency/company became a health care provider.
- purpose of your agency/company
- your clientele, the number you serve and the geographic area served.
- funding sources (list all sources of income from operations).
- internal monitoring including management and supervisory practices, span of control, staffing patterns (attach organizational chart and current list of board members), employee appraisal system, staff training, supervisory training, maintenance of technical skills, etc.
- number of workers dedicated to each direct service checked on page number 1.
- the methods you use to ensure that employees possess the minimum requirements in education, experience, licensure, and certification (copies may be requested).
- your system of financial management (attach a copy of your latest financial audit by a certified public accountant).
- the procedure you use to ensure that services are provided to clients when employees do not report to work.
- any restrictions, limitations or exceptions to providing the services indicated in this application and the scope of services.
- a copy of your thief policy
- confidentiality policy
- a copy of your liability insurance policy (minimum of \$ 1,000,000)
- annual operating budget
- a copy of your business license
- a copy of the holiday schedule for your agency and the workers if different from the agency

Applicant understands that information contained herein and will be evaluated by the Lee-Russell Council of Governments, and applicant will be selected for enrollment in the Home and Community Based Services Program based on the following criteria:

- Quality of demonstrated service
- Managerial and supervisory capability and effectiveness
- Continuity of service
- Financial efficiency and soundness

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CERTIFICATION: I hereby certify that the information contained in this proposal is accurate and that this agency/company, the applicant, agrees to abide by the terms and conditions set forth in this application, the several attachments, and any authorized and duly executed amendment thereof.

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Signature of Authorized Agent

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Date

Please submit the application with original signatures to: Lee–Russell Council of Governments, Area Agency on Aging, 2207 Gateway Drive, Opelika AL 36801

## **STANDARDS FOR THE PROVISION OF CARE**

All potential contractors must adhere to and, when requested, provide documentation of the following items:

### **Staffing**

1. Contractor will retain adequate personnel to insure provision of services within three (3) calendar days after receiving a service request.
2. All staff in direct contact with clients or access to client information must have complete reference verification and statewide criminal background checks on file prior to client contact or access to client information.
3. All staff in direct contact with clients are required to have an annual TB test.
4. Contractor will assure no interruption in services of more than one scheduled visit per incident when employee absences occur.
5. A schedule of employee assignments will be provided to LRCOG as requested.
6. Contractor will be responsible for notifying the LRCOG when an employee works for more than one home health provider. Notification is to be immediate and is to include the name of the worker and the name of the other company(ies) for which they work.

### **Training**

1. Contractor will provide orientation to workers before placing them in any client's home.
2. Contractor will provide, at a minimum, quarterly in-service training for workers. An agenda of each training session will be furnished to LRCOG, as requested.

### **Employee Qualifications**

1. Personnel will meet the minimum educational, experience, and training requirements as specified in the appropriate Scope of Services Attachment.
2. Personnel providing care shall have current license, registration, or certification in accordance with applicable law or regulation.

### **Liability**

1. The Contractor shall maintain, at a minimum of \$1,000,000, liability insurance to protect all paid and volunteer staff, including board members, from liability incurred while acting on behalf of the agency.
2. A current copy of the insurance policy will be submitted to LRCOG with the completed proposal.

## **Documentation**

1. Contractor will maintain accurate records to document service provided to each client.
2. Contractor will establish a policy regarding documentation of incidents and provide LRCOG with a copy of said policy.
3. Contractor will routinely review client records to assure that documentation is entered in a timely and accurate manner.

## **Confidentiality**

1. Contractor will implement and strictly enforce policies regarding the confidentiality of records and the release of sensitive information. This policy will be submitted to LRCOG with the Proposal.

## **Supervision**

1. The Contractor will provide appropriate supervision during all hours that services are provided.
2. Minimum standards of performance will be enforced to assure quality of care provided to clients. A statement addressing the quality assurance program of the provider is to be submitted to the LRCOG with the Proposal.
3. The Contractor will perform six (6) month evaluations on all in home workers.

## **Billing/Reimbursement**

1. Invoices will be submitted on a monthly basis in a format developed by the LRCOG.
2. Each invoice will indicate the total number of service units provided during the billing period.

## **Fiscal Records**

1. Contractor shall maintain complete records of all costs associated with the Contract. Such records shall be kept on file for five years from the end of the Fiscal Year to which they pertain.
2. Contractor shall agree that authorized representatives of LRCOG shall have access to all such records for audit and review as requested.

## **RIGHTS RESERVED BY LRCOG**

Lee-Russell Council of Governments does reserve the right to:

1. Award contracts to more than one provider to perform the same services.
2. Separate the services and award contracts to one or more providers.
3. Require any potential contractor to supply additional information not previously requested, to substantiate its capability for contract performance and/or compliance with Federal and State Rules and Regulations.

Reject any or all proposals, or parts of proposals, received and to make awards as the best interest of the LRCOG appears.

## ATTACHMENT A SCOPE OF SERVICES

Respite care will be provided to recipients, as requested, due to the absence or need for relief of the primary caregiver. The level of care and frequency of services, requested by the client, will be provided by the Contractor. The respite care provider will assume a temporary role of primary caregiver. The level of respite provided to each client will be dependent upon the individual client's needs.

