



REQUEST FOR PROPOSAL

Provision of Home Care Services at The Towers at Tower Lane New Haven, CT

Due Date: September 16, 2022 at 12:00 noon

The Towers at Tower Lane (formerly Tower One/Tower East) is seeking proposals from experienced service providers of home care services to ensure our residents have access to on-site assistance with their activities of daily living and instrumental activities of daily living (ADLs/IADLs) in accordance with Connecticut Elder Waiver (i.e. Connecticut Home Care Program for Elders).

OUR GOAL

The relationship between The Towers at Tower Lane (The Towers) and our on-site preferred provider home care services agency is our key partnership in providing on-site support services to our residents. This RFP is to determine the level of interest, creativity and potential synergy between our partnering organizations (e.g. homemaker agencies and physical/occupational therapy provider).

We are looking for a home care provider who will collaborate alongside us, as we transform our model of support services and begin our journey toward enhancing the model of support services provided in our setting and the potential for conducting research in the field of aging---right here at The Towers.

Over twenty years ago, The Towers helped pioneer a new model of services for seniors in low to moderate-income housing settings. The introduction of the new Connecticut Home Care Program for Elders into The Towers' low-income housing site enhanced countless lives and saved CT taxpayers millions of dollars by bringing services to the residents. Since then, we have helped thousands of residents remain in the community and avoid premature nursing home placements.

Our team is currently transitioning our Resident Services Coordination approach to what we call our Proactive Partner Program. Our new model is working and we just received a national award after presenting our project this spring.

We now know how to further enhance our models of senior care for our next generation of residents. So, we need a home care services provider partner whose is interested in providing care in new and innovative ways.

Enclosed is overview information to familiarize potential partners with our home care model at The Towers.

INSTRUCTIONS FOR PROPOSALS SUBMISSIONS

If your organization is interested exploring this opportunity, please review the information provided and answer the following questions. Please elaborate as needed and provide additional information as appropriate to clarify your responses.

1. Describe your organization's structure, services provided and experience with providing home care services and community-based services.
2. Let us know why your organization is a good fit for collaborating with The Towers.
3. Is your organization willing and able to actively collaborate with The Towers team and the representatives from The Towers' collaborating partners (e.g. Quinnipiac University)? If yes, how so? What expertise and resources are available within your organization to propose adjustments and work with state leaders to see through the changes?

Complete proposals should be mailed/emailed and received by September 16, 2022 12:00 noon

**Gustave (Gus) Keach-Longo, President/CEO
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All responses to this RFP must conform to these instructions. Failure to conform may be considered appropriate cause for rejection of the proposal.

- Entities submitting proposals, if requested, must be prepared to present evidence of experience, ability to perform the services and financial standing necessary to satisfactorily meet the requirements set forth or implied in the proposal.
- Entities thought of as “finalists” for consideration may be required to give one (1) or more presentations to interested parties before a contract is awarded.
- The proposal must include name, title, address and telephone number for individuals authorized to discuss the information provided in the proposal.
- The proposal must be signed by an individual authorized to act on behalf of the organization.

HOME CARE AGENCY QUALIFICATIONS

- The Home Care Agency must be currently licensed by the Connecticut Department of Public Health (DPH) or provide documentation of their ability to be licensed by DPH upon the award of any contract under this RFP.
- Working knowledge of management issues directly or indirectly related to provision of community-based support services in rental housing settings.
- References from at least two service providers with which the ALSA has collaborated. Providers of community-based services or entities with which there is an established organizational relationship regarding the provision of services to seniors is preferred.
- The Home Care Agency cannot have any outstanding audit issues with DPH or any other state agency.
- Working knowledge of the DSS computer software system for reimbursement is preferred.
- Participate, or willing to participate in the CHCPE – Home Care Program.
- Medicare Certified and Certified Home Care Consulting (or equivalent) preferred.

EVALUATION OF PROPOSALS

Each proposal will be evaluated against the following criteria to determine which vendor is most capable of implementing The Towers' requirements:

- Entity's ability to do the specified work, including demonstrated knowledge and understanding of the state and federal laws and regulations impacting the provision of services, relationships with state, local and federal agencies and officials and state, local and federal requirements.
- Entity's understanding of the project and its purpose and scope, as evidenced by the proposed approach and the level of effort.
- Competitiveness of proposed costs and demonstrated ability to meet the requirements and regulations within the framework of state-approved fees.
- Availability and competence of personnel.
- Consideration will be given to providers who also provide additional community-based services (e.g. assisted living services) or is part of a larger organization focused on services for the geriatric population.
- The length of experience in providing home care and related services will be considered (no minimum amount of experience required).

DISCLAIMER

Any prospective contractors must be willing to adhere to the following conditions and must positively state them in the proposal:

- The Towers reserves the right to award in part, to reject any and all proposals in whole or in part, to waive technical defects, irregularities and omissions if, in its judgment, the best interests of The Towers will be served.
- The Towers reserves the right to reject any or all proposals submitted for consideration without cause.
- The Towers is not under any obligation to select a vendor(s) as a result of the RFP, and has the right to withdraw this RFP at any time.
- The Towers reserves the right to negotiate changes in proposals and prices after they are submitted.
- Any contract awarded as a result of this RFP must be in full conformance with statutory requirements of the State of Connecticut and applicable funding programs.
- All proposals in response to this RFP are to be the sole property of The Towers.
- The Towers reserves the right to amend or cancel this RFP prior to the due date and time, if it is in the best interests of The Towers.
- The Towers reserves the right to correct inaccurate awards resulting from its clerical errors.
- Proposals are subject to rejection in whole or in part if they limit or modify any of the terms and conditions and/or specifications of the RFP.



