Allegheny County
Department of Human Services
Request for Proposals Q&A
RFP for Older Adult Protective Services Providers

September 26, 2018

1. Can an organization that provides direct services to older adults also be contracted to provide protective services to older adults?

Yes.

October 1, 2018

2. What is the cost for the required trainings?

All Protective Services staff are required to complete the three-day Protective Services Basic Training through Temple University prior to delivery of services. First-time Protective Services Supervisors are required to attend a one-day supervisor training offered through Temple University. Both trainings are free-of-charge, but the Successful Proposers are responsible for travel costs.

3. Is there a scope of services for protective services?

Yes. Please see the link for the Scope of Service for Protective Services Social Service Program in the RFP announcement at www.alleghenycounty.us/dhs/solicitations.

3. Is there a cap on admin?

Yes. The cap for administration costs is 10%. Please do not exceed 10% in your proposed budget.

October 3, 2018

4. What is the 'average' timeline for an investigation?

The Older Adult Protective Service Regulation states that Protective Services providers must make a determination on a case no more than 20 days after receipt of the Report of Need. After 30 days, the Investigator does a reassessment of the case. Each case is unique and resolution timelines are dependent upon the category of the case and other factors. Resolution times may vary. See also question eight.

5. What is the cost of the 3-day training required for staff?

See question two.

6. What does the certification process involve? Cost?

Protective Services staff are certified after completing the three-day Protective Services Basic Training. See also question two.

7. Are new providers encouraged to apply?

Yes.

8. What is the average length of time that a case remains open?

Some cases require longer timeframes for resolution; the length of time a case remains open depends on the circumstances of the case. From May to July 2018, 494 investigations were completed. The breakdown of the time from when the Report of Need was received to when the case closed was:

- 80% (395) of investigations were completed in less than 20 days
- 9% (43) of investigations were completed within 20 to 29 days
- 11% (54) of investigations were completed in 30 days or more
- 2 investigations had a data entry error

October 15, 2018

9. Of the 1,898 total investigations, how many were emergency, priority and nonpriority?

Page eight of the RFP has the percentage breakdowns of Report of Needs (RON). The investigations percentages would be the same because the RON determines the category.

10. Who are the current providers?

Eastern Area Adult Services, Ursuline Senior Services, and Lutheran Service Society.

11. Approximately how many FTEs do the investigations?

There are 13 total Investigators. Currently, two service areas have four Investigators and one has five. The zone with five Investigators has a supervisor and an assistant supervisor. The zones with four Investigators have one supervisor each.

12. Do you have a recommended staffing complement?

We would like to see what you suggest. Proposers should propose a staffing complement.

13. Can you describe how you notify the current providers of a new case? Is it a phone call or online?

Once a RON is complete, we make a phone call to the assigned provider agency to notify them that we will be sending them the report information via email.

14. Does that process happen at all times of the day and night?

If it is after hours, nonpriority reports do not occur immediately. The emergency and priority reports follow that process at all times of the day and night.

15. What does the email contain?

The email contains information about the consumer (first name, last initial and consumer number) and the category of the report.

16. Do each of the current providers have their own zone?

Yes.

17. Is the $1.3 million award the total amount that the three current providers split between zones?

Yes.

18. Is the maximum amount of zones a Proposer can request two?

We can only award two zones per Proposer, but you can bid on all three zones.

19. How often do consumers need emergency placements, like in the Kane Hospitals or elsewhere?

Last year (FY 17-18) we had two consumers utilize emergency shelter. The year before we had four.

20. Are providers responsible for transporting consumers?

No. For example, we would never ask an Investigator to transport someone in their own car. We would find alternative transportation for that person.

21. Would the provider need to find that alternative transportation?

It would be the responsibility of the provider to find alternate transportation. The AAA senior line has a transportation coordinator who can assist.

22. Is it program funded reimbursement?

Yes.

23. What system is the data put into? Is there a fee to the provider to use that system?

The data system we use is SAMS. There are no costs to providers.

24. Do the providers need to be on call for County-wide emergencies? For example, recently there was a fire at a senior living apartment. What is the expectations for Protective Services providers to respond to emergencies like this?

These types of events are case-specific. Typically, we will send an Investigator to events like this to check on the needs of the older adults residing in the area affected by the emergency. AAA also has nurses on staff that we occasionally send out to those events. The response depends on the event.

25. Is there regular on-call?

Yes, Successful Proposers must provide a person to be on-call 24 hours per day.

26. For the budget, as long as we include the items listed in question 13, is the amount of detail we provide up to us?

Yes.

