

Question and Answer

Respite Services

2024 Request for Qualification

| | Program Area | | Answer |
|---|------------------|--|---|
| 1 | Respite Services | Will you be sending this PPT out so that we are able to access the links? | All materials and links are available here: https://www.seattle.gov/human-services/for-providers/funding-opportunities/2024-respite-services-rfq |
| 2 | Respite Services | How many agencies do you need? | The number of agencies contracted through this RFQ will be contingent on funding availability and qualifiable applicants. |
| 3 | Respite Services | Will applicants be provided with the reason for denial? | Yes. The application is scored on a pass/fail rating system and applicants will be informed on the components for which they did not meet the qualifications. |
| 4 | Respite Services | What is the rate? | Respite rates will align with Medicaid home care agency vendor rates set by the State and based on funding availability. The current rate is \$39.24/hour and billed in 15 minute (1/4 hour) increments. |
| 5 | Respite Services | <ul style="list-style-type: none">• What is your projected number of hours per week that you need service for?• How many clients are you projected will need respite support per week?• Is this program typically awarding a weekly number of hours, or daily? | There are many primary unpaid caregivers who seek short-term relief to prevent burnout and role fatigue and 30-35% of clients remain unserved. However, The City of Seattle, Aging and Disabilities Department is unable to provide or guarantee any set number of hours or clients. The number of hours or client services provided is strictly based on an agency's capacity to accept and staff a referral for in-home Respite Care or Housekeeping and Errands. Contracts will have no minimum award and no minimum numbers of referrals are expected to be maintained by the qualifying organizations. |
| 6 | Respite Services | There was mention of eligibility and Medicaid. Can you clarify? | Current Human Services Department (HSD) Medicaid homecare contracts include Respite Services. There is no need to apply to this investment opportunity if already contracted with HSD for homecare. However, an agency who is contracted and serving Medicaid clients in another AAA in Washington State, they are still eligible to apply under this RFQ. |

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| | | | Funding for this RFQ is made possible through the State of Washington – State Family Caregiver and Federal Older Americans Act (OAA) Title 3E (CFDA #93.052). Clients served in this program are older adults (60+) and adults (18+) with a functional disability. |
| 7 | Respite Services | Part B states ADL's as part of care to be provided, and under household tasks it does not include tasks such as bathing, dressing, or other personal hygiene – Please elaborate. | Activities of Daily Living (ADL) are part of Respite Care and not Household and Errands (H&E). Please refer to section B. Service/Program Model in pages 5 and 6 of the Respite Services RFQ guidelines. 2024 Respite Services RFQ Guidelines and Application.pdf (seattle.gov) |
| 8 | Respite Services | Are participants eligible if they have only been open for 1 year? | No. Applicants are required to have a minimum of 18 months demonstrated experience serving clients. |
| 9 | Respite Services | How many hours will each respite client be awarded per week? | The number of hours a respite client receives varies based on the needs of the individual and their unpaid caregiver. There is no guaranteed minimum or maximum number of hours. |
| 10 | Respite Services | What is the billing process? | The Contractor's Invoice Form (template provided) and supporting documentation shall be submitted to ADS by the tenth business day of the month for the previous calendar month. Agencies will receive payment within 30-days of receipt of a complete and accurate invoice. |

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| 11 | Respite Services | Why are Medicaid providers not eligible to provide care under this program? | Current Human Services Department (HSD) Medicaid homecare contracts include Respite Services. There is no need to apply to this investment opportunity if already contracted with HSD for homecare. However, an agency who is contracted and serving Medicaid clients in another AAA in Washington State, they are still eligible to apply under this RFQ. |
| 12 | Respite Services | Is this program/contract ongoing or do we have to fill an application every year? | The contracts awarded under this RFQ will be renewed on an annual basis and are contingent on funding availability and continued adherence to contractual requirements. An agency can apply for a 2-year Medicaid contract through the City's Open Procurement process once they meet the requirements. |
| 13 | Respite Services | How will you decide who is awarded a client referral? | Referrals are often sent to multiple agencies at once and are typically staffed by the agency who can begin providing services to the client the soonest. An agency may receive referrals via email or fax from various Community Living Connections program respite authorizing agencies. |
| 14 | Respite Services | Do we submit all procedures which may be very many? | Applicants are required to submit a complete copy of all policies and procedures. If an agency's P&P manual or any other application materials exceed the maximum file size of 30 MB, they may split them into multiple size compliant documents. Please use a naming convention to include the numerical order in which the file is intended to be reviewed (i.e. Part 1, Part 2, etc.) |
| 15 | Respite Services | Is this RFQ for only in-home respite care and not out-of-home respite care? | This RFQ is only for providing in-home personal Respite Care or Housekeeping and Errands. Please see "Service/Program Model (pg. 5-6)" for a full description of authorized services. |
| 16 | Respite Services | Can applicants send the documents separately? | Documents should be submitted according to the Submission Instructions (pg. 1 – RFQ Application) via email or the HSD Online Submission System. |

