

Guide to Request for Proposals

for the selection of providers to provide

Homemaker Services Respite Services

for the period of:

July 1, 2021 through June 30, 2024

Area Agency on Aging *Serving Southwest Idaho*



**Southwest Idaho Area Agency on Aging (SWIA3)
1505 South Eagle Road, Suite 120
Meridian ID 83642
(208)-898-7077**

Completed Proposals must be physically in the possession of the Southwest Idaho Area Agency on Aging by 5:00 PM, May 7, 2021

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Sections I through III provide the information, background, and instructions for completion of Requests for Proposals for Homemaker, and Respite Services.

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I. PUBLIC NOTICE

Legal Advertisement

Request for Proposals

The Southwest Idaho Area Agency on Aging (SWIA3), the designated Area Agency on Aging (AAA) Serving Southwest Idaho, announces its intent to accept proposals from interested service providers for homemaker and respite services in various locations in Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley and Washington counties.

The Request for Proposals Guide and Application materials are available on the SWIA3's website at: <https://www.a3ssa.com/administration/documents/request-for-proposals/>. Providers may submit proposals for one or more services in any or all of the designated cities and counties. Contracts will be issued with the winning providers for the period of July 1, 2021 through June 30, 2024.

Providers with questions regarding the application packet should contact the SWIA3 Contracts Manager, Brandi Waselewski by telephone at (208) 898-7077 or by e-mail at brandi.waselewski@a3ssa.com. An informational conference for all interested providers will be held on Thursday, April 8, 2021 at 10:00am. Unless specified otherwise, this will be held at the SWIA3 office at 1505 South Eagle Road, Suite 120 Meridian, Idaho 83642. The conference can also be accessed via zoom at the link below:

Topic: SWIA3 Homemaker and Respite RFP Informational Meeting
Time: Apr 8, 2021 10:00 AM Mountain Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/83604190928?pwd=b2dqUktYZUlyWGNid0RJTEExR0V5dz09>

Meeting ID: 836 0419 0928

Passcode: 960684

Find your local number: <https://us02web.zoom.us/u/kbdj3m3uDu>

After April 12, 2021, SWIA3 will not answer any questions. Providers must submit proposals to SWIA3 office at 1505 South Eagle Road, Suite 120 Meridian, Idaho 83642 by Friday, May 7, 2021 at 5:00 pm.

Award announcements will be made on Friday, June 11th via email. There will be mandatory provider meeting on Monday, June 28, 2021 to finalize awarded contracts.

SWIA3 does not discriminate against any person on the basis of race, color, national origin, creed, ability to speak English, disability, sex, age or marital status in admission, treatment, or participation in its programs, services, and activities, or in employment.

II. CONTRACTING PROCESS AND SCHEDULE

The following is a schedule of events concerning the proposal process:

Schedule	
Event	Date and Time
Email distribution of RFP to bidders list	Friday, March 12, 2021
1 st Official newspaper announcement (Idaho Statesman and local newspapers)	The week of March 15-19, 2021
2 nd Official newspaper announcement (Idaho Statesman and local newspapers)	The week of March 22-26, 2021
Deadline to submit questions and clarifications	Monday, April 12, 2021 by 5:00 pm
Providers' conference. Location: SWIA3 1505 South Eagle Road, Suite 120 Meridian, Idaho 83642. Conference can also be accessed via Zoom.	Thursday, April 8, 2021 at 10:00am
Deadline to submit written objections (if any) to specifications or bidding procedures	Tuesday, May 4, 2021 by 5:00pm
Deadline to submit proposals	Friday, May 07, 2021 by 5:00pm
Opening of proposals. Location: 1505 South Eagle Road, Suite 120 Meridian, Idaho 83642	Friday, May 07, 2021 by 5:00pm
Evaluation team reviews proposals and makes recommendations to the Board.	Monday, May 10, 2021 to Wednesday, June 9, 2021
A3SSA Board of Commissioners votes on winning bids	Wednesday, June 9, 2021 at 1:30 pm
Awards announced to winning award bidders; Email announcement	Friday, June 11, 2021 by 5:00 pm
Discussions with winning bidders to modify methodology (if applicable)	Monday, June 14, 2021 to Friday, June 18, 2021
Deadline to submit written objections (if any) to award	Friday, June 18, 2021 by 5:00 pm
Contract signing, and Board response to written objections (if any). Location: SWIA3 1505 South Eagle Road, Suite 120 Meridian, Idaho 83642	Friday, June 25, 2021
Mandatory Provider Meeting	Monday, June 28, 2021 10:00am