27. The investigation needs to happen within 20 days. Does the intervention, the service plan and action steps need to happen in tandem?

It is case-specific and varies. The service plan and action steps can happen during the course of the investigation or later.

28. Older Adult Protective Services Providers RFP, can you tell us the current pay rates for Investigators and Supervisors?

OAPS does not set pay rates for Protective Services staff. Proposers should propose a pay rates they feel best meets their proposed staffing structure and justify those rates in their budget narratives.

October 17, 2018

29. The training curriculum through Temple mentions a programming license. Is there a license to the program itself?

No.

30. Are you open to partnerships in these Proposals?

No.

31. Is the provider responsible to locate another emergency placement if Kane nor natural supports are available? If so, is there a list of available providers who will accept the individual?

The only contact we have for emergency placement is with Kane. Any placement outside of Kane would need to be arranged by the Successful Proposers. We can provide listings of other nursing facilities and personal care homes within the service area, but we would not have existing contracts with any of those facilities. Part of the role for the Successful Proposers would be developing relationships with other service providers in their area so that any service related need, including emergency placement, can be met. See also question 38 and page 13 of the RFP about the contingency fund. Successful Proposers can determine how to use these funds for alternative emergency placements and for other consumer needs.

32. Is it in the regular course of business in the coordination of care to transport a consumer?

Yes. We will never ask an Investigator to transport a consumer in their personal vehicle; however, Investigators frequently make arrangements for transportation of a consumer. The AAA Senior Line has a transportation coordinator who can assist.

33. In what situation would the police be notified if emergency care is required?

The police need to be notified anytime there is an immediate risk of serious bodily harm, serious physical injury, or death to the consumer at the hands of another individual or by the consumer themselves. Police also must be contacted if a threat of serious injury or criminal activity is directed towards the Investigator.

34. How are emergency placement at Kane, nursing homes, etc., paid for? How is funding addressed and who is responsible to locate emergency placement funding?

The AAA has a contract with the Kane facilities. Kane invoices the AAA directly. Successful Proposers do not need to be concerned about payment or securing funding for Kane.

35. Can the provider form relationships with other nursing homes and other appropriate places for temporary placement?

Yes, we encourage our providers to make these relationships.

36. Must the older adult have a medical need/meet medical necessity for nursing or hospital care?

Either the consumer must agree to go or there must be a medical need for a consumer to be transported to a hospital. Referrals to Kane are made on a case by case basis. A consumer does not necessarily need to be Nursing Facility Clinically Eligible (NFCE) to be placed in Kane on a temporary emergency basis. If the placement would need to become permanent, a determination if the consumer is NFCE would be made at that time. If the consumer is not found to be NFCE, alternate placement would need to be located. All consumers going to Kane for placement need to be medically cleared before admission.

37. If medically stable but housing is unsafe (e.g., no heat in the winter, no water) can the older adult be placed in a shelter?

A consumer can be placed in a shelter if the setting is appropriate based on the consumer's needs and if the consumer agrees.

38. Can contingency funds be built into the budget for emergency placement or other immediate need?

As described on page 13 of the RFP in section 2.6, each provider agency is provided with contingency funding to meet needs outside the scope of services that would be typically covered by existing contracts.

October 18, 2018

39. Will the successful proposer be required to have a physical presence (office) in each of the zones they are awarded?

No, however the successful proposer must have a strong understanding of the local communities and services within the zone and have the ability to develop relationships with local organizations of the zone.

40. If proposing for multiple zones, is the Proposer required to submit a budget for each zone or is the Proposer able to submit a comprehensive budget for the entire proposed catchment area?

Please submit one budget for each zone.

October 23, 2018

41. During the Pre-proposal conference it was stated that when a Report of Need is completed and the category is assigned as Emergency, this information would be called into the Provider and the expectation is that the Provider responds immediately upon being called. The interpretation of this is that the Investigator goes to the older adult immediately (day or night) to begin their face to face investigation. However, on page 8 of the RFP, the statement under the description of Emergency is that Investigator "must immediately contact and ensure the safety of the older adult upon receiving an emergency report. A face-to-face visit must be made within 24 hours after the report is received." Please clarify the timeliness expectation for the Investigator's face to face contact for calls categorized as Emergency.

Our expectation is that the investigator attempt to make face-to-face contact immediately after receiving an emergency report, as the only way to adequately determine the safety of the older adult is via face-to-face contact.

