

**2023 - 2024 Request for Proposal
Community Care for the Elderly Lead Agency Designations
Pasco and Pinellas Counties**

Bidder's Conference Questions and Answers/Response to Inquiries

- Question:** Has Lead Agency funding been increased or decreased during prior Contract years?
- Answer:** Funding for General Revenue programs has increased over the past several contract years. Funding is dependent on the annual approved State of Florida Budget.
- Question:** Will funding increase as the target demographic continues to increase in Pasco County?
- Answer:** Funding is dependent on the annual approved State of Florida Budget.
- Question:** What is the total FTE's allocated to the Contract by position title?
- Answer:** The number of FTEs allocated to the Contract by position title are based on the number of clients that will be served and the RFP respondent's program module. The total FTE's allocated by contract by position title is the total number of staff allocated to the service provision that are fully or partially charged to the contract. Full Time Equivalent (FTE) is the full-time hours worked by employees in the agency and their equivalent workload spread to a service. Example: Full Time Employee working =1; Part Time Employee working =0.5. Total Full Time Equivalents for the Agency and for Services should be provided in the Personnel Cost Flow Worksheet. The Personnel Cost Flow Worksheet reports all employees and the allocation of time each employee spends in a cost pool.
- Question:** What is the caseload ratio for case managers? For case aides?
- Answer:** The Florida Department of Elder Affairs recommends 60-70 cases per case manager, full time equivalent (FTE). Waiver from the Area Agency on Aging is required if case loads exceed 100 clients. Every active client must be assigned one, and only one, case manager. Case Aides do not carry their own case load.
- Question:** What is the current organizational structure for the contracted services in Pasco?
- Answer:** Per the Department of Elder Affairs, case managers may be supervised by a case manager supervisor when the agency is employing five or more case managers. Alternate supervision may be provided by a project

director or other project staff with direct service experience. Current Pasco lead agency has utilized both a project director and case manager supervisor.

Question: What is the current salary range for case management and case aides?

Answer: AAAPP does not administer case management/case aide services directly, thus salary range information is not available.

Question: What is the current turnover rate for case management and case aides?

Answer: AAAPP does not administer case management/case aide services directly, thus turnover rate information is not available.

Question: Are there current contractual performance and/or deficiencies/concerns that need to be addressed? If so, what are they?

Answer: Lead Agency monitoring report will be posted on the AAAPP website <https://www.agingcarefl.org/request-for-proposal.html> under the Response to Inquiries.

Question: Page 7; Item 3.1. What other funding sources are applicable?

Answer: All community resources, insurance options and services, and other funded programs such as Hospice and Veterans Administration must be explored and exhausted prior to use of General Revenue funds.

Question: Page 7, #12. Can you provide a de-identified report of client complaints and/or grievances for the past year?

Answer: Most recent grievance/complaint analysis will be posted on the AAAPP website <https://www.agingcarefl.org/request-for-proposal.html> under the Response to Inquiries.

Question: Please provide a copy or link to the State Plan on Aging.

Answer: https://elderaffairs.org/wp-content/uploads/DRAFT-Florida-State-Plan-on-Aging-2022-2025_reduced.pdf

Question: Please provide a copy of the most recent Client Satisfaction survey results.

Answer: Most recent Client Satisfaction Survey results will be posted on the AAAPP website <https://www.agingcarefl.org/request-for-proposal.html> under the Response to Inquiries.

Question: Are Case Records electronic or manual or both? If electronic only, what systems are utilized other the eCIRTS?

Answer: Case records may be maintained using physical forms or electronically. Regardless of case record type, all client information is entered, tracked, and maintained in eCIRTS.

Question: Page 17, Medicaid-eligible clients. What % of clients in Pasco County meet this eligibility?

Answer: Based on Pasco County Profile 2022 (source: Florida AHCA, 2022) fifteen (15)% of County residents 60+ are eligible for Medicaid.

Question: Who prepares/participates in the preparation of the Transition Plan?

Answer: Should a new Lead Agency be awarded a contract, it is the responsibility of the new lead agency to follow a transition plan identified in the RFP application. The Area Agency on Aging of Pasco-Pinellas, Inc., the current lead agency, and the new lead agency will participate in the transition plan.

Question: Please provide a list of current Core Service Providers.

Answer: The list of current Core Service Providers will be posted on the AAAPP website <https://www.agingcarefl.org/request-for-proposal.html> under the Response to Inquiries.

Question: Please describe the funding levels in more detail.

Answer: The annual funding is based on the current DOEA funding levels the AAAPP received in 2022-2023 contract year and is subject to change as appropriated each year by the State of Florida Budget. Contract funding is distributed for Case Management, Case Aide and services provided to each client based on the care plan. The amount of funding per county is based on the number of clients served. The level of funding identified in the RFP is for Case Management and Case Aide services.

Question: Can you please provide a copy of the most recent Contract Monitoring Report for this contract?

Answer: Most recent programmatic monitoring report will be posted on the AAAPP website <https://www.agingcarefl.org/request-for-proposal.html> under the Response to Inquiries.

Question: Regarding Appendix II, Section A, and the social security disclosures, what type of information are you looking for here?

Answer: A response is required providing assurance that any client information will be communicated using an eCIRTS client ID without client identifying information.

Question

Regarding Attachment III, is there a preferred format or template to calculate future year proposed rates that you provide, or should applicants design their own?

Answer:

Applicants may design their own. A simple table will suffice.