Note: All times shown are in the Mountain Time Zone (UTC-07:00, DST UTC-06:00).

After Monday, April 12, 2021 SWIA3 will not answer any questions or provide any additional information to a provider. Before that time, all questions regarding the requirements necessary to complete a proposal should be directed to SWIA3 Contracts Manager, Brandi Waselewski, via email at brandi.waselewski@a3ssa.com or via telephone at 208-898-7077. The question and answer will be posted on the Area Agency on Aging Website: <https://www.a3ssa.com/administration/documents/request-for-proposals/>.

All dates, times, and locations are subject to change at SWIA3's discretion.

Any communications with SWIA3 regarding this RFP should be with Brandi Waselewski at the contact information listed above.

III. GUIDE TO THE REQUEST FOR PROPOSAL PROCESS AND APPLICATION

A. PURPOSE

SWIA3 is responsible for planning, developing, advocating for, and coordinating a comprehensive service system for persons 60 years of age and older residing in the ten counties of Southwest Idaho. A significant part of this responsibility is accomplished through utilization of contracted service providers (hereinafter “providers”).

Through this request for proposals (RFP) process, SWIA3 is accepting proposals from interested providers for provision of homemaker and respite services in Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington Counties. SWIA3 recognizes that cost-effective solutions may vary in type and approach, particularly given the diversity within this region of geography, resources, and personnel. Price is not the sole determining factor for selection because the reimbursement rate is already set.

SWIA3 reserves the right to enter into separate contractual relationships with the interested providers in the sole discretion of the SWIA3 Board of Directors. This RFP serves as a tool to formalize negotiations to enter into a contract or contracts with chosen providers, if any.

B. SERVICE CONTRACTS

- SWIA3 contracts are performance-based. SWIA3 seeks providers that can implement services efficiently and effectively within the required guidelines and specifications.
- All successful providers will be designated as provider(s) for the period between July 1, 2021 and June 30, 2024. The service shall be designed to provide continuous service for the full term of the contract. The A3SSA determines the rate of reimbursement (currently \$22.00 per hour) and will refer consumers to the providers based on consumer choice. Consumers are provided with a list of providers and will select who they want to provide the service.
- Final funding levels are dependent on the availability of federal (Older Americans Act) and state (Idaho Senior Services Act) funds or any other applicable funds.
- Changes in the governing federal and state statutes, regulations, rules, and program manuals/guidelines including, but not limited to, those of the Idaho Commission on Aging (ICOA), may require modifications of the contract between SWIA3 and a provider selected through this RFP process.
- Any provider that subcontracts with another entity to provide services shall ensure that such subcontractor has a clear understanding of the methodology used to determine compensation under the subcontract.

C. PROVIDER PROPOSALS

To be considered for a contract with SWIA3, providers must satisfy all of the following requirements:

- Have an identified business e-mail address for communicating and otherwise conducting business with the A3SSA.
- Satisfy organizational requirements. A provider must be one of the following:
 - A provider that is a not-for-profit entity must be legally incorporated, registered to do business in Idaho, have an Internal Revenue Service 501(c)(3) designation, and have a demonstrated history of satisfactory human services performance.
 - A provider that is a for-profit entity must be legally organized and registered to do business in Idaho.
- Provide and document outreach functions to locate persons in the community who are not participating in available programs or receiving services for which they qualify, identify their service needs, provide them information about aging programs and services available in their communities, and assist them with accessing services they need or programs in which they want to participate.
- Provide information detailing the provider's ability to make accommodations for individuals who are geographically inaccessible, non-English speaking, from another culture, and/or have disabilities.
- Provide information on the provider's utilization of trained volunteers.
- Provide comprehensive and detailed information that reflects the background of the provider relative to the proposed services.
- Hold, or be able to obtain before the beginning of the contract term, all necessary certifications and licensures, and be able to comply with all federal, state, and local requirements.
- Be capable of **electronically** reporting accurate fiscal and program data, on time, as required or as requested.
- Comply with SWIA3 assessments, program evaluations, and audit activities.
- Be willing to accept a minimum of five consumers. Referrals are contingent on consumer choice.
- Be willing to accept SWIA3's reimbursement rate (currently \$22.00 per hour).
- Agree to and sign the sample contract as written, or without substantial modification.
- Demonstrate the ability and willingness to provide services and utilize funding in accordance and compliance with the contract terms, the Older Americans Act, as amended, the Older

Americans Act: Federal Title III Regulations, the Idaho Senior Services Act, the ICOA Rules Governing Senior Services Program (IDAPA 15.01.01) and Rules Governing Older Americans Act Services (IDAPA 15.01.21), and all Idaho Commission on Aging and SWIA3 Program Manuals and Service Implementation guides. These documents are available for review at SWIA3 during regular business hours. They may also be found online at:

Federal Statute:

Older Americans Act of 1965, Public Law 109-365

<https://acl.gov/sites/default/files/about-acl/2020-04/Older%20Americans%20Act%20Of%201965%20as%20amended%20by%20Public%20Law%20116-131%20on%203-25-2020.pdf>

Federal Regulations:

45 CFR Part 1321 https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title45/45cfr1321_main_02.tpl

State Statutes:

Idaho Senior Services Act, IC §67-5001 et seq

<https://legislature.idaho.gov/statutesrules/idstat/Title67/T67CH50/>

Rules: Rules of the Idaho Commission on Aging

IDAPA 15.01.01 – Rules Governing Senior Services Programs

IDAPA 15.01.21 – Rules Governing the Older Americans Act Services

<http://adminrules.idaho.gov/rules/current/15/index.html#Blind>

ICOA Program Manual & Service Implementation Guides:

<https://aging.idaho.gov/resources/icoa-administration/>

D. SUBMISSION INSTRUCTIONS

Each provider must carefully read this RFP and follow the instructions contained in it. Failure to carefully follow the instructions may cause SWIA3 to reject the proposal.

Each provider must submit a complete proposal. Submitting a complete proposal requires, at a minimum, (1) submitting a completely filled-out and signed application form, and (2) attaching all documentation requested in the application form. **Answers to all parts of the application must be typed or computer printed.** Documentation requested on the application form includes the following:

- Non-Profit – Article of Incorporation, Bylaws, and 501(c)(3) status (if applicable)
- Non-Profit Audit – (if applicable)
- Small Business Programs designation (if applicable)
- Financial Soundness
- Insurance Coverage: Proof
- Drug-Free Workplace Policy
- Job Descriptions
- Facility Lease (if applicable)
- Grievance Resolution Procedures

- Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion, Lower Tier Covered Transactions

Failure to submit all information requested may result in the proposal being classified as “unacceptable” or rejected on the basis of unresponsiveness.

It is the responsibility of all providers to examine the entire RFP package before the providers’ conference, and seek clarification of any item or requirement that may not be clear, as SWIA3 will be unable to answer questions after April 12, 2021. Each provider must check all information for accuracy before submitting a proposal. Providers should fully describe their background, experience, and procedures in the proposal.

