



**WESTERN RESERVE AREA AGENCY ON AGING  
APPLICATION OVERVIEW  
ALZHEIMER’S RESPITE FUNDS SFY 2010  
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**WESTERN RESERVE AREA AGENCY ON AGING**  
**Application for Alzheimer's Respite Funds SFY 2010**

**OVERVIEW**

The **Western Reserve Area Agency on Aging** (WRAAA) Planning and Service Area (PSA) 10A is soliciting proposals from agencies which provide respite services that assist family caregivers of individuals with Alzheimer's disease or related dementia in Cuyahoga, Geauga, Lake, Lorain, and Medina Counties.

WRAAA is soliciting applications from agencies which, at the time of application, provide Personal Care, Homemaker and Adult Day Service; and Alzheimer's Associations which provide Alzheimer's Education and Respite Reimbursement services. Alzheimer's Core Services, Education and Respite Reimbursement will be funded only through Alzheimer's Associations. Alzheimer's Core Services are not awarded through a competitive bidding process and core funding will be allocated to each county according to the allocation formula stated below. Successful applicants will be awarded funds for the 12 month period from July 1, 2009 through June 30, 2010.

**AVAILABLE FUNDING**

Alzheimer's Respite Program funding for State Fiscal Year (SFY) 2010 is provided through the Ohio Department of Aging. The total available funding is estimated to be approximately, \$841,393. However, the *State of Ohio Budget* for SFY 2010 has not been finalized. Therefore, funding may be less than projected when awards are granted. This may result in fewer awards, smaller awards, or no awards to applicants. In addition, awards may be reduced at any time if federal or state funding is reduced, even during the contract period.

It is the policy of the WRAAA Board of Trustees that available funds shall be allocated to each county in the PSA by formula. Each county will have only those funds allocated by formula available to it. The allocation formula reflects 2000 census data for those elements for which 2000 census data is available.

**Projected Availability of Funds in SFY 2010 equals  
SFY 2009 Alzheimer's Respite Awards (\$)**

	Formula	Services	Alzheimer's Core	<b>TOTAL</b>
CUYAHOGA	71.88%	511,142	93,659	<b>604,810</b>
GEAUGA	3.54%	25,139	4,606	<b>29,745</b>
LAKE	8.81%	62,648	11,479	<b>74,127</b>
LORAIN	10.89%	77,436	14,189	<b>91,625</b>
MEDINA	4.88%	34,731	6,364	<b>41,095</b>
<b>TOTAL</b>	<b>100.00%</b>	<b>711,096</b>	<b>133,953</b>	<b>841,393</b>

## APPLICATION PROCESS TIME LINE

Request for Proposal Announcement	March 3, 2009	
Technical Assistance Meeting with WRAAA Staff	March 18	
<b>Early Submission Due Date for Document Review</b>	<b>March 25</b>	<b>4 pm</b>
<b>Proposal Application Due Date</b>	<b>April 3</b>	<b>4 pm</b>
Award Decisions Announced	Week of June 1	
Provider Agreements Completed	June 30	
First day of SFY 2010 service	July 1, 2009	
Last day of SFY 2010 service	June 30, 2010	

## REQUEST FOR PROPOSAL ANNOUNCEMENT

### Request for Proposals (RFP) for SFY 2010 Alzheimer's Respite Funds announcement March 3, 2009:

- Posted on WRAAA website [www.psa10a.org](http://www.psa10a.org)
- Sent via email to all *Older Americans Act*, *Alzheimer's Respite* and *PASSPORT* providers currently contracted with WRAAA.
- Posted in The Plain Dealer legal notice section.

## APPLICATION MATERIALS

All instructions and materials needed to apply for Alzheimer's Respite funding are available to download from the WRAAA website at [www.psa10a.org](http://www.psa10a.org). Required forms are in Microsoft Word and Excel. Applicants must use these forms and formats to apply for services; other forms and formats will not be accepted for review. All responses must be typed in a legible font style and size. Acceptable font styles are *Arial* or *New Times Roman*. Acceptable font sizes must be 10, 11 or 12 font; hand written responses are not accepted.