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| | | | Applicants should submit one (1) document per application component and/or a single email unless the email is too large. Please do not send a separate email for each application document. Applications that do not follow the required format may lose points. |
| 17 | Respite Services | Can applicants submit application materials by providing a link to external DropBox account? | No. Application materials must be submitted according to the Submission Instructions (pg. 1 – RFQ Application). Any applications that do not follow the outlined guidelines will not be accepted or reviewed. |
| 18 | Respite Services | Are there quality control practices in place in the event an agency accepts a client and is inadequate or unable to meet their needs? What can that client do to change agencies? | Agencies are expected to use their best judgement as to whether they can meet the needs of a client based on the DSHS TCARE Assessment when accepting a client referral. Services are required to begin within 7 days for non-emergent and 48 hours for emergency clients, and the client case manager may decide with input from the client to seek services from another agency in the event they are not staffed timely. Additionally, if a client is unhappy with the level of care they are receiving, agencies are required to have and implement a grievance procedure. Clients and case managers may make the decision to terminate services with a home care agency at any time with no advance notice. |
| 19 | Respite Services | If an agency does not have any site visits since 2021, are they still eligible to apply? | No. Per “Program Requirements (pg. 7-8),” agencies must provide record of past performance, including copies of all site visits or program review reports received from any monitoring entities (i.e., federal, local or state government) that occurred within the last 24 months , if applicable. If the monitoring report has not yet been provided to your organization, indicate the date of the site visit or program review and the name of the monitoring agency which completed the review. |

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| 20 | Respite Services | Once the DOH renews the license, it suggests that the agency is still considered compliant with regulatory requirements. | A renewed license does not meet the requirement for an on-site inspection. Please see “Program Requirements (pg. 7-8),” for the acceptable documentation. |
| 21 | Respite Services | What if you currently have an application in the Medicaid Open Procurement process? | An application submitted for Medicaid Open Procurement does not guarantee that you will be awarded a contract. Providers interested in applying under this RFQ should use their discretion as to which avenue they wish to pursue. An open application does not disqualify an agency from this RFQ and you will receive notification of application determination on or before the May 17, 2024 Planned Award Notification. |
| 22 | Respite Services | How long will applications take to process? | The application deadline is April 16, 2024 12:00 p.m. PST and Planned Award Notification is scheduled for May 17, 2024. Please see the RFQ timeline for other important dates. |
| 23 | Respite Services | Can we start emailing questions? | Yes! Last Day to Submit Questions (via email only) to Jessica.Clark@seattle.gov is March 26, 2024, 4:00 p.m. PST . |
| 24 | Respite Services | How is this investment opportunity similar to City of Seattle Medicaid contract? | The Respite Services RFQ is only for Respite and Household & Errands Services. The Medicaid/Open Procurement (OP) contract serves a broader population, and the requirements are slightly different. You must have 3+ years of experience to be eligible for (OP), compared to a minimum of 18 months experience for the Respite Services RFQ. OP also encompasses more services, such as allowing providers to bill for training. |
| 25 | Respite Services | Where do I need to send proof of visit from the Department of Health? | You must submit all required documents with your application via HSD Online Submissions System at http://web6.seattle.gov/hsd/rfi/index.aspx OR Email to HSD_RFP_RFQ_Email_Submissions@seattle.gov . See page 1 of the 2024 Respite Services RFQ Application. |

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| 26 | Respite Services | Our company was approved a tax return extension for 2023. Can we submit the tax returns for 2022 and 2021 along with the extension documents? | Yes, you may submit the tax returns for 2022 and 2021 along with the tax return extension documents for 2023. |
| 27 | Respite Services | Under program requirements, it says that the sample client and caregiver file should be redacted for privacy. How is that done? | You must black out/clear out any sensitive, private information in the files. You may use Adobe or any other application that has tools to do so. You may also physically cross off the information with ink. |
| 28 | Respite Services | What Zipcodes are included in the Respite Services RFQ to be serviceable? Would like to know how far it geographically spans. | This RFQ will qualify organizations to provide non-Medicaid in-home respite services to older adults (60+) and adults (18+) with a functioning disability throughout King County, Washington. |
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