Each proposal must be submitted in its entirety, together with any supporting documents on single-sided pages. Any attachments should be on 8 1/2” x 11” white paper, and must not be double-sided. The proposal must be placed in proper packaging so that the proposal is not folded. Do not bind or staple the proposal. Secure the proposal in the upper left-hand corner with a clip.

Each provider must submit one original proposal, in addition to two copies. Proposals must be sealed and physically in the possession of the SWIA3 by Friday, May 7, 2021 at 5:00 pm. Emailed or faxed proposals will not be accepted. Proposals should be clearly labeled “PROPOSAL,” and delivered to the following address:

Mailing/Street Address: Southwest Idaho Area Agency on Aging
Attn: Contracts Manager
1505 South Eagle Road, Suite 120
Meridian, ID 83642

SWIA3 recommends hand delivery rather than mailing. Receipt of deposit for hand-delivery will be provided if requested. **Late or incomplete proposals will not be accepted. No exception to the time frame will be made.**

E. CANCEL OR REJECT PROPOSALS

SWIA3 reserves the right to cancel this RFP at any time. Furthermore, SWIA3 reserves the right to accept or reject any or all of the proposals in whole or in part. SWIA3 also reserves the right to reissue all or portions of the RFP at a later date.

F. QUESTIONS AND REQUESTS FOR CLARIFICATIONS

Questions and requests for clarifications to the RFP will be considered only if they are submitted in writing utilizing the Provider Question form (**Exhibit B**) and received by SWIA Contracts Manager, via U.S Mail at 1505 South Eagle Road, Suite 120, Meridian, ID 83642 or email at brandi.waselewski@a3ssa.com, and are received no later than Monday April 12, 2021 at 5:00 pm (MST). Questions, requests for clarification, and objections that are not timely submitted will be deemed waived. No facsimile questions or clarification will be accepted.

All questions will be addressed as a written addendum to the proposal. Only written clarifications and answers from the SWIA3 should be considered as final.

G. PROTEST OF RFP REQUIREMENTS/QUESTIONS

Any provider who wishes to protest the requirements, standards, specifications, or process outlined in this RFP may submit a written, signed notification to the SWIA3 Contracts Manager, via mail at 1505 South Eagle Road, Suite 120, Meridian, ID 83642 or email at brandi.waselewski@a3ssa.com, to be received no later than Tuesday, May 4, 2021 at 5:00 pm (MST). No facsimile protest will be accepted. The notification shall state the exact nature of the protest, describe the location of protested portion or clause in the RFP documents, explain why the provision should be modified, and propose a detailed correction and alternative language. In response to a protest, SWIA3 will act as it sees fit, which may include but is not limited to the following: modifying the RFP documents, canceling the RFP altogether, or rejecting all or part of the protest.

H. OPENING OF PROPOSALS

Sealed proposals received by SWIA3 before the deadline and which are properly labeled as "PROPOSAL" will be opened on Friday May 7, 2021 at 5:00pm (MST), in the SWIA3 office. The name of each provider and the service for which it is submitting a proposal will be read and recorded.

I. SELECTION PROCESS

The selection process will consist of the following process:

- Staff review: SWIA3 staff will review each proposal to ensure that it has been submitted on time, is complete, and includes all required documents. Staff will also review to determine if the provider is able to sign the sample contract as written or without substantial modifications.
- Committee review: The Selection Committee (hereinafter "Committee") will review and score each proposal. The Committee will consist of SWIA3 staff. The Committee's review will consist of the following components:
 - Review of the application form and attached documentation;
 - Communications with the provider's references and business contacts;
 - Committee determination as to recommended changes to the proposal;
 - Oral interview with the provider and on-site visit if the Committee deems necessary and believes that the provider is a finalist;
 - Completion of a scoring sheet for the proposal.
- Committee recommendation: The Committee will forward its recommendations to the SWIA3 Board of Directors (hereinafter the "Board").
- Board review: The Board will review the proposals and documentation from the Committee, as well as the Committee's recommendations. The Board may choose to conduct its own investigation and review to supplement any perceived deficiencies in the information presented.
- Board decision: The Board will make the final decision on which proposals to select, if any.
- Awards will be announced.