The instructions and application documents are intended to assist applicants in applying for funding under this *Request for Proposals (RFP)* announcement. Nothing in the instructions or application documents is intended to impose any paper work beyond those specifically required under the regulations of the Ohio Department of Aging (ODA) and the Western Reserve Area Agency on Aging (WRAAA) competitive bidding process.

In 2009, the Ohio Department of Aging issued rule changes which are now in Ohio Administrative Code and will be effective for all new competitive bidding processes, new contracts agreements, and will change service specifications which define how services are delivered. These rule changes include: Introduction and Definitions (rule 173-3-01), Competitive Bidding Process (rule 173-3-05), Appeals (rule 173-3-09), Provider Agreements (rule 173-3-04), Mandatory Clauses (rule 173-3-06), Criminal Background Check (rule 173-9-01), Consumer Cost Sharing (rule 173-3-07), Adult Day Services (rule 173-3-06.1), Homemaker Service (173-3-06.4), Personal Care (rule 173-3-06.5). You can view these final rules by copying this address into your web browser,

<http://aging.ohio.gov/information/rules/current.aspx>

All applicants are encouraged to read all instructions and application materials before making a decision to apply for the Alzheimer's Respite funding. The WRAAA is not liable for any costs incurred or associated with the preparation of any applicant's application.

## APPLICATION DEADLINE REQUIREMENTS

**One (1) complete application** must be received by the **Western Reserve Area Agency on Aging (WRAAA) at 925 Euclid Avenue, Suite 600, Cleveland, Ohio 44115 by 4:00 p.m. on Friday April 3, 2009.** Faxed or emailed proposal applications will be rejected.

Applications will be reviewed for completeness and compliance with required formats. The Western Reserve Area Agency on Aging will reject the following applications:

1. The application is not received by the required stated due date and time.
2. The application is missing any required document listed on the document checklist.
3. The application is missing any required signature.
4. The application is emailed or faxed.
5. The application contains altered application forms and/or formats.
6. The application responses are hand written and/or not in a legible font style or size.

It is not the responsibility of the WRAAA, upon receipt of the proposal application, to notify applicants if they have not met any of the above listed application deadline requirements for completeness and/or compliance with required formats, even if the proposal is submitted before the application deadline.

## EARLY APPLICATION SUBMISSION FOR DOCUMENT REVIEW

If you would like your application reviewed for completeness, you must submit a complete proposal application and a *Document Review Request* form **on or before Wednesday March 25, 2009 at 4pm.** Each applicant shall make no more than one (1) request for a document review. The applicant has the option to resubmit the proposal by the April 3, 2009 4pm deadline, if the application is deemed incomplete as a result of this review.

The *Document Review Request* form includes the applicant contact information, lists the documents that will be reviewed, and the signature of the applicant agreeing to the terms and conditions of the document review. No applications will be reviewed without a completed and signed request form, even if the application is received prior to the March 25, 2009 deadline.

### *Conditions of Document Review:*

- The application is not reviewed for responsiveness. Therefore, the content of question responses will not be reviewed or scored.
- If your application is found to contain all the required documents, signatures, formats and forms, no further action will be required.
- If your application is found to be incomplete it will **not** be *Accepted for Review* and you will be notified by **Thursday March 26 at 4pm. WRAAA will retain a copy of the reviewed proposal application.**
- It is the responsibility of the applicant to pick up the original proposal application **not** *Accepted for Review* by **Friday March 27<sup>th</sup> at 4pm at the WRAAA offices at 925 Euclid Ave. Cleveland Ohio 44115, Suite 600. The WRAAA will not mail or fax proposal applications back to the applicant.**

## APPLICATION QUESTIONS

If you have questions about the application process call or email **Julie Jarvis**, Senior Manager, Western Reserve Area Agency on Aging at 216-621-8010, ext. 1112 or [jjarvis@psa10a.org](mailto:jjarvis@psa10a.org). Your questions will answered by the appropriate WRAAA staff.

