CSRA Regional Commission- Area Agency on Aging FY2028 RFP (non-nutrition) Questions and Responses

The following reflets the questions submitted by the deadline in accordance with the RFP's instructions.

Personal Care Services Program Questions:

1. At this time, how many clients are on the CSRA Personal Care Services waiting list?

   CSRA has 86 clients on the wait list for Personal Care.

2. Who are the current contracted provider agencies for the CSRA Aging Personal Care Services Program?

   All Ways Caring and Quality In Home Care

3. What are the current contracted hourly reimbursement rates for Personal Care Services?

   Hourly reimbursement rates vary from agency to agency because each organization has different operating costs, staffing structures, service areas, and administrative expenses. Rather than using a standard reimbursement rate for all providers, rates are determined based on the actual cost of delivering services. To establish these rates, agencies are required to complete a Uniform Cost Methodology Spreadsheet as part of the application process. This spreadsheet captures expenses such as personnel costs, fringe benefits, supplies, equipment, transportation, training, indirect costs, and other expenditures associated with providing the service.

   For FY2027, service provider unit costs range from $27.00 to $34.19.

In-Home Respite Services Program Questions:

4. At this time, how many clients are on the CSRA In-Home Respite Services waiting list?

   CSRA has seven clients on the wait list for Caregiver Services.

5. Who are the current contracted provider agencies for the CSRA Aging In-Home Respite Services Program?

   All Ways Caring, CSRA Private Duty, and Quality In Home Care

6. What are the current contracted hourly reimbursement rates for In-Home Respite Services?

   Hourly reimbursement rates vary from agency to agency because each organization has different operating costs, staffing structures, service areas, and administrative expenses. Rather than using a standard reimbursement rate for all providers, rates are determined based on the actual cost of delivering services. To establish these rates, agencies are required to complete a Uniform Cost Methodology Spreadsheet as part of the application process. This spreadsheet captures expenses such as personnel costs, fringe benefits, supplies, equipment, transportation, training, indirect costs, and other expenditures associated with providing the service.

For FY2027, service provider unit costs range from $27.00 to $32.26.

Homemaker Services Program Questions:

7. At this time, how many clients are on the CSRA Homemaker Services waiting list?

   CSRA has 105 clients on the wait list for Caregiver Services.

8. Who are the current contracted provider agencies for the CSRA Aging Homemaker Services Program?

   All Ways Caring, CSRA Private Duty, and Quality In Home Care

9. What are the current contracted hourly reimbursement rates for Homemaker Services?

   Hourly reimbursement rates vary from agency to agency because each organization has different operating costs, staffing structures, service areas, and administrative expenses. Rather than using a standard reimbursement rate for all providers, rates are determined based on the actual cost of delivering services. To establish these rates, agencies are required to complete a Uniform Cost Methodology Spreadsheet as part of the application process. This spreadsheet captures expenses such as personnel costs, fringe benefits, supplies, equipment, transportation, training, indirect costs, and other expenditures associated with providing the service.

   For FY2027, service provider unit costs range from $27.00 to $34.19.

General Question:

10. Where and when will the FY28 CSRA contract award notices be posted?

    Notifications are currently planned to be issued in February but no later than mid-May. This is dependent of the timing of notification of funding for FY2028 from the Division of Aging Services.

11. Will you please provide the compilation of each Responder's average score (calculated by averaging the scores assigned by each reviewer) from the FY2027 CSRA Non-Nutrition Services RFP?

The following table summarizes the average score each responder, in alphabetical order by responder. Scores are out of 100 points and are shown to one decimal place.

Responder	Average Score (out of 100)
Addus HomeCare	75.4
Agape	61.9
Alert Medical	78.0
All Ways Caring	92.5
Care Star	81.9

Responder	Average Score (out of 100)
Collabarative Technology	52.2
CSRA Private Duty	80.3
GA Legal	94.2
Golden Harvest	88.8
Help at Home	69.0
Lincoln County	83.9
Nightengale Services	89.4
Quality In-Home Care	89.6
The Homeplace	84.4
TrueBright	55.0
Via Cognitive	93.8
Walton Options	90.2

12. Is the request for the Dun & Bradstreet number required? Can/should the Sam.gov UEI be substituted, if available?

    It is not required.

13. What is the anticipated number of awards for personal care, homemaker, and respite care services?

    Many factors affect the number of awards for these services (funding availability and the quality of bids and capacity of potential providers to name a few). Historically, there have been on average two Personal Care, three Homemaker, and three Respite Care awards for a fiscal year, but these numbers may fluctuate up or down annually.

14. What is the available funding for FY2028 for personal care, homemaker, and respite care services?

    To date, CSRA has not received its FY2028 funding allocation. For FY 2027, CSRA received a combined total of $590, 000 for personal care, homemaker, and respite care. The breakdown is $85,016 PCS, $109, 649 HMK, and RC $395,349.

15. We will be requesting $xxxx from the CSRA Regional Commission. Our budget will be more than that amount on our UCM spreadsheet. I do not see a place on the application portal to include the total amount we are requesting. **Where can we enter that we are requesting $xxx?**

    The online application has been updated to include questions related to the number of services you propose and your requested funding amount. ***NOTE: For providers who have already completed their application, you do not need to do a new one to complete these fields. We will contact you directly if we need unit numbers and funding request amounts.***

16. I am just double checking the certifications link takes us to DocuSign certifications to be completed. On page 3, it states in red, "This RFP covers the CSRA RC's fiscal year running from July 1, 2026 to June 30, 2027".

    The certifications link has been updated to reflect the correct performance period. If you have already completed your certifications, you do not need to do them over.

17. Will you please provide us with CSRA's program requirements, including required timelines, for Agency's to notify CSRA if a Client has filed a complaint and the results of the complaint investