

RFP Response Form

OPTIONS In-Home Care Services 2017

PROPOSER INFORMATION

Proposer Name: 1st PrestigeLP

Authorized Representative Name & Title: Natasha N. Mitchell CEO

Address: 6425 Living Place STE #200 Pittsburgh PA. 15206

Telephone: (412)346-8146

Email: 1prestigehca@mail.com

Website: N/A

Legal Status: For-Profit Corp. Nonprofit Corp. Sole Proprietor Partnership

Date Incorporated: 01/26/2017

REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Natasha N. Mitchell	(412)498-0509	1prestigehca@mail.com
Contract Processing Contact	Natasha N. Mitchell	(412)498-0509	1prestigehca@mail.com
Chief Information Officer	N/A		
Chief Financial Officer	James H. Rowland III	(412)638-9088	1stprestigehca@mail.com
Administrative Contact	Natasha N. Mitchell	(412)708-2865	1prestigehca@mail.com

BOARD INFORMATION

Provide a list of your board members as an attachment or in the space below.

Tameka Snowden Natasha N. Mitchell James H. Rowland

Board Chairperson Name & Title: Tameka Snowden Board of Directors

Board Chairperson Address:

Board Chairperson Telephone:

Board Chairperson Email:

REFERENCES

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Provide the name, affiliation and contact information [include email address and telephone number] for three references who are able to address relevant experience with your organization.

Please do not use employees of the Allegheny County Department of Human Services as references.

Rhonda Dalton-Shepard Allegheny Health Network EMS Training Center

Tamia Davis Davis Family Day Care

Marsha Simonds Staff Source Inc

PROPOSAL INFORMATION

Date Submitted: 9/18/2017

Indicate your primary and secondary choices of geographic areas for which you are proposing to serve (you must select at least a primary and a secondary choice):

Area 1 - Primary Choice Area 2 - Area 3 - Secondary Choice

In addition to Personal Care and Home Support – Housekeeping, check the services which are you proposing to provide:

Home Support – Maintenance (Chore) Home Health Services No additional services

Proposal Abstract/Executive Summary:

Please limit your response to 750 characters

The Company is prepared to introduce the following service to the market:

- We support the uniqueness, wholeness and dignity of each person.
- We shall strive to respond to the individual needs and preferences of each person we support and serve.
- We enthusiastically advocate for the rights of people with the aging so they may fully participate in and contribute to community life. This includes enjoying a secure home, family, friends, services, and work they find meaningful.
- We view all human life as having equal and unconditional value. Each life should be nurtured, respected, celebrated, and fulfilled.
- We support the life-long process of personal growth and development of all people.
- We will take opportunities to educate others and to advocate for the basic civil rights of people with disabilities

For the reasons listed above we set forth the bid amount of \$28.15 per unit hour.

CERTIFICATION

Please check the following before submitting your Proposal, as applicable:

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I have read the standard County terms and conditions for County contracts and the requirements for DHS Cyber Security, EEOC/Non-Discrimination and HIPAA.

By submitting this proposal, I certify and represent to the County that all submitted materials are true and accurate, and that I have not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

ATTACHMENTS

Please submit the following attachments with your Response Form. These can be found at <http://www.alleghenycounty.us/dhs/solicitations>.

- MWDBE documents
- Allegheny County Vendor Creation Form
- W-9
- New provider application, if applicable
- Completed Unit Cost Spreadsheet for required services and, if applicable, a completed Unit Cost Spreadsheet for optional services
- IRS Non-profit Determination Letter (Non-profit Organization) OR Articles of Incorporation (For-profit Organization)
- Audited financial statements (for past three completed fiscal years). If a Proposer does not have audited financial statements, then tax returns or financial statements prepared by outside agency will be accepted
- Organizational chart depicting current staffing
- Resumes of Key Administrative and Supervisory Personnel
- Job Descriptions of Key Administrative and Supervisory Personnel
- New Employee and Continuing Education Training Curricula
- Personnel Policies
- Affirmative Action Plan
- Organization's Licenses, Certifications and Accreditations
- Emergency Response Plan
- Policy on no mandatory retirement age

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REQUIREMENTS

Please respond to the following. The maximum score a Proposal can receive is 185 points. Your response to this section should not exceed 30 pages.

A. Proposer Profile and Organizational Experience (10 points possible)

1. Describe your organizational structure.
 - a. Are you a subsidiary or franchise of a multi-purpose organization? If so, provide description of your parent organization. If so, do you see any barriers?
No. Partnership Only
 - b. Do you operate as an employer or as a registry?
Employer
 - c. Do you have an administrative or supervisory office within Allegheny County? If not, what is the location of the closest administrative or supervisory office, in miles, to Allegheny County?
Yes, in the City Pittsburgh Pa.