## TECHNICAL ASSISTANCE MEETING WITH WRAAA STAFF

WRAAA will hold a meeting on **March 18, 2009** beginning at **8:30am** and ending at **10:00am** at **Benjamin Rose Institute** 11900 Fairhill Road, Cleveland, Ohio 44120. The purpose of this session is to provide an opportunity for applicants to ask WRAAA staff questions about the proposal process. If you plan to attend, contact **Bonnie Robbins** by **March 13, 2009** at **216-621-8010 x1129** or [brobbins@psa10a.org](mailto:brobbins@psa10a.org)

## APPLICATION REVIEW PROCESS

1. All applications accepted for review are evaluated by a team of WRAAA staff. Funding recommendations to the appropriate *County Advisory Councils on Aging* will be made.
2. The WRAAA *Community Services and Supports* Board Subcommittee reviews County Advisory Council recommendations.
3. The WRAAA *Community Services and Supports* Board Subcommittee makes recommendations to the full Board of Trustees regarding funding awards.
4. The WRAAA Chief Executive Officer will provide final input on the evaluations of each of the above groups to the WRAAA Board of Trustees for the final funding decision.

## EVALUATION CRITERIA

Each proposal accepted for review will be evaluated and scored using the following criteria:

Criteria	Score
Need for the proposed service within the continuum of service(s) available in the applicant's service area	20
Applicant meets all conditions of participation as outlined in the RFP	10
Applicant demonstrates knowledge and experience delivering proposed service(s) at the time of application and the capacity to deliver the service in accord with ODA defined service specifications.	20
Applicant demonstrates cost effectiveness, based on an itemization of the costs that comprise the total bid price for the service	10
Applicant demonstrates knowledge and experience serving persons with Alzheimer's, and their caregivers.	20
Applicant demonstrates the ability to conduct outreach efforts to find consumers in need within a defined service area, especially low-income minority individuals, older persons with limited English proficiency, and older persons residing in rural areas. Applicant specifies how he/she intends to provide services and satisfy those needs.	20

Each proposed service will be evaluated and scored separately. All services will be ranked by score within each county.

The scoring system is used to compare and rank proposed services among provider agencies within each county. Funding is not determined by scores and rankings alone.

- WRAAA priorities related to geographic, demographic, and socioeconomic factors are considered in the review process.

- The WRAAA reserves the right to select one or more lower ranked services in order to achieve a continuum of services for targeted populations.
- WRAAA reserves the right to award applicants less funds than requested if federal or state funding is not sufficient to fully fund all applicants that merit awards.
- WRAAA reserves the right to reject any proposals received in response to this Request for Proposals; to request additional materials from any or all applicants; and to conditionally select proposals for funding.

## NOTIFICATION OF AWARDS

Notification of preliminary awards will be made in writing on or about June 1, 2009. Final approval will take the official form of the contract agreement with the Western Reserve Area Agency on Aging. **Service shall begin on July 1, 2009.**

## AWARD APPEAL PROCESS

An applicant may appeal its award. The specified process for an appeal is as follows:

1. An appealing agency must submit a letter, signed by the official authorized to sign the agency's application, to the Chief Executive Officer of the WRAAA with a copy sent to the President of the Board of Trustees of the WRAAA, within ten (10) working days of receipt of the award letter.
2. The ground for appeal must be specified in the appeals letter and must be based on one or more of the following:
  - a. **Mathematical Miscalculation**  
The agency is appealing on the basis of mathematical miscalculation on the part of the WRAAA, which was reflected in the grant award to the agency.
  - b. **Inconsistent Policy Application**  
The agency is appealing on the basis that the Area Agency did not follow its own established review requirements and criteria in considering the agency's application for funding and recommending a grant award.
  - c. **Lack of Grant Award**  
The agency is appealing because it received no grant award whatsoever following Area Agency review of its funding application.
3. Initial review of the appeal will be undertaken by Area Agency staff who will consider the request within ten (10) working days to determine if the appeal is consistent with the above-established guidelines.
4. If Area Agency staff rejects the appeal request, the appealing agency may request review by an Appeals Committee. To do so, the appealing agency must submit a letter, again signed by the official authorized to sign the agency's application, to the Chair of the Board of Trustees of the WRAAA with a copy to the Executive Director of the Area Agency, within ten (10) working days of receipt of the letter from the Area Agency staff regarding the initial appeals request.
5. The grounds for appeal must be specified in the second appeals letter and must be based on one or more of the same criteria found in step 2 above.

