

TRAAA – RFP FOR GENERAL SERVICES

Questions and Answers

7-19-2021

Item	Question	Page if applicable	Answer
1	Is there any guidance for expectations/ best practices regarding Marketing and Outreach?		While there is no specific guidance, Three Rivers encourages marketing and outreach to increase referrals. Included is the eligibility criteria to go by to ensure referrals are appropriate. (See Chapter 200 HCBS)
2	Is there a required match/local cash contribution, and if so, what is the percentage?		Yes, 10% on the Title IIIB and Title IIIE funding. No match required for 100% state funding sources.
3	What is the existing client count by service type? <ul style="list-style-type: none"> • Homemaker • Personal Care • Respite Care 		Personal Care: FY19: 63, FY20: 50, FY21: 62. Homemaker: FY19: 68, FY20: 59, FY21: 73 Respite: FY19: 85, FY20: 66, FY21: 29. (Please note the reduction was primarily due to the pandemic and therefore, we are providing amounts from the past three years)
4	What are the service hours per client/week by service type? <ul style="list-style-type: none"> • Homemaker • Personal Care • Respite Care 		Number of hours per client/week are determined by the care plan. Care plan completed by RN at provider agency (i.e., one client may require two hours a week of homemaker where as another client may require ten hours of personal care a week).
5	What is the current rate?		\$20.50 for all three services.
6	How many units are available?		Again, this is dependent on level of impairment. Also, the number of hours vary based on how many clients are being served at any given time.

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7	Due to COVID-19, are there any new initiatives that 3RAAA is promoting?		Yes, there is an option for the provider to train a family caregiver in order to provide the service in the event the individual does not feel comfortable with the provider going into the home.
8	Do you have a waiting list, and if so, how many clients are on it, and for which service(s)?		Yes, Personal Care: 91, Homemaker: 103, Respite: 1
9	Are there counties with the highest need, if so, what counties?		We do not focus on the specific counties. We focus on the level of impairment and unmet need of the client regardless of the residence. When we pull the waiting list, we do not filter by county.
10	<p>Out of the following three services types, if applicable, which ones have the greatest need? :</p> <ul style="list-style-type: none"> • Homemaker • Personal Care • Respite Care 		Each service is different and benefits individuals with different needs, therefore, we do not like to consider one being of greater need than another. The following shows a very rough estimate of the proposed budget for the remaining nine months of this year. Homemaker: \$100,840. Personal Care: \$96,927. Respite: \$285,350.
11	Are there any new or strategic priorities that you would like your selected provider/(s) to align with?		Be proactive in outreach and marketing. Determine specific steps on how the Cares funding will be spent on clients impacted by COVID. Ensure there is adequate staffing for the entire region (all ten counties).
12	If applicable, what is the frequency of provider meeting with your agency? Example: Provider Meetings, Community Meetings, Performance Meetings, etc.		Three Rivers conducts annual programmatic and financial monitoring at the beginning of each calendar year. Fiscal analyst pulls the desktop review each month and if providers are not meeting the numbers, a meeting will be scheduled to discuss steps needed to increase clients served. Provider is

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			always welcome to reach out to Three Rivers with questions and concerns.
13.	What is the potential number to serve by county?		Again, we focus on the clients in greatest need, regardless of the county. Our funding is not broken down by county.