2. Describe your organizational experience providing services to older adults.
 - a. What calendar year did you first offer services to older adults?
Our company is a new company waiting, wanting and willing to put in the work that needs to be accomplished. We will start offering services in 2017. All the partners of 1st Prestige were once direct care workers with over 10 years of experience.
 - b. Use the table below to list the largest current or prior contracts (maximum of ten) for in-home services to older adults that your organization holds or has held within the last five years.

Contracting Organization	Services Provided	Size of Contract (Dollar Amount)	Contract Start/End Dates

- c. Were any of your contracts held within the last five years cancelled before the scheduled end date? If yes, list the contract and reason for cancellation.
N/A
- d. Use the table below to indicate the volume in total units of service provided (one unit = one hour) and unduplicated number of Participants for the following in-home services for the most recent fiscal year. Exclude Home Health Services.

Service Type	Total Units of In-Home Services 1 unit = 1 hour	Total Units of In-Home Services to Older Adults	Number of Unduplicated Participants Served in Home	Number of Unduplicated Older Adults Served in Home

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		1 unit = 1 hour	
Personal Care			
Home Support Housekeeping			
Home Support Chore			

B. Management of Staffing, Training, Direct Care Worker Recruitment and Retention (40 points possible)

Staffing and Training

3. Describe your organization’s hiring process in detail.

In order to be hired by 1ST PRESTIGE HOME CARE AGENCY, every applicant must satisfactorily complete all of 1ST PRESTIGE HOME CARE AGENCY’s 10 Step Hiring Process. It is the policy of 1st Prestige to comply with and all federal and state laws and regulations concerning hiring and retention of qualified applicants. We are committed to full equal opportunity in all aspects of services and employment. We will not discriminate. 1st Prestige follows a 10-step hiring process/orientation and Medical Ass. Bulletin #99-11-05 dated August 15th 2011

1. Pre-Screen Telephone Script
2. Interview Form
3. Interview Guide (includes Interview Form with answers)
4. Application
5. State Police request for release of Criminal History and Driving Record and complete FBI request if live fewer than two (2) years in Pennsylvania
 - a. Policy for applicants w/criminal record under *Nixon v. Commonwealth of PA*
6. Child abuse clearance form (should be done during the first month of work)
7. Conduct an initial screening at time of application and continue to monitor (on a monthly basis) staff members and contractors to determine if they have been excluded from participation in federal health care programs by reviewing the LEIE, EPLS, and Med check in accordance with applicable regulations. 1st Prestige will employ EP Staff Check or a similar company in order to accomplish compliance with said regulations.
8. A Summary of Rights Under the Fair Credit Reporting Act (provided to applicant)
9. Reference Verification Form and telephone Reference Verification Form.
10. DEARS Assessment
 - a. Questionnaire
 - b. The first step on the DEARS assessment
 - c. DEARS Assessment Answer Key
11. PCW/ HHA/ CAN Skills Assessment Test
 - a. Questionnaire
 - b. Answer Sheet
 - c. Answer Key
12. Complete Physical exam and two-step TB Test

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13. CPR and FA (which is done in house CEO is American Heart Associated CPR Instructor)

14. Valid SS card and driver license/valid ID (copy should be attached to employee file)

4. Describe your organization's orientation and training process in detail.

- a. Referencing your attached new employee and continuing education training curricula, specify training hours for each topic.

POLICY: 1st Prestige has implemented training curricula that meets all regulatory requirements to ensure that staff receives training in the following areas prior to providing PAS to a participant:

1. Prevention of abuse, neglect and exploitation of participants.
2. Recognizing, reporting and investigating critical incidents.
3. Participant complaint resolution.
4. Department policies and procedures.
5. Quality Management Plan (QMP).
6. Fraud and Financial Abuse prevention.
7. Universal Precautions/ Infection Control
8. Department of Health core competency observations
9. Confidentiality and HIPPA

PROCEDURE: During orientation and annually thereafter each staff member of the PAS department will complete the PAS Staff Training Curricula.

- b. How many hours of training are provided directly on-site under an instructor's supervision?
5-10 hours

- c. How many hours of training are completed electronically on a computer?
40 hours

- d. Describe the specific hands-on skills that are included in the training program (e.g., assistance with bathing, assistance with ambulation, changing bed linens). Identify which skills include on-site practice and supervision.