6. An Appeals Committee of persons appointed by the Chair of the Board of Trustees will review the appealing agency's request and determine if the appeal is within the above-established criteria. The Appeals Committee will include appropriate representation from the Five-County Advisory Council on Aging.
7. If the Appeals Committee approves the appeals request, a meeting of the Appeals Committee will be scheduled within ten (10) working days, with an appearance by the appealing agency, to review the allocation decision and recommend the final action by the Board of Trustees. Appealing agency will be notified of the date and time of the meeting.
8. The Board of Trustees will review the final recommendation of the Appeals Committee at its next meeting, adopt a final course of action and notify the appealing agency about its final decision within ten (10) working days in writing via certified mail.
9. An agency may request a hearing by the Ohio Department of Aging in the event of an "adverse action", which means an AAA's action concerning a particular provider to not award a provider agreement to that provider. ODA shall only honor a request for an appeal hearing before ODA if the provider has fully complied with the written process for appealing an adverse action by the AAA that committed the adverse action and that AAA has rendered its final decision on the appeal.

To request a hearing before ODA, the provider shall submit a written request to ODA's director via certified mail no later than fifteen (15) business days after the date the AAA renders its final decision.

ODA shall hold a hearing and render its final decision on the appeal no later than thirty (30) business days after the date of the hearing. *Rule 173-3-09.*

## **SUMMARY OF FUNDED SERVICES**

Services funded under this Request for Proposals are summarized below.

The Contractor shall comply with Rule 173-3-06.1 of the Administrative Code, if providing an adult day service; rule 173-3-06.4 of the Administrative Code, if providing a homemaker service; rule 173-3-06.5 of the Administrative Code, if providing a personal care service. The provider shall comply with ODA policy 316.99 if providing Alzheimer's Education, Respite Reimbursement, or Core Services. Rules and Service Specifications for the listed services are contained in a separate document titled, ***ODA Service Specifications and Conditions of Participation***. These rules govern the use of these funds. All contracted providers must comply with these rules and will be monitored for compliance by the Western Reserve Area Agency on Aging.

- **Personal Care Service:** A service comprised of tasks that help a consumer achieve optimal functioning with Activities of Daily Living (eating, dressing, bathing, toileting, transferring in and out of bed/chair, and walking) and Instrumental Activities of Daily Living (preparing meals, shopping for personal items, medication management, managing money, using the telephone, doing heavy housework, doing light housework, and the ability to use available transportation without assistance). *Rule 173-3-06.5 (A)(1) and Rule 173-3-01 (B)(1) and B(10)*

- **Homemaker Service:** A service that provides routine tasks to help a consumer to achieve and maintain a clean, safe, and healthy environment. *Rule 173-3-06.4 (A)(1)*
- **Adult Day Service:** A non-residential, community-based service provided through an individualized care plan to encourage optimal capacity for self-care or maximizes functional abilities by meeting the needs of a consumer who has functional or cognitive impairments. *Rule 173-3-06.1*
- **Alzheimer’s Core Services:** In recognition of the strength of the Alzheimer’s Association national network that people turn to for information and help when caring for victims of Alzheimer’s disease and related disorders, the core services are defined as the activities listed below. It is not required to provide all of the following activities through the grant. *ODA Policy 316.00*
  - a. Telephone Helpline: a toll-free phone number and local information and support service for families, professionals and the general public. The single statewide phone number will automatically connect the caller to the Alzheimer Association chapter responsible for the area from where the call is made.
  - b. Support Groups: ongoing groups of family members who share information and provide support to one another.
  - c. Family Education: educational programs for family members caring for people with Alzheimer’s disease.
  - d. Public Education: educational programs and materials geared toward the general public.
  - e. Professional Education: educational programs for professionals and paraprofessionals working with people with Alzheimer’s disease.
  - f. Newsletters
  - g. Safe Return: a national program that helps return people home safely if they wander away and become lost.
- **Alzheimer’s Education:** Caregiver training, support groups and family care planning meetings. *ODA Policy 316.00*
- **Alzheimer’s Respite Reimbursement:** Funds to be given to caregiver of persons with Alzheimer disease or other dementia to purchase respite services as needed. PASSPORT and PACE recipients are excluded.

