

# Programmatic Requirements

## 2009 OAA RFP



# Programmatic Requirements

- The primary goal held in common by all services identified through this RFP is to support aging in place by helping older persons maintain an optimal degree of independent living, with its corresponding quality of life, in a manner that preserves dignity and human connectedness.
- The primary objective is to offer older persons and their caregivers access to programs and activities that will promote physical and emotional health and financial independence.

# Programmatic Requirements

- The Older American's Act requires that services be targeted to low income older individuals, including low income minority older individuals with limited English proficiency, and older individuals residing in rural areas.
- A complete listing of services funded under all programs, and descriptions for each of these services and minimum requirements for the provision of services may be found in the DOEA, 2009, Department of Elder Affairs Programs and Services Handbook. This handbook can be downloaded at [www.allianceforaging.com](http://www.allianceforaging.com) .

# Programmatic Requirements

- A provider responding to this RFP must agree to the following:
  - OAA providers must make an effort to improve and expand the services available to older persons by obtaining additional resources of funding for services.
  - OAA providers must ensure coordination of service delivery at the community level by establishing cooperative agreements between agencies to ensure that there is no overlapping of service responsibilities or duplication of effort in services to older adults
  - OAA providers must develop cooperative agreements with community mental health provider agencies for appropriate linkages and referrals for older persons.
  - OAA providers must be responsive to Adult Protective Services referrals.
  - OAA providers must maximize service delivery capacity by the use of volunteer resources.

# Programmatic Requirements

## CLIENT ELIGIBILITY REQUIREMENTS

- ❑ **Title IIIB**, supportive services, require that service recipients be 60 years of age or older, regardless of income, assets, or ability to pay. The provider must prioritize services to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas.
- ❑ **Subtitle IIIC-1**, congregate meals, require that persons served are 60 years or older and their spouses of any age; disabled persons under 60 years of age who reside with persons over 60 years of age and accompany the eligible older client to the site; disabled persons under 60 years of age who reside in housing facilities occupied primarily by older persons and at which congregate nutrition services are provided; and persons 60 years of age who provide meal related volunteer services when the participation of such services does not prevent the participation of older persons and their spouses. Participants are eligible to participate at no cost, with the opportunity to contribute toward the cost of the meals.

# Programmatic Requirements

## CLIENT ELIGIBILITY REQUIREMENTS

□ **Subtitle III-C2**, home delivered meals, requires that persons served are persons who are 60 years or older who are disabled, homebound, and who have no one available to provide assistance with meal preparation; the spouse of the recipient, regardless of age or condition; and disabled persons under age 60 who reside with eligible clients, and are dependent on them for care. A homebound person is a person that is unable to leave home without assistance.

□ **Title III-E**, National Family Caregiver Support Programs, requires that services are provided to family caregivers of older individuals who are 60 years of age and older and grandparents or older individuals who are relative caregivers of children not more than 18 years old or an individual with a disability of any age. Grandparents or older individuals who are relative caregivers of children must be 55 years of age or older.

# Programmatic Requirements

- **Providers interested in Subtitles III-C1 and III-C2 must meet the following criteria:**
  - Have demonstrated an ability to provide congregate and home delivered meals efficiently and reasonably.
  - Have furnished assurances to the AAA that the organization will maintain efforts to solicit voluntary supports and that the funds made available under this title will not be used to supplant funds from non-federal sources.
  - Each nutrition service provider shall obtain the advise of a licensed dietician or licensed registered dietician in planning and providing nutrition services. **Please refer to Chapter 4 of the 2009 DOE A Programs and Services Handbook for specific nutritionist responsibilities.**
  - Must provide monthly nutrition education to all clients receiving meal services and nutrition counseling to all clients determined nutritionally high risk.
  - Must establish and maintain a project advisory council made up of representatives from each congregate nutrition site.
  - Must engage at least 80% of their congregate clients in Healthy Aging Programs such as Evidence Based health promotions program, Elder Abuse Prevention program, any Disease Prevention program, Health Insurance counseling program, any structured program that increases socialization or provides mental stimulation, or any structured exercise or physical program. Monthly required nutrition education cannot be used to meet this requirement.
  - Ensure that all menus are nutrient analyzed and meet 33 1/3 % of the current Dietary Reference Intake nutritional criteria as required in the July 2009 DOE A Programs and Services Handbook.

**PLEASE REFER TO THE DOE A PROGRAMS AND SERVICES HANDBOOK FOR PROGRAM SPECIFIC REQUIREMENTS**

# MONITORING

- Once awarded a contract, all service providers will be monitored on:
  - **ALL** the contents of the RFP applications, including, but not limited to:
    - Service catchment areas/geographic profile identified
    - OAA service delivery system
    - Quality Assurance methods
    - Services provided
    - Outcome measures
    - Programmatic compliance as outlined in the 2009 DOE A Programs and Services Handbook
    - Contractual compliance as outlined in the OAA contract
    - Fiscal Requirements

# What are Outcome Measures?

- How are the performance standards for the PSA established?
  - The PSA's are held to the same standards as the Department of Elder Affairs. The Department's standards are established by the legislature in keeping with the state's performance based budgeting process. These performance measures are recommended by DOEA to the Legislature based on historical performance. The Legislature has the final say in approving the standards.
  
- What is the main data source for the outcome measures?
  - Unless specifically noted, the data used to produce the outcome measures come from the Client Information Registration Tracking System (CIRTS). CIRTS contains a significant amount of the information contained in the 701A and the 701B assessment forms. In addition, client information and services provided data under most programs.

# Outcome Measures

**Outcome measure:** Percent of consumers served who are in the OAA target groups (minorities, poor, rural, self care limitations).