Bathing, shaving, grooming and dressing

Hair, skin and mouth care

Assisting with ambulation and transfer

Meal preparation and feeding

Toileting

Assistance with self-administration of meds

Changing linens

Use of assisted devices

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- e. How many hours of training are completed before the worker touches the Participant?
20 hours
- f. List all ongoing mandatory training programs provided to direct care workers in the last two fiscal years. Describe how each training program was presented (e.g., remotely by mail, computer, classroom).
- Prevention of abuse, neglect and exploitation of participants. Classroom
 - Recognizing, reporting and investigating critical incidents. Classroom
 - Participant complaint resolution. Mail
 - Department policies and procedures. Classroom
 - Quality Management Plan (QMP). Mail
 - Fraud and Financial Abuse prevention. Classroom
 - Universal Precautions/ Infection Control Classroom
 - Department of Health core competency observations Classroom
 - Confidentiality and HIPPA Classroom
- g. Is continuing education offered to direct care workers? If yes, is it optional or required? How many hours per fiscal year?
Yes, our Mentorship program offers help with continuing education. As much as we would like to keep every employee that is displaying hard work and dedication we also encourage them to better their selves and peruse a higher level of education. We first look for free programs as well education programs that pays the loan if you agree to work for the perspective company
5. Describe the minimum direct care worker competencies that are required prior to working with Participants and describe how those competencies are evaluated.
- Confidentiality
Participant control and the independent living philosophy
Instrumental activities of daily living
Recognizing changes in consumers that needs to be addressed
Universal precautions
Basic infection control
Handling of emergencies
Documentation
Recognizing and reporting abuse and neglect
Dealing with difficult behaviors
6. Supervision of workers from a distance provides unique challenges. Describe your procedure for supervision of direct care workers.
- a. How often are direct care workers supervised?
Initially, quarterly, yearly and when direct care worker needs retrained
 - b. Describe how you evaluate a direct care worker's performance.

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During the skills assessment, training and additionally during supervisory visits

- c. Describe how you share the evaluation of a direct care worker's performance with the worker.
Performance evaluation and regular feedback from the participant

Recruitment and Retention

7. Recruitment of direct care workers is a continuous challenge. Describe specific strategies that have been implemented to recruit new direct care workers.

Providers, Consumers and workers themselves continue to report that there are not enough direct care workers to address the needs in Allegheny county and surrounding areas. 1st Prestige plans to recruit new direct care givers through job and health fairs. Soliciting local college students, networking and word of mouth will be very successful for the company. 1st Prestige has been giving several opportunities to speak and petition at several churches and various organizations explaining the importance of having a direct care worker and assisting future participants in the process of Department of aging and calling the senior line. 1st Prestige is affiliated with PA Gateway Recruiting Service for Pennsylvania's unemployed. We also utilize the internet, social media sites not excluding publications local postings and newspapers. Posting ad's in mediums most likely to reach our potential job candidate.

8. Do you have a targeted program to address retention of direct care workers? If so, detail specific strategies utilized to address the challenge of worker retention?

Addressing worker retention first starts with showing the employee appreciation. The partners of 1st Prestige understands everything that happens out in the field with our employees/direct care worker's. We were once direct care workers for more than 10 years. We take the point of view and the feelings of the direct care worker in to consideration. If reimbursement allows we would pay above or equal to market rates. Mileage is reimburse to drivers with receipt and appropriate documentation at .54 cents per mile after the first 10 miles. Direct care workers going from one participant to the next will be reimburse at the same rate of .54 cents per mile with proper documentation. Paying mileage in returns makes the employee feel at ease when assigned to those Hard-To-Serve areas.

Vision this. "When we were Direct care workers and was asked to go to rural areas or any place over 15 or 20 miles We would hesitate to say yes, not because we didn't care about the consumer being left alone or no service due to a sudden call off but because of making \$9.80 an hour." It was not enough compensation. The company never offered help with gas but suggested to pay for mileage. Mileage was only paid out once a month and did not help with consumers you weren't scheduled for. Due to the scenario giving above 1st Prestige has created a "GAS NOW PAY LATER" option/program for our company employees. 1st Prestige pays for direct care worker's gas to get to work. Rather the direct care worker schedule is planned or unplanned the direct care Worker will be equipped for work in any area of Allegheny County. Gasoline can be bought at the amounts of a quarter, half or full tank. The direct care worker has the options to pay back over 2 or 4 installments out of their paychecks.

EXAMPLE: The Direct care worker is expecting to go to a scheduled shift on Wednesdays Thursdays and Fridays. The Direct care worker's participant weekend provider has called off the Saturday and

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Sunday shift. When he/she is asked to work the weekend shift, having enough gas would not enable the employee to go. Administrative staff would calculate the amount of gas to the miles per gallons of the employee's car and if the request was for a full tank we would times that amount by the price of gas and that is what employee/direct care worker would receive for gasoline. In return 1st Prestige would ask for a picture of the receipt via smart phone. If no smart phone is available than we would ask for the physical receipt. If the amount was \$30.00 divided by 4 installments than the payment amount taken out the employees check would be \$7.50 per pay. Our program also reduces the stress of the direct care worker and they can focus more on giving the participant quality care. All employees will be treated fairly and the doors are always open.