OVERVIEW OF THE CARE MODEL AT THE TOWERS

The Towers at Tower Lane (The Towers) is a low and moderate-income community for individuals age 62 and older. The Towers consists of 328 apartments and offers 75 percent of our residents site-based rental assistance vouchers from the US Department of Housing and Urban Development (HUD). These vouchers subsidize residents' out-of-pocket housing costs. Of The Towers' 328 apartments, 130 apartment units were renovated specifically for the provision of assisted living / home care services.

In the late 1990s, the State of Connecticut (CT)'s Office of Policy and Management, Department of Social Services et al, recognized the need to provide some personal care services to residents living in HUD-assisted elderly congregate housing settings. The concept was to enable the seniors to remain as independent as possible for as long as possible and potentially avoid, or delay, transfers to high-cost personal care settings (e.g. skilled nursing facilities).

In the early 2000s, CT expanded the community-based services model (i.e. CT Home Care Program for Elders) to include specific funding for care services in CT's HUD-assisted and CT-funded congregate housing communities.

The Towers is registered as a Managed Residential Community (MRC) with CT Department of Public Health and partnered with a licensed assisted living services provider. The Towers has selected Utopia Assisted Living as our Assisted Living Services Agency (ALSA) partner. That agreement is remaining in place for the next several years. The new on-site Preferred Home Care Agency (PHCA) would be expected to work closely with Utopia Assisted Living (or any further partner) to ensure that resident's transition onto or from the assisted living services program into or from the home care services program are handled smoothly and proactively.

PROGRAM FUNDING

The Area Agency on Aging of South Central Connecticut (AAASCC) conducts a Universal Assessment on each resident of The Towers who The Towers refers to the CT Department of Social Services.

Residents who are determined to be better served by Home Care services, verses Assisted Living Services, the AAASCC establishes service plans based on their client's (i.e. Towers resident's) needs and available funding.

Funding for associated costs are primarily in one of two ways 1. funding provided by CT Department of Social Services through CT Home Care Program for Elders (CHCPE) or 2. privately paid by the resident or family.

CT HOME CARE PROGRAM FOR ELDERS FUNDING

- CT Department of Social Services (DSS) Connecticut Home Care Program for Elders (CHCPE) — Home Care services are available for residents who are 65 years old or older and meet the functional and financial program eligibility requirements
- **Two types of CHCPE – Home Care Program Funding**
 - **State Funded:** Client is not eligible for Medicaid based on needs or personal finances
 - Majority of reimbursement paid by CT
 - Clients are required to contribute to the total care plan cost (currently 3%)
 - AAASCC is responsible for collecting client contributions
 - **Medicaid:** Client is enrolled in Medicaid based on needs and personal finances
 - Reimbursement is paid by CT with Federal matching funds
 - Client is not responsible for contributing to costs
- For program eligibility requirements and current income/asset limits use link below:
<https://www.ascendami.com/CTHomeCareForElders/default/HomeCareForEldersInstructions.aspx>
- For those who meet the functional eligibility for the CHCPE – (at least two critical needs) but are either under the age of 65 and/or do not meet the financial eligibility for the CHCPE, participants are expected to privately pay for services with their personal income or assets until they reach financial eligibility (i.e. spent assets down the CHCPE asset limit).

PRIVATE PAY FUNDING

- A services agreement is established between the client (e.g. Towers resident) and the agency based on an agreed upon service plan
- However, private pay rates of the chosen PHCA are to match the current reimbursement rates set by the State of Connecticut CHCPE. This is to ensure that moderate income residents are able to afford the services in The Towers setting. This ensures that The Towers model of providing housing and care services remain accessible to our 85 “moderate” or “middle market” seniors. This cohort of residents often lacks the necessary resources to reside in traditional settings with care services (e.g. assisted living facilities)
- Service plans and related fees are adjusted as clients’ needs increase or decrease
- Home Care private pay clients may utilize long term care insurance benefits or pension funds received through the Veteran Administration’s Aid and Attendance program funds to cover the cost of services. This may require the completion of related paperwork by the AAASCC for clients to continue receiving the funds.
- The Agency is solely responsible for collection of fees—The Towers is not responsible for any fees associated with the provision of care or support services

Funding and availability of CHCPE – Home Care Program will be contingent on availability and appropriation of state and federal funds.

CURRENT HOME CARE PROGRAM CENSUS

Home Care Clients as of August 2022:

- Approximately 60
- Current clients are spread among approximately 6 agencies
- New referrals would be shared with the onsite preferred agency first (unless clients request a different agency)

ON-SITE HOME CARE OFFICE

The Preferred Home Care Agency (PHCA) will occupy space for offices/staff breaks within The Towers. A Use of Space Agreement will be executed for an apartment unit near the Assisted Living Services Agency office. The PHCA will reimburse the organization for the related expenses at approximately \$1,650 per month (a draft lease is available upon request).

HOME CARE AGENCY PARTICIPATION IN CHCPE PROGRAM

To participate in the CHCPE – the Home Care Agency is required to be approved by and sign a Provider Agreement with DSS (see DSS Provider Agreement SAMPLE attached).

The Home Care Agency must also ensure compliance with DSS reporting requirements by submitting required reports by designated due dates as identified by DSS. The Home Care Agency shall report on all client-related activities in accordance with DSS policies and procedures and utilize forms issued by DSS when so directed.

Data transfers/reports may include, but are not limited to: caseload breakdowns for admissions, referrals for assessment, completed assessments, assessments not completed, adjustments from previous month, transfers to another level/category, expenditures, provision of services (procedure codes), staffing data, financial audits, etc. by sites, with totals and in summary format. DSS will provide specifics report format requirements.