J. EVALUATION

Before scoring the proposals, SWIA3 staff will review the proposals to determine if any of the proposals do not satisfy the minimum requirements. To avoid rejection at this staff review stage, the proposals must satisfy the following at a minimum:

- The proposal must have been submitted on time, be complete, be sealed, and include all required documentation.
- The provider must be able to sign the sample terms and conditions contract (Exhibit A) as written or without substantial modifications that would make the contract unfeasible for SWIA3.
- The provider must not be debarred, suspended, or otherwise excluded from or ineligible for participation from the RFP.

Once the initial staff review is complete, the Committee and the Board will evaluate the proposals by determining the perceived congruence of its selection criteria and needs against the submitted proposals. Specifically, the Committee and the Board will score the proposals according to the scoring methodology below:

Provider submission information	60 Max Score
Application itself is completely filled out.	10
All required documentation is attached.	10
The provider covers multiple counties including rural counties.	20
The provider is currently financially stable, and has a history of financial stability.	10
The provider is recognized as a Small Business high priority organization	5
The provider's proposed management structure indicates proper oversight and supervision of the services provided.	5
Proposal narrative and past performance	125 Max Score
The provider implements other senior programs that will benefit homemaker and respite consumers.	10
The provider's strengths, as corroborated with references and business contacts, are relevant and will enhance the program.	20
The provider has a history of implementing good quality assurance plans and measures.	25
The provider identified a process that ensures consumers complaints are being recognized and a process to resolve these grievances.	5
The provider has a history of implementing and executing a good grievance resolution process.	25
The provider's staff is trained to work with seniors.	20
The provider has a reputation for integrity and compliance with the law.	20
Cost-effectiveness, budget, and line items	40 Max Score
The provider will provide various activities that will provide additional support for SWIA3 funded services	20
The provider provided a promising volunteer program plan, which included how volunteers are going to be recruited, placed, duties, etc.	20
Collaboration	20 Max Score
The provider has reasonable networking strategies that will draw support for the programs	10

The provider listed organizations they will collaborate with and how they will support the SWIA3 program	10
Max Score	245

As is evident from the scoring methodology outlined above, feedback from references and business contacts plays a large role in the scoring of each proposal. In addition to contacting the references listed on the application form, the Committee and the Board may communicate with any business contacts of the provider during this RFP process. The Committee and the Board may also take into consideration information from its own staff if the provider has contracted with SWIA3 at any time in the past.

References and business contacts may be asked the following types of questions:

- How would you rate the provider's ability to provide accommodations to consumers with disabilities?
- How would you rate the provider's ability to provide accommodations to consumers who do not speak English, or whose first language is not English?
- How would you rate the provider's ability to maintain the confidentiality of consumer information?
- How would you rate the satisfaction level of the provider's consumers?
- How would you rate your satisfaction level with the provider? Please explain your answer, providing details and specific instances if at all possible.
- How would you rate the provider's preparedness to provide the services set out in this RFP?
- How would you rate the professionalism and training of the provider's employees?
- How would you rate the provider's ability to implement a quality assurance plan?
- How would you rate the provider's ability to implement a grievance resolution process, and to resolve grievances in a satisfactory and timely manner?
- How would you rate the provider's integrity, as well as the provider's ability and determination to comply with the law?
- List the provider's three greatest strengths.
- List the provider's three greatest weaknesses.
- How would you rate the provider's ability to provide timely, detailed, and organized reports and invoices? Please explain your answer, providing details and specific instances if at all possible.
- To what other organizations or individuals has this provider provided services who are not listed as references?

The top 15 providers with the highest scores will be awarded contracts.