We also offer a mentorship program. We offer employees various types of help. 1st Prestige is affiliated with a non-Profit Organization called "OPERATION IN AS MUCH" that helps families in crisis. We also offer administrative services that helps the employee with documents and filling out forms. Not every employee hired will have a college level education nor the know how to access certain education, Government, IRS or any generated form so we commit to helping with that as well as assisting the employee with filling them out. We also help to fill out FASFA forms. During tax season Jan 30th – April 15th we have a tax specialist Sameera Philyaw Come in and file taxes for free. That way the employee saves an excessive amount of money and would not have to go to an outside agency spending hundreds of dollars. We offer basic computer training once a week by our own CFO and Partner James H. Rowland III. He will teach basic computer skills, typing search engines and Microsoft word all done in office. As of now we do not offer paid time off. Once our contracts increase and our employee status reaches a certain fraction will offer health benefits and PTO. Employees now have the option to enroll in Aflac Supplemental insurance and become affiliated with the USX Federal Credit Union.

9. Detail your annualized turnover rate of direct care workers in each of the last two fiscal years. Turnover is also a testimony to how effectively the recruitment process you employ is functioning. Our turnover ratio is a useful measurement, a finger on the pulse of employee satisfaction within Our organization. Turnover is the number or percentage of employees who voluntarily or involuntarily leave your employment in comparison with the number or percentage of employees who stay in your employment over a certain period of time, generally a calendar year. Once we calculated the formula given above, we have 0/100 turn over all staff that was hired on is still on the journey with us and taking advantage of our employee programs.
10. Do you look for creative solutions to scheduling that contribute to worker efficiency and satisfaction? If so, briefly detail scheduling practices that contribute to worker efficiency and satisfaction.
Yes, while 1st Prestige is a new agency, it has been the experience of the office staff that direct care workers tend to have more job satisfaction and efficiency when they have schedules that meet their financial needs and also when travel can be minimized. In dealing with Option's scheduling 1st Prestige will try to keep workers in their communities when possible to reduce the cost of travel and allow the direct care worker to serve more participants.

C. Management of Service Delivery (30 points possible)

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11. Describe your process to ensure accurate and timely documentation of In-Home Service delivery to Participants. Include your process for verifying service delivery.
1st Prestige will soon implement an electronic visit verification system. (EVV). Until the (EVV) system is implemented we will use paper timesheets that participants will sign off on daily to confirm that services were delivered. Workers will submit times sheet for services weekly.
12. Allegheny County faces unique challenges in serving Participants in certain geographic areas that are remote or lack public transportation. Describe your plan for serving Participants in remote geographic areas and areas that lack public transportation. What steps have you implemented to address the travel and transportation needs of direct care workers?
1st Prestige will recruit direct care workers in areas that are hard to serve. Additionally, 1st Prestige will also recruit in the areas surrounding the hard to service areas in hopes that direct care workers can be found to service areas closer to them. 1st Prestige will reimburse direct care workers for mileage. Moreover, 1st Prestige will hire an Employee Transportation Coordinator (ETC) who will serve a driver and a fill-in attendant, when needed. The ETC oversees the design and implementation of the worksite Commute Trip Reduction (CTR) Program and is responsible for the administration of the program.
13. Describe the strategies you have implemented in the last two years to improve your service capacity to older adults.
- Describe the strategies that you have implemented.
1st Prestige is a new entity and have not yet served the aging population. In preparation of providing service 1st Prestige looks forward to the opportunity to do so with the options contract. We will give quality care and strive for excellence.
 - Identify the results of each strategy, including the percent increase in service capacity.
N/A
 - Describe the strategies you have implemented in the last two years to expand your geographic service area.
N/A
14. Describe your plan to meet the benchmarks listed in the RFP and required in the contract:
- Accept 80% of new Participant referrals in the first year.
1st Prestige will aggressively hire consistently. We will recruit in areas that are hard to serve. Additionally, 1 designated office staff will be available and trained to fill-in. Furthermore, schedules will be set up to allow for the direct care worker to have schedules that meet their needs and room for additional shifts.
 - Accept 90% of new Participant referrals in each of the subsequent contract years.
1st Prestige will utilize the successful practices of the previous year. While also looking for new and inventive ways to keep our employees engage while having job satisfaction. Again, 1st Prestige will continue to consistently hire aggressively.
15. Describe your plan for addressing direct care worker call-offs and no-shows.

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- a. Describe your staffing plan to address un/anticipated direct care worker call-offs and no-shows so that substitute direct care workers are available 100 % of the time.

