

REQUEST FOR PROPOSAL FOR  
SOCIAL SERVICES BLOCK GRANT  
STATE IN-HOME  
HOME AND COMMUNITY BLOCK GRANT  
IN-HOME SERVICES

The Lenoir County Department of Social Services is accepting bids for In-Home Aide Services Level II and Level III Personal Care for July 1, 2018 – June 30, 2019 with the option of renewal for a total of three years. Agencies interested in submitting bids may contact the Lenoir County Department of Social Services at (252) 559-6235 to request a bid packet. All bids must be received by the Department of Social Services by 4:00 PM on Thursday, May 3, 2018. The bids will be opened on Monday, May 7, 2018 at 9:00 AM. The Lenoir County Board of Social Services will make the selection at their monthly meeting on Wednesday May 16, 2018.

In-Home Services are paraprofessional services which assist the individual and /or family with essential personal care and home management tasks in order for the individual to remain, and function effectively at home as long as possible.

Approximately 25 clients are being served in Lenoir County. Allocations are received from State In-Home, Home and Community Care Block Grant, and Social Services Block Grant.

Clients receiving Level II services are individuals whose capacities are diminished or those who are striving to maintain or improve their functioning; those who are medically stable, and partially dependent in activities of daily living (ADL) functioning (1 or 2 ADL's) due to physical and/or mental impairment; or who have maintenance needs and /or rehabilitative potential. In addition to personal care needs, clients/families may also require assistance with IADL activities to improve IADL functioning; or they may have increased IADL needs (2-4) requiring additional support to maintain/achieve overall functioning.

Clients receiving Level III services are individuals who are medically stable with significant ADL impairments (3 or more) resulting from a chronic condition; or who are medically stable with significant ADL impairments, but have rehabilitative potential; or are medically unstable due to recent illness, complications of a chronic condition or a deteriorating condition, with variable ADL and IADL needs. In-Home Services at this level are intended to provide substantial "hands-on" ADL support to clients who require assistance with health/personal care task.

Successful bidders must submit a unit cost for Level II and a unit cost for Level III. If the unit cost is the same for both Level II and Level III, the proposal must state that the unit cost is for both levels.

A contract will be provided and would begin July 1, 2018 and end June 30, 2019 with the option of renewal for a total of three years.

The successful bidder should:

1. Be able to furnish financial and program data as required to document the basis for the reimbursement rate and to document that applicable standards have been met.
2. Assure agency of its ability to keep confidential any information about a client, which is shared by the Department of Social Services or the client. Information shall be shared only among Department and Provider staff that require such knowledge in order to coordinate, manage or deliver services to the client in accordance with the G.S. 108-45.
3. Be able to assure compliance with all State licensing standards, all applicable accrediting standards and any other standards or criteria established by the Division of Social Services to assure and maintain quality of services.
4. Assure compliance with the terms of Section 504 of the Rehabilitation Act of 1973 and all requirements imposed by or pursuant to the regulations issued to that section, which prohibit discrimination against handicapped persons in employment and in the operations of programs and agencies receiving federal funds.
5. Assure compliance with Title VI and VII of the Civil Rights Act of 1964 and all requirements imposed by or pursuant to the regulations issued pursuant to that Title.
6. Must be able to maintain appropriate program records and client case files which document the provision of the agreed upon service. Also, must maintain a valid authorization for services (DSS-5027), which will be completed by the DSS and forwarded to the provider agency for each client determined to be eligible by the Department and authorized for In-Home services provided under this agreement.
7. Accept financial responsibility for deviations from the terms of the agreement made as a result of acts of the Provider or any of its officers, employees, agents, or representatives.
8. Must submit a unit cost (standard-fixed rate per In-home service hour) for Level II and Level III.
9. Assign workers to eligible DSS clients.

10. Accept responsibility for supervision of workers who are providing In-Home services to eligible DSS clients.
11. Assure that Aides who provide In-Home Aide Services must meet the competency requirements for the level of service they are regularly required to perform. (Exception: An aide performing any task in Level III Personal Care must meet the competency requirements for that level and be registered as a Nurse Aide I with the NC Division of Facilities).
12. Should be able to fulfill financial obligations to workers, such as FICA, Unemployment Compensation, NC Wages and Hour Act, Worker's Compensation Minimum Wage.
13. Should be able to provide back-up workers if a worker is out for sickness or other reason.
14. Communicate with DSS concerning changes in a DSS client's condition or family circumstances.
15. Should agree to be responsible for its own liabilities and that of its officers, employees, agents or representatives arising out of the agreement.
16. Should agree to retain all bills, records and other documents relevant to the agreement made for three years after final payment or until all audits continued beyond this period are completed. Federal auditors and any person authorized by the Division of Social Services or the Department shall have the right to examine any of the materials. In the event the Provider dissolves or otherwise goes out of existence, records produced under this agreement will be turned over to the Department.
17. The contractor shall request reimbursement on a monthly basis for the units of service it has delivered along with signed copies of time and task sheets. These forms must be in the Department of Social Services by the fifth working day of the month following the month of service.
18. The contractor should be able to provide assurity that the stipulation in the proposal will be delivered.
19. The contractor must be able to comply with federal, state local government contracting rules. (See attachments)
20. The contractor shall agree to conduct a North Carolina criminal record check on aides assigned to work with DSS clients. The contractor will complete criminal background checks on aides who have lived in North Carolina more than five (5) years and a national and North Carolina criminal record check

on any aides who have lived in North Carolina less than five years. The contractor should agree to follow the criminal history standards as listed in N.C. G. S. § 131D-40 when assigning aids to work with DSS clients.

In order to clarify the relationship between the Department of Social Services and the Provider Agency, the Lenoir County Department of Social Services agrees to:

1. Determine the eligibility based on need for the service and required documentation.
2. Document annually a full assessment of need and quarterly a review of client's situation.
3. Determine priority status in accordance with Lenoir County In-Home Service Inquiry List Policy.
4. Complete the In-Home Agreement form with required tasks before the provider agency gives service to the client.
5. Retain the social work responsibility of screening/intake, determining eligibility, assessments/reassessments, completing services plans and on-going case management.
6. Notify the provider agency on Form DSS 5027 concerning the eligibility of each individual for the service and the level of service needed.
7. Be responsible for its own liabilities and that of its officers, employees, agents or representatives arising out of the agreement.
8. Monitor the contract/vendor agreement at least once a year.
9. Accept fiscal responsibility for deviations from the terms of this contract as a result of acts of the Department or any of its officers, agents or representatives.
10. DSS will inform contractor of any applicable Federal and State laws, regulations, policies and standards governing the program, which may affect the In-Home services program.
11. Utilize appropriate State Vendor agreement in formalizing the contract.
12. Retain a strong role in service provision with regard to any deviation from original plan of care of any additional requests made by DSS clients.

13. Select a provider agency capable of delivering a service, which meets In-Home Service Policy standards and regulations.
14. Comply with any existing county procurement procedures during the contract period.

The successful bidder shall bear responsibility for the terms of the contract and agreed upon services as well as assurance that no portion of the contract shall, in any way, be assigned, sold, subcontracted, or transferred to another provider without prior approval and consent of the Lenoir County Department of Social Services. Such request and subsequent response must be in writing.

The County (Purchaser) reserves the right to reject any and all bids submitted.

The successful bidder must clearly respond to and/or address each request for proposal. Failure to do so will result in the rejection of the bid as non-responsive.