42. We see that the required reporting for Adult Protective Services occurs through SAMS. Additionally, as we are reviewing the Chapter 15 Protective Services for Older Adults regulations, specifically Section 15.102, there are guidelines surrounding the managing of the hard copy records. Without knowing yet what the full investigatory report looks like can we get a clearer picture of what Investigators will create and keep separate from what is entered into SAMS so that we can best answer questions related to documentation, data collection and confidentiality?

Typically, the only paper documentation that will be included in a case file would be consent forms, a perpetrator notification (if applicable), medical and financial records (if applicable), and witness statements (usually only from facilities). These paper documents need to be kept in a locked file cabinet at all times and will be destroyed following the expungement requirements outlined in the OAPS Act (six months for unsubstantiated cases and three years for substantiated cases). The provider also can upload these documents as attachments into SAMS if they choose to do so, but this is not a requirement.

October 31, 2018

43. Can you clarify Question 11 in the RFP regarding data collection and entry plan? Are you are referring to a specific plan beyond the SAMS requirements?

Use of SAMS is a requirement. Question 11 in the Response Form is asking you to describe the strategies, procedures, methods, policies, etc., you will use to collect and enter data.

November 2, 2018

44. My company has only been around for two years. Would it be acceptable to submit my federal and state tax returns from a CPA for CY2016 and CY2017 to fulfill the audited financial reports for the last three years request?

If you do not have audited financial reports for the last three years, you may submit other financial documentation that attest to the financial health of your organization. Tax returns are the preferred alternative. Please note that providing financial documentation is a requirement of contracting through Allegheny County.

November 5, 2018

45. Since this agreement has the option to renew annually for four additional years, can an escalation for expense increases be built into the budget?

No, provide a budget for only one year.

46. If the proposer is willing to provide services in one zone OR two zones, should there be a separate proposal for each scenario? For example, should there be one proposal to provide services in one zone and another proposal to provide services in two zones?

Proposers should submit only one Proposal. In this example, the Proposer would provide one Proposal for the two zones with two budgets (see question 40). As stated on page 10 of the RFP, "DHS will assign zones to the Successful Proposers and may award fewer zones to Successful Proposers than they proposed."

November 8, 2018

47. Are there any credentials the state requires employees to have? If so, what are they?

State requirements are listed in the Pennsylvania Older Adults Protective Services Act (OAPSA, 35 P.S §10225.101 et seq., https://www.pacode.com/secure/data/006/chapter15/006_0015.pdf).

November 9, 2018

48. What are the minimum education and experience qualifications for the Investigator?

Any education and experience requirements are listed in the Pennsylvania Older Adults Protective Services Act at https://www.pacode.com/secure/data/006/chapter15/006_0015.pdf.

49. The first sentence at the top of page 6 of the RFP says, "Prior to the start of the contract on July, 1 2019, Successful proposers must be certified in Protective Services and have attended the 'Protective Services Basic Training' a three-day training program developed by Temple University and offered in Harrisburg and other locations." Please outline the process for the "Successful Proposer to obtain Protective Services Certification."

See questions two and six. Successful Proposers are responsible for the logistics of signing up for the training and coordinating their staff's training.

50. It is stated in the RFP that approximately $433,333.00 of funding will be allocated for each of the three designated zones in Allegheny County. Do the current contracted Protective Services Agency bill the County on an hourly basis tracking their spend down of allocated fund? If yes, what are the current hourly reimbursement rates?

It is program funded, not hourly reimbursement. Providers are given an annual allocation for their services and will invoice DHS monthly for reimbursement. See question 22.

51. It is stated in the RFP that approximately $433,333.00 of funding will be allocated for each of the three designated zones in Allegheny County. Do the current contracted Protective Services Agency bill the County on a per client case basis tracking their spend down of allocated fund? If yes, what are the current per client case reimbursement rates?

It is not per client reimbursement. See question 22 and 50.

52. Can you please confirm that the page count begins at the Requirements section and would not include anything before the Requirements section?

That is correct.

Amendment

On October 1, we amended the RFP to make the following corrections:

Page five under Award Details

The original sentence said:

The Agreements will be for a term of ~~five~~ year~~s~~, with the County having the option to extend the term of the Agreement.

It was corrected to:

The Agreements will be for a term of one year, with the County having the option to extend the term of the Agreement annually for four additional years.

Page 13 in section 2.6, Budget

The original sentence:

The Agreements will be for a term of ~~five~~ year~~s~~, with the County having the option to extend the term of the Agreement.

It was corrected to:

The Agreements will be for a term of one year, with the County having the option to extend the term of the Agreement annually for four additional years.