If a scheduled employee no-shows or calls off unexpectedly or at the last minute, 1st Prestige has an on-call person that is available 24 hours a day. We will have more than 1 on call employee working at specific times. These employees will be a highly skilled direct care worker or CNA with a vehicle. The on-call employee will have a pager and the participant and the employee will be redirected to the pager if the office is closed. This position was created only for the purpose of call-offs and no-shows. The on-call person is paid \$3.00 an hour just to attend to the pager system. If there is a call-off, the on-call person is well prepared and equipped to go fill in and will be paid their hourly rate.

- b. Describe your process for communicating when a direct care worker calls off or does not show-up as scheduled.

The participant will be notified as soon as the office gets notified of a call off or no show. 1st Prestige will offer a replacement worker 100% of the time. Should the scope, duration and frequency change the care manager will be notified in SAMS or via email.

The level of employee discipline depends on the severity of the offense and whether the violation is grounds for termination as outlined by the Employee Manual. Call offs are treated differently than no call no shows. Direct care works with frequent call off will be counched and counseled on how to be more dependable for participants. No-call no shows are direct violation of employee policy. Under these circumstances the office staff will evaluate the 1st offence and write the direct care worker or terminate them deepened on the circumstances.

16. Describe your plan to the needs of a culturally diverse population and those with special needs. To work effectively with culturally diverse clients, we as a whole will need knowledge(training) and skills. Community and disability services need to consider the diversity of their clients' values, beliefs and cultural expectations. To work effectively with culturally diverse clients, you will need knowledge and skills. 1ST Prestige plans to follow the Americans With Disabilities Act as well as our NON-Discrimination policy. Patients with comparable needs receive the same standard of care, treatment and services at all of the organization's locations regardless of which staff members (employees or contracted personnel) provide the care, treatment or services, the type of insurance or payment source, or the settings of care, treatment or services.

1st Prestige shall provide care, treatment and services for patients without discrimination, including, but not necessarily limited to, the following:

- Patients will be accepted for and provided care/treatment and services, referrals are made, without regard to race, color, religious creed, national origin, disability, ancestry, age or sexual orientation.

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- Employees and volunteers will be assigned to patients regardless of race, color, creed, national origin, marital status or sexual orientation.
- All patients shall receive the same level of care, treatment and services based on their diagnosis, treatment needs, care planning and all other aspects of patient care.

Work assignments will not be denied nor will staff be removed from work assignments on the basis of race, creed, color, sex, marital status, national origin, disability or sexual orientation.

Staff members have the right to request reassignment. Patient care, treatment and/or services shall not be compromised as a result of such a request.

Employment of staff is made without regard to race, color, religious creed, national origin, disability, ancestry, age, or sexual orientation.

D. Management of Communication (10 points possible)

17. Describe how you communicate Participant status changes.

- a. How does your direct care worker report Participant status changes to supervisors?
How do staff communicate Participant changes to other health care and care management professionals, family members, or other informal caregivers

Direct Care workers will report to the office staff any changes to the consumers health and safety. It will then be the office staff's responsibility to report said changes to the appropriate person on the participants care team.

All client and employee personal information is guarded in accordance to 1ST PRESTIGE HOME CARE AGENCY's Employee and Client Confidentiality Policy.

When 1st Prestige has reasonable suspicion that a client has been the victim of abuse, neglect or financial exploitation, the agency shall do the following:

1) In the case of an individual who is 60 years of age or older, an individual who has been found to be disabled or one who otherwise qualifies as an "eligible adult" under the Elder Abuse and Neglect Act, the agency shall notify the elder abuse provider agency designated by the Department on Aging or an Area Agency on Aging for the area in which the client resides. The agency shall document this report and maintain documentation on the secured premises for 2 (yrs.) after the date of the report. (Definition of 'other agency employee' simultaneous care, more than one agency servicing client)

2) If the abuse or neglect is alleged to be a result of actions by an employee of the agency, or one placed by an agency providing non-medical in-home care the agency shall immediately remove the alleged perpetrator from direct contact with client and investigate the allegation. The Agency shall contact County Care Management personal or (third party which is responsible for the care provided to the client) The Employee will be brought into the office and placed on immediate probation. The probation period will begin immediately upon the accusation or notification by client, family member or legal representation and will remain on probation until all factual finding are presented and the case is closed to the highest satisfaction of all parties involved.

- In cases of allegations of abuse or neglect by an employee or an individual who has been placed by the agency, 1st Prestige shall conduct an investigation and develop a written report of the

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findings of the investigation within 14 days after the initial report, after completion of the investigation the Agency Director/ Supervisor shall send the final findings and conclusion within 24(hrs.) to client and appropriate agencies and pre- authorized personal. Additionally, the Agency shall maintain a copy of the report on the agency premises for 4 years after the date of the report. This may include the written incident report submitted to the Allegheny County or Westmoreland County Area on Aging.