Respite care will be provided to recipients, as requested, due to the absence or need for relief of the primary caregiver. The level of care and frequency of services, requested by the client, will be provided by the Contractor. The respite care provider will assume a temporary role of primary caregiver. The level of respite (skilled or unskilled) provided to each client will be dependent upon the individual client's needs.

- **Skilled respite** services will provide skilled medical observation and services and will be performed by a licensed Registered Nurse or Licensed Practical Nurse who will perform their duties in compliance with the Nurse Practice Act and the Alabama State Board of Nursing. Services such as homemaker or personal care ordinarily performed by the family member or primary caregiver will be performed by the worker.
  
- **Unskilled Respite** services will provide homemaker and/or personal care services ordinarily performed by the family member or primary caregiver. The direct care worker must meet the personal care or homemaker qualifications, as appropriate. Duties may include, but are not limited to the following:
  - General cleaning, sweeping, dusting, changing bed linens, defrosting and cleaning refrigerator, cleaning stove, light laundry, ironing, mending, mopping and other activities necessary to maintain a safe and sanitary environment;
  - Meal or snack planning, preparation and serving, cleaning up afterwards, helping the client understand and follow prescribed diets;
  - Monitoring self-administered medication, which includes informing the client it is time to take medication as prescribed by physician and as written directions on container indicate;
  - Essential shopping for food and medication;
  - Assistance with paying bills and delivering payments to designated recipients on behalf of the client;
  - Assistance with communications, including letter writing, telephone use, and orientation to daily activities;
  - Support for activities of daily living, such as bathing, personal grooming, personal hygiene, assisting client in and out of bed, and assisting with ambulation;
  - Home support that is essential to the health and welfare of the recipient;
  - Observing and reporting on client's condition.



Lee-Russell Council of Governments  
Area Agency on Aging  
2207 Gateway Drive  
Opelika, AL 36801  
334-749-5264 – office  
334-749-6852- fax

Request For Proposal (RFP)

RFP Title: Homemaker Services

Purpose of RFP: Solicit Qualified Vendors For The Purpose of Providing Homemaking Services (General House Cleaning) Beginning October 1, 2017 in Lee and Russell Counties, Alabama and ending on September 30, 2019.



## Introduction and Instructions

### **Title: Homemaker Services**

**Type of Funds:** Funds are awarded under Title-III of the Older American Act through the Alabama Department of Senior Services.

**Description of Services:** The contractor will provide general household cleaning to include but not limited to: preparing meals, washing dishes/cleaning the kitchen, vacuuming/sweeping/mopping floors, taking out the trash, cleaning the bathroom/bedroom, changing bed linen, laundry and shopping/running errands as time permits.

Under this contract the workers are not allowed to 1.) Transport the clients, 2.) Physically touch the clients (activities such as assisting with a bathe, combing hair etc. are prohibited), and 3). Administer medications to the clients.

The Lee-Russell Council of Governments Area Agency on Aging is soliciting proposals for the purpose of providing homemaker (general housekeeping) services to senior citizens.

**Target Population:** Individuals 60 years of age and older. The Area Agency on Aging Case Manager is responsible for assessing the clients, determining eligibility, and maintaining the care plan.

**Program Location:** Lee and Russell Counties, Alabama

**Period of the Award:** The contract period is October 1, 2017 – September 30, 2019. The contract and or services are contingent upon continued federal funding.

**Amount of Award:** The contract amount shall not exceed \$ 16,000 per year, or \$ 32,000 total for both years.

**Eligibility:** Applications will be accepted from public and private agencies.

**Application Deadline:** Complete application must be mailed or hand delivered no later than 3 PM July 7, 2017 to:

Lee-Russell Council of Governments  
Area Agency on Aging  
2207 Gateway Drive  
Opelika, AL 36801  
Attn: Jackie Pinkard

**Questions/Comments:** Any questions or comments should be addressed in writing to Jackie Pinkard at the above address [jpinkard@lrcog.com](mailto:jpinkard@lrcog.com) no later than July 07, 2017.

**Services to be provided:**

The contractors will be available to accept clients when contacted by the Case Manager. The Lee-Russell Council of Governments Area Agency on Aging Case Manager will assess clients and provide the direct service provider with a care plan and other pertinent information regarding the clients. The direct service provider will assign a staff person to perform the homemaking duties (according to the care plan) in the clients' home. The provider will be reimbursed monthly at the agreed upon unit/ hourly rate based on the number of units the clients received. A unit is equal to one hour.

**Evaluation of Proposal:**

The Lee-Russell Council of Governments will review all proposal to determine if the responsiveness to the requirements of this solicitation. The provider will be selected based on the following criteria.

- Quality of demonstrated services
- Managerial and supervisory capability and effectiveness
- Continuity of service
- Financial efficiency and soundness

**Right of Rejection:**

The Lee-Russell Council of Governments reserves the right to reject any and all proposals in part or in whole. Proposal received after the deadline will also be rejected.

**Time Line:**

June 21, 2017	RFP available
June 28, 2017	Deadline to submit questions
July 7, 2017	Deadline to submit proposal by 3 PM (CST)
July 10- 13, 2017	LRCOG will review the proposals
July 14, 2017	Award contract

**Lee-Russell Council of Governments'**  
**Area Agency on Aging**  
**Title III-B Homemaker Services**  
**Application for Enrollment**

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Director/Owner/CEO	Title
Address	
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E-mail Address	

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