### SERVICE UNIT DEFINITIONS

SERVICE/ SERVICE CODES	UNIT DEFINITION	CONSUMER	SERVICE SPECIFICATIONS
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Adult Day Care (05)	One Person / 4 to 8 Hour Day	Caregiver/Care Recipient	Rule 173-3-06.1
Homemaker (02 )	One Hour	Caregiver/Care Recipient	Rule 173-3-06.4
Personal Care (01)	One Hour	Caregiver/Care Recipient	Rule 173-3-06.5
Respite Reimbursement (55)	One Dollar	Caregiver/Care Recipient	
Alzheimer's Education (32)	One Hour	Caregiver	
Alzheimer's Core	One Dollar	N/A	

## CONTRACTING

The contracting method for Alzheimer's Respite funds is **Purchase of Service**. A provider is reimbursed for only the units of service delivered based upon the contracted unit cost. The unit cost of service encompasses all elements associated with the production of the unit of service. *Rule 173-3-04 (C)* The provider must provide 100% of contracted units to achieve 100% reimbursement of contracted funds. If the provider does not deliver all service units during the contract period, unused Alzheimer's Respite funds do not carry over from one state fiscal year to another.

The WRAAA staff monitors the utilization of all contracted funds monthly. If any contracted provider has not utilized at least 65% of contracted funds by March 31, 2010, the award will be reduced and the WRAAA will reallocate funds within the state fiscal year without a new Request for Proposals (RFP).

## DONATIONS, COST SHARING AND MATCHING FUNDS

### *Matching Funds*

Alzheimer funds do not require a match and may not be used as match for federal Older Americans Act funds.

### *Cost Sharing*

**Cost sharing is not allowable for education, training or a support-group service** provided through Alzheimer's respite. *Rule 173-3-07*

**Cost sharing is not mandatory for homemaker, personal care, adult day, or respite reimbursement** in accord with ODA Policy 316.00. If you choose to cost share, the sliding fee scale has been determined by ODA. The current cost sharing policy and poverty guidelines are attached. *Rule 173-3-07*

### *Voluntary Contributions*

**Providers are encouraged to solicit and accept voluntary contributions (program income)** for all Alzheimer's Respite services.

## REPORTING

### **Social Assistance Management System (SAMS) Database**

Each funded provider agency shall be required to report all service delivery in the SAMS database according to the *Ohio Department of Aging Reporting Requirements*. WRAAA will provide successful applicants with a subscription and license to access the Social Assistance Management System (SAMS) on AgingNetwork.com. Access and licenses to SAMS on Aging Network.com is limited to the contract period. The WRAAA will provide training for the database application.

Consumers must be registered by the Provider in the SAMS system, and units of service must be entered into the consumer's record on a monthly basis. A Request For Payment and print out of the SAMS Monthly Agency Summary Report (in a format designated by WRAAA) must be submitted by the 10<sup>th</sup> day of the month following the provision of the service.

The SAMS application is hosted remotely through Harmony Information Systems, Inc. The application is accessible over the internet, without the need to install the application locally. Servers, network administration, updates, installations, maintenance, and disaster recovery are all handled by Harmony and are included in the AgingNetwork.com subscription service.

AgingNetwork.com service is a web portal to Harmony applications. Each subscriber has a "domain", which is a controlled access area on Harmony's server where applications and customer databases may be accessed. The WRAAA systems administrator arranges access to the site through user ID's and passwords. When users log in to the domain, they are presented with the applications that the domain owner is licensed. Access to specific database information is controlled by the administrator of the application, just as if it were installed locally. The application is HIPPA compliant.

## **MONITORING**

Each Area Agency on Aging is responsible to the Ohio Department of Aging (ODA) for ensuring that all state and federal funds received from ODA are used in the manner that complies with state and federal laws. *Rule 173-3-04 (A)*. The WRAAA monitors all contracted providers for compliance with service specifications and conditions of participation. This includes an annual on site visit to review service records and verify units of service reported for reimbursement.

## **NEW PROVIDER ORIENTATION**

New Alzheimer's Respite funded providers will be required to participate in **Provider Orientation** sessions at the Western Reserve Area Agency on Aging offices. These sessions will include an overview of contracting, reporting, monitoring and basic skills in using the SAMS database application. Schedule to be determined.