At any point in the evaluation process, SWIA3 reserves the right:

- To reject any or all proposals, or any part thereof;
- To reject any proposal that, in the opinion of SWIA3, contains statements intended to mislead SWIA3 in its evaluation of the proposal;
- To reject any proposal that does not provide a response to each of the required sections of the application or does not provide required documentation;
- To waive any minor defects in the submittal if this is to the advantage of SWIA3;

- To accept the submittal that is in the best interest of SWIA3.

SWIA3’s decision shall be final. Waiver by SWIA3 of a minor defect in a proposal shall in no way modify the RFP or excuse the provider from full compliance with contractual and legal requirements if the provider is awarded a contract.

K. NOTIFICATION OF AWARD

The providers will be notified of the results of the RFP by Friday June 11, 2021. Unsuccessful providers may request to be informed of the reasons they did not receive the contract.

L. CONTRACT NEGOTIATION

After the proposal has been scored, SWIA3 may recommend changes in the provider’s proposed methodology. If SWIA3 recommends changes, then the provider must negotiate in good faith on those changes.

Subject to agreement upon changes resulting from the recommendations of SWIA3, if any, the contract shall be in a form as provided by SWIA3.

M. APPEALS

Unsuccessful providers may appeal the decision by responding in writing to the SWIA3 by seven (7) calendar days of the date of the notification of awards, which is Friday, June 18, 2021 at 5:00 pm (MST). Such appeals must include a reason or the reasons that the award decision of the Board is in error.

Upon receipt of the appeal, the SWIA3 board shall review its decision and determine by Friday, June 25, 2021 whether to affirm its prior award, modify the award, or choose to re-bid, setting forth its reason or reasons therefor. After completion of the review process, SWIA3 may proceed as it deems to be in the public interest.

N. CONTRACT SIGNING

The final step in effecting a contract is the signature process. No contract exists until it is signed by both the Executive Director and the provider. The proposed contract becomes a binding agreement only upon the effective date and upon signature by both parties.

O. BACKGROUND INFORMATION

According to the 2019 US Census, the county breakdown for the total senior population over the age of 60 in the ten-county planning and service area (hereinafter “PSA”) is as follows:

County	2019
Ada County	100,357
Adams County	1,805
Boise County	2,931
Canyon County	44,124
Elmore County	5,371
Gem County	5,409
Owyhee County	2,953
Payette County	5,944

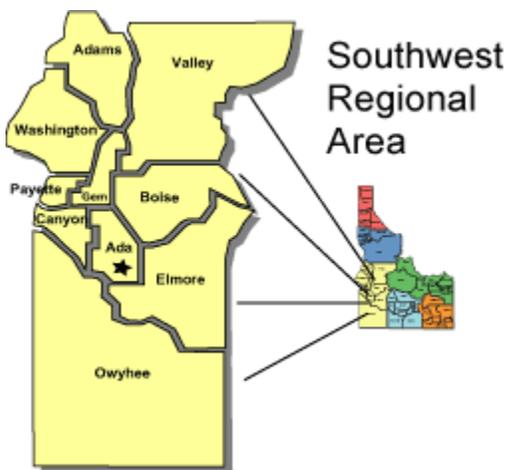
Valley County	4,022
Washington County	3,429
Total	176,345

Produced by the U.S. Census Bureau in collaboration with the National Center for Health Statistics (NCHS), Bridged-Race Population Estimate.

IV. SERVICE AREA MAPS

Service Area Maps:

The service area maps on the following pages are intended to identify the PSA of SWIA3.



SWIA3 – Planning and Service Area

Note: The Planning Service Area spans a total of 21,879 square miles.

The Boise Metropolitan Statistical Area (MSA) is Idaho’s “megacity”, sprawling over two counties (Ada and Canyon) and includes the cities of Boise, Meridian, Nampa, and Caldwell, along with several formerly small communities that have recently grown into adjoining satellite cities. The area is collectively known as the Treasure Valley. The metropolitan area’s quality of life is further enhanced by the presence of several colleges and universities.