- The written report of the investigation conducted pursuant to this Section shall contain at least the following:
 - 1) Dates, times and description of alleged abuse, neglect or financial exploitation;
 - 2) Description of injury or abuse to client;
 - 3) Any actions taken by 1ST PRESTIGE HOME CARE AGENCY;
 - 4) A list of individuals and agencies interviewed or notified by the 1ST PRESTIGE
 - 5) A description of the action to be taken by 1ST PRESTIGE to prevent the abuse, neglect or financial exploitation from occurring in the future;
 - 6) Statements of any witnesses.

 - 1st Prestige employees shall report abuse, neglect or financial exploitation of a client to 1st Prestige management and to the appropriate elder abuse provider agency or the Pennsylvania Department on Aging.
 - Any and all meetings and times/dates of meetings that occurred to discuss formally the complaint and resolution.
 - 1st Prestige shall immediately contact local law enforcement authorities (e.g., telephoning 911 where available) in the following situations:
 - 1) Physical abuse involving physical injury inflicted on a patient and/or client by a staff member;
 - 2) Sexual abuse of a patient and/or client by a staff member;
 - 3) When a crime has been committed in the patient and/or client's home by a person other than the patient or client;
 - 4) When a patient or client's death has occurred other than by disease processes;
 - 5) When an allegation of physical abuse, sexual abuse or crime has been reported, or when death (other than by disease or natural causes) has occurred to a patient and/or client.

 - 1st Prestige policy concerning local law enforcement notification:
 - Upon notification 1ST Prestige Director/Supervisor will be responsible for:
 - a. Ensuring the safety of patients and/or clients in situations requiring local law enforcement notification;
 - b. Contacting local law enforcement in situations involving physical abuse of a patient and/or client by another person
18. Provide two recent examples of situations where a direct care worker identified and reported a problem or issue for which the Participant required assistance to resolve. Specifically discuss the communication process between Participant, direct care worker, agency and any individuals or resources contacted to resolve the issue.
- 1st Prestige is a new entity we have one example and one experience.

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Example: Mel Smith is scheduled to Service Mrs. Brown. The weekly task list suggest today is cleaning only Monday. When Mel sees there are no supplies to clean with, she tells Mrs. Brown “Since there are no supplies there is nothing for me to do”. 1st Prestige has a strong and thorough training. This would not have been the communication from our staff Mel Smith would have called in to the office and explained to our staff supervisor that Mrs. Brown had no supplies for her to complete his task for the day. Staff would have talk to the participant to see if we could do other services. 1st Prestige also provides small cleaning supplies and tools just for backup when something like the above example happens.

- **Experience:** There was an incident with a direct care worker that went to a scheduled shift. The direct care worker found the participant on the floor. First the worker verbally asked the participant if they were ok. The participant responded with say that they needed help getting up. The direct care worker immediately called 911 for assistance. While waiting the direct care worker did a visual inspection of the participant. After the ambulance came and assisted the participant, the direct care worker followed the critical incident policy and called into the office and spoke with the supervisor. The supervisor than spoke with participant, called family members as well care manger.

E. Quality Management (15 points possible)

19. Describe your plan for measuring the quality of service delivery to Participants.

a. How do you measure quality in service delivery to the Participant?

1st Prestige will verbally communicate with the participants to assure that their needs are being met with the services provided. Additionally, a survey will be sent to consumers to gage the quality of service. Moreover, all direct care workers will be given tools in training to be successful in provided home care to participants. 1st Prestige will also conduct supervisory visits.

b. How do you handle Participant complaints?

1. Staffing Coordinator is responsible for documentation of complaint in SAMS system;
2. Staffing Supervisor is responsible for reviewing complaints with service providers and service coordinators and ensuring complaints are resolved to consumer’s satisfaction;
3. Supervisor and Administration will review complaints that are not able to be resolved to the consumer’s satisfaction and determine the need for further action, if any. This includes and is not limited to documenting the complaint and reviewing complaints and complaint resolution quarterly during QMP meeting.

Consumer complaints regarding the Waiver program will be referred to the Staffing Coordinator, unless the consumer or his/her representative specifically request to speak to a supervisor. The Staffing Coordinator will work with the consumer/representative and providers to resolve the complaint. The Staffing Coordinator will document the complaint and efforts to resolve it in the appropriate section of SAMS (see attached directions/examples for Complaint entry in SAMS).

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Complaints recorded must contain:

1. The name of the consumer
2. The date of the complaint
3. The details of the complaint
4. The provider's actions to resolve the complaint
5. The participant's satisfaction to the resolution of the complaint
6. The staff acknowledgment and on-going training of staff as it pertains to the complaint
7. the acknowledgment of training received to resolve future incidents.