**Standard:** Should exceed the prevalence of the target groups in the county.

**Purpose:** The purpose of this standard is to determine if the Provider targeted and served the proposed target groups identified in their application.

**Outcome measure:** Percentage of new service recipients whose ADL assessment score has been maintained or improved.

**Standard:** At least 63% percent of Consumers whose ADL assessment score in DOEA 701A or DOEA 701B forms, improved or stayed the same from one fiscal year to the next.

**Purpose:** This report compares a new client's ADL score, from the prior fiscal year, to the ADL score at reassessment, in the current fiscal year. The measurement evaluates the percent of clients with maintained or improved scores from the initial assessment to reassessment. The result is compared to the legislatively approved performance target defined for the fiscal year.

# Outcome Measures

**Outcome Measure:** Percentage of new service recipients whose IADL score has been maintained or improved.

**Standard:** At least 62.3% of Consumers whose IADL assessment score in DOEA 701A or DOEA 701B forms, improved or stayed the same from one fiscal year to the next.

**Purpose:** This outcome report compares a new client's IADL score, from the prior fiscal year, to the IADL score at reassessment, in the current fiscal year. The measurement evaluates the percent of clients with maintained or improved scores from initial assessment to reassessment. The result is compared to the legislatively approved performance target defined for the fiscal year.

# Outcome Measures

**Outcome Measure:** Percentage of family and family assisted caregivers who self report they are very likely to provide care.

**Standard:** 89% of caregivers stating that they are very likely to continue to provide care as per the 701B form.

**Purpose:** This outcome report applies to the current fiscal year. The measure is the percent of caregivers stating they are very likely to continue providing care to the client. This report does not represent the care manager's estimate of whether the caregiver is capable of continuing care but reflects the caregiver's answer to the question. The result is compared to the legislatively approved performance target for the fiscal year.

**Outcome Measure:** Percent of caregivers whose ability to provide care is maintained or improved after one year of service intervention, as determined by the ASSESSOR.

**Standard:** At least 90% of caregivers whose ability to continue to provide care is maintained or improved in the assessor's opinion as per DOEA 701B form.

**Purpose:** This outcome compares the caregiver's ability to continue to provide care field value with the reassessed value. The report measures the percent of caregivers whose ability to continue to provide care is maintained or improved in the second fiscal year. The result is compared to the legislatively approved performance target for the fiscal year.

# Outcome Measures

**Outcome Measure:** Percent of caregivers whose ability to provide care is maintained or improved after one year of service intervention, as determined by the CAREGIVER.

**Standard:** At least 90% of caregivers whose ability to continue to provide care is maintained or improved in the own caregiver's opinion as per DOEA 701B form.

**Purpose:** This outcome compares the caregiver's ability to continue to provide care field value with the reassessed value. The report measures the percent of caregivers whose ability to continue to provide care is maintained or improved in the second fiscal year. The result is compared to the legislatively approved performance target for the fiscal year.

# Outcome Measures

**Outcome Measure:** Percentage of new service recipients with high risk scores whose nutrition status improved.

**Standard:** At least 66% of new consumers with a “high risk” nutritional score in the 701C or 701B assessment forms improved at their next assessment.

**Purpose:** This outcome report compares new clients with a previous high-nutrition score to their score at reassessment, in the current fiscal year. The measurement evaluates the percent of clients with improved scores from initial assessment to reassessment. The result is compared to the legislatively approved performance target defined for the fiscal year.

# Outcome Measures

**Outcome Measure:** Percentage of participants in congregate meals that engage in Healthy Aging Programs.

**Standard:** At least 80% of Consumers participated in any Evidence Based health promotion program, any Elder Abuse Prevention program, any Disease Prevention program, any Health Insurance counseling program, any structured program that increases socialization or provides mental stimulation or any structures exercise or physical fitness program. Nutrition Education does not meet this requirement.

**Purpose:** The purpose of this outcome is to ensure clients participating in the congregate sites are empowered to enhance their mental, physical and financial well being thus preventing or delaying the onset of frailty and the need for institutional care.

# Outcome Measures

**Outcome Measures:** Percentage of new service recipients with a “high risk” nutrition score in any of the DOEA 701-B or 701-C assessment instruments that receive Nutrition Counseling services.

**Standard:** At least 75 percent of Consumers whose nutrition risk scores are “high” receive Nutrition Counseling.

**Purpose:** The purpose of this outcome measure is to ensure that nutrition counseling is provided to clients in need.

# Outcome Measures

- Any organization proposing to provide ANY of the following services: adult day care, counseling, chore, escort, homemaker, or personal care under Title III-B must respond to all 6 outcome measures referenced in the Title III-B application. If not proposing to provide any of these services, the provider must only respond to outcome measure that captures “percent of consumers served who are in the OAA target groups” and write “N/A” in the outcome measures that are not applicable.
- Any organization proposing to provide any Subtitle III-C1 services (nutritional services) must respond to all of the outcome measures in the Subtitle III-C1 application.
- Any organization proposing to provide any Subtitle III-C2 services (nutritional services) must respond to all of the outcome measures in the Subtitle III-C2 application
- Any organization proposing to provide ANY of the following services: adult day care, counseling, chore, escort, homemaker, or personal care under Title III-E must respond to all 6 outcome measures referenced in the Title III-E application. If not proposing to provide any of these services, the provider must only respond to outcome measure that captures “percent of consumers served who are in the OAA target groups” and write “N/A” in the outcome measures that are not applicable.

# Questions?

ALL QUESTIONS MUST BE EMAILED TO

[OARFP2009@elderaffairs.org](mailto:OARFP2009@elderaffairs.org)

by September 8, 2009