V. CONTRACTING STATISTICS BY PROGRAM

A. HOMEMAKER STATISTICS – SFY 2020

Consumers Served by Homemaker providers in SFY 2020 (July 2019 to June 2020)

County	Number of consumers served	Number of units (hours) provided
Ada	184	6,071
Adams	6	304
Boise	0	0
Canyon	167	5,763
Elmore	16	581

Gem	13	516
Owyhee	5	70
Payette	31	1,071
Valley	5	293
Washington	16	852
TOTAL	443	15,521

B. RESPITE STATISTICS – SFY 2020

Consumers Served by Respite providers in SFY 2020 (July 2019 to June 2020)

County	Number of consumers served	Number of units (hours) provided
Ada	115	6,435
Adams	0	0
Boise	0	0
Canyon	55	3,320
Elmore	13	1,138
Gem	5	81
Owyhee	0	0
Payette	7	381
Valley	0	0
Washington	3	223
TOTAL	198	11,578

VI. PROGRAM FUNDING HISTORIES:

The program funding histories provide important background information about funding levels of major programs.

A. HOMEMAKER SERVICES

Funding Source: (Actual expenditures for completed years and budget for current year)

State Fiscal Year (SFY)	State	Federal	Total
SFY 2019 (July 2018- June 2019) Actual	\$184,713	\$0*	\$184,713
SFY 2020 (July 2019 – June 2020) Actual	\$188,151	\$35,986	\$224,137
SFY 2021 (July 2020 – June 2021) Budget	\$245,480	\$0*	\$245,480

*SWIA3 budgeted solely out of State Funds for SFY2019 & SFY2021. Budgeting homemaker solely out of state funds allows SWIA3 screeners to consider members living in the household's income.

B. RESPITE SERVICES

State Fiscal Year (SFY)	State	Federal	Total
SFY 2019 (July 2018- June 2019) Actual	\$81,610	\$21,871	\$103,481
SFY 2020 (July 2019 – June 2020) Actual	\$0	\$212,502	\$212,502
SFY 2021 (July 2020 – June 2021) Budget	\$0	\$135,226	\$135,226

VII. FUNDING PROPOSAL AND PROFILE

Consumer Choice: Each consumer is assessed and authorized to receive specified services. The consumer is provided with a list of SWIA3's authorized providers and designates the provider of his/her choice. A consumer may, at any time and in his/her sole discretion, terminate the services of a provider and designate another authorized provider.

Unit of Service: A service unit equals one hour, or fraction thereof, in service to the consumer. Transportation to and from the consumer's home may not be included as part of the service unit.

Rate: SWIA3's reimbursement rate is currently set at \$22.00 per hour for homemaker and respite services.

Reimbursement: SWIA3 reimburses not more than once per month in amounts not to exceed those authorized by the SWIA enrollment form. The enrollment form indicates the amount that SWIA3 will reimburse and the amount the consumer is to be billed. **NOTE: SWIA3 reserves the right to deny any claim in excess of the hours authorized by SWIA3. It is the provider's responsibility to monitor the scheduling of services in accordance with the authorized amounts.**

Fees: A consumer's payment is determined by SWIA3 during the initial screening process to ensure the consumer consents to the fee, if required. Consumers whose self-declared income exceeds one hundred percent (100%) of the federal poverty level, as established annually by the United States Department of Health and Human Services, are required to pay a fee for service. All fees are based on a sliding fee scale provided annually by the Idaho Commission on Aging.

The provider is solely responsible for collecting the consumer's portion of the fee for service. The provider must invoice the consumer promptly. The consumer is not responsible for payment of fees for services if invoiced by the provider more than ninety days after the month in which services were rendered.

The provider must establish a standardized system for billing and collecting fees. The consumer's share of cost must be subtracted from the SWIA3 invoice. The provider must maintain accounting records of all fees and monies expended from these sources.

Consumers whose annual income falls below the federal poverty level shall be given the opportunity to make voluntary donations. The provider must submit any such donations to SWIA3.