Upon receipt of the complaint report, the Staffing Coordinator will review the complaint to determine if it meets the criteria to be considered a Critical Incident as defined in the Critical Incident Management Policy of the Office of Long Term Living. The staffing Coordinator will document the Critical Incident in SAMS as per current Critical Incident Management Policy. The Staffing Coordinator will review the complaint to determine if it meets the criteria to be considered a Protective Service Report of Need and/or whether the report must be submitted to the participants Care manager/Service Coordinator.

The Staffing Coordinator/ Staffing Manager will report the complaint to the Supervisor/ Care manager/Service Coordinator if any of the following criteria occur:

- The complaint meets the criteria of a Critical Incident
- The complaint meets the criteria of Protective Services
- The complaint involves fraud/abuse on the part of the consumer, their representative or the provider
- The complaint involves an employee of the agency
- The staffing Coordinator/Staffing Supervisor is unable to resolve the complaint to the satisfaction of the consumer, their representative or the provider
- The consumer, their representative or the provider indicate they may seek legal counselor action

The Staffing Coordinator will consult with their Supervisor if, at any time, he/she is uncertain if the above criteria apply. The Staffing Coordinator will consult with the Supervisor if he/she requires assistance or guidance on how to proceed with resolution of the complaint. If the Supervisor is unavailable and the complaint cannot wait until that supervisor's return the Staffing Coordinator will report to the next available Supervisor or Administrator up to and including DON. The Staffing Coordinator follow-up with his/her immediate Supervisor upon the supervisor's return. All complaints that may result in Protective Service (PS) involvement will be reported to the PS Supervisor in the timeframes required by the Protective Service policies.

The Supervisor will report the complaint to the Care manager/Service Coordinator if any of the following criteria occur:

- The complaint involves an employee of the agency
- The complaint cannot be resolved at the staffing coordinator or supervisory level
- The complaint may result in legal action by consumer, their representative or the provider

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OPTIONS In-Home Care Services 2017

- The complaint involves fraud/abuse on the part of the consumer, their representative or the provider

The Supervisor will consult with the Care manager/Service Coordinator if the Supervisor requires assistance or guidance on how to proceed with resolution of the complaint.

The Care manager/Service Coordinator will seek guidance as needed from the Office of Long Term Living, or the appropriate agency, to resolve the complaint in accordance with policy and procedures of the Commonwealth of Pennsylvania.

The Staffing Coordinator/Staffing Supervisor and QMP team will review and analyze complaints on a quarterly basis. Complaints that pertain to a specific action will be reviewed and discussed at the QMP meeting. Complaint's, whether resolved to consumer's satisfaction or not, that after analysis appear to be systemic, will be addressed with the care providers and training including performance evaluation will take place. Complaints that have not been able to be resolved to the consumer's satisfaction will be reported to the agency DON/Administrator. Complaints that have not been able to be resolved to the consumer's satisfaction will be discussed with the Supervisors to attempt to avoid future complaints of a similar nature, this includes implementation of corrective action and additional training.

If the number of complaints resolved to a consumer's satisfaction are less than the number of complaints not resolved to a consumer's satisfaction a Quality Management Plan specific to the issues involved will be developed.

Complaints that are referred to the Department of State for resolution will be tracked and measured outcomes and benchmarks of success/completion will be developed to reflect progress on the issue.

All complaints will be handled in accordance with confidentiality policies, HIPAA compliance, and Protective Service laws.

20. How will you solicit Participant feedback regarding service satisfaction and performance of the direct care worker and what is done with the information? Describe the questionnaire or survey you use, how often you solicit feedback, and how you use that feedback. 1st Prestige plans to send weekly surveys to participants for the first 30 days of direct care worker's employment and monthly thereafter.

Overall, how would you rate the Direct care worker?

Are you satisfied with the Service received from the agency?

Are you satisfied with the Service received from the direct care worker?

What do you like most/least?

Is this your first attendant?

Do you have any suggestions or comments that can help 1st Prestige improve?

Do you have any suggestions that can help the direct care worker improve?

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The surveys are stored in a survey binder depending on the outcome. If the participant gave a great review it will be stored in the binder if the feedback was negative we will make new policies and retrain on a particular incident. We will also consider the negative feedback a complaint and log into the complaint log binder. After the participant answers all questions from the survey we will retrain accordingly.

21. Describe your process for handling a billing discrepancy.
Billing will be done weekly. Any discrepancy will be handled in a timely manner. Should 1st Prestige ever overbill all units will be reimbursed to the Options program once discovered. If for some reason 1st Prestige underbills the care manager will be notified and rebilling will be tried.

F. Unit Cost and Analysis (25 points possible)

22. Complete a Unit Cost Spreadsheet tab for each In-Home Service that you propose to provide. You must complete the required services Unit Cost Spreadsheet. If you are proposing to provide an optional service, you also must complete its tab in the optional services Unit Cost Spreadsheet. The Unit Cost Spreadsheets are available at www.alleghenycounty.us/dhs/solicitations. Attachments do not count towards page limits.

G. Organizational Documentation (55 points possible)

23. Attach the following organizational documentation to support your proposal to provide the requested services. **Attachments do not count towards page limits.**
- a. IRS Non-profit Determination Letter (Non-profit Organization) OR Articles of Incorporation (For-profit Organization)
 - b. Audited financial statements (for past three completed fiscal years). If a Proposer does not have audited financial statements, then tax returns or financial statements prepared by outside agency will be accepted
 - c. Organizational chart depicting current staffing
 - d. Resumes of Key Administrative and Supervisory Personnel
 - e. Job Descriptions of Key Administrative and Supervisory Personnel
 - f. New Employee and Continuing Education Training Curricula
 - g. Personnel Policies
 - h. Affirmative Action Plan
 - i. Organization's Licenses, Certifications and Accreditations
 - j. Emergency Response Plan
 - k. Policy on no mandatory retirement age

Instructions: Please type only in the blue cells. The total and percentages will be automatically calculated. The total must equal your proposed unit cost (hourly reimbursement rate).

Proposed Unit Cost: Personal Care Services	
Organization Name:	
1. Personal Care Services Personnel - Salary	\$16.00
a. Supervisor	
b. Registered Nurse	\$2.75
c. Scheduler	
d. Other Support Staff	
e. Direct Service Workers	\$13.25
2. Personal Care Services Personnel - Fringe Benefits	\$2.15
3. Personal Care Services Personnel - Travel Reimbursement	\$0.54
4. Operating Costs - Rent, Utilities, Payroll Services, Supplies, Memberships, etc.	\$4.13
5. Administrative Costs (Not to Exceed 10%)	\$1.84
6. Profit/Excess Revenue	\$3.20
TOTAL UNIT COST (sum of items #1 through #6)	\$27.86

Unit Cost Breakdown by Percentage	
Personal Care Personnel - Salary	57.43%
Personal Care Personnel - Fringe	7.72%
Personal Care Personnel - Travel Reimbursement	1.94%
Operating Costs	14.82%
Administrative Costs (not to exceed 10%)	6.60%
Profit/Excess Revenue	11.49%

Instructions: Please type only in the blue cells. The total and percentages will be automatically calculated. The total must equal your proposed unit cost (hourly reimbursement rate).

Proposed Unit Cost: Home Support - Housekeeper	
Organization Name:	
1. Personal Care Services Personnel - Salary	
a. Supervisor	
b. Registered Nurse	
c. Scheduler	
d. Other Support Staff	
e. Direct Service Workers	
2. Personal Care Services Personnel - Fringe Benefits	
3. Personal Care Services Personnel - Travel Reimbursement	
4. Operating Costs - Rent, Utilities, Payroll Services, Supplies, Memberships, etc.	
5. Administrative Costs (Not to Exceed 10%)	
6. Profit/Excess Revenue	
TOTAL UNIT COST (sum of items #1 through #6)	

Unit Cost Breakdown by Percentage	
Personal Care Personnel - Salary	
Personal Care Personnel - Fringe	
Personal Care Personnel - Travel Reimbursement	
Operating Costs	
Administrative Costs (not to exceed 10%)	
Profit/Excess Revenue	

illy calculated. The

ing
\$15.75
\$2.50
\$13.25
\$1.19
\$0.54
\$5.75
\$1.84
\$3.92
\$28.99

54.33%
4.10%
1.86%
19.83%
6.35%
13.52%

Instructions: Please type only in the blue cells. The total and percentages will be automatic total must equal your proposed unit cost (hourly reimbursement rate).

Proposed Unit Cost: Home Support - Home Maintenance	
Organization Name:	
1. Personal Care Services Personnel - Salary	
a. Supervisor	
b. Registered Nurse	
c. Scheduler	
d. Other Support Staff	
e. Direct Service Workers	
2. Personal Care Services Personnel - Fringe Benefits	
3. Personal Care Services Personnel - Travel Reimbursement	
4. Operating Costs - Rent, Utilities, Payroll Services, Supplies, Memberships, etc.	
5. Administrative Costs (Not to Exceed 10%)	
6. Profit/Excess Revenue	
TOTAL UNIT COST (sum of items #1 through #6)	

Unit Cost Breakdown by Percentage	
Personal Care Personnel - Salary	
Personal Care Personnel - Fringe	
Personal Care Personnel - Travel Reimbursement	
Operating Costs	
Administrative Costs (not to exceed 10%)	
Profit/Excess Revenue	

illy calculated. The

ce (Chore)	
	\$17.75
	\$1.75
	\$2.00
	\$1.25
	\$12.75
	\$1.09
	\$0.54
	\$4.13
	\$1.84
	\$3.20
	\$28.55

62.17%
3.82%
1.89%
14.47%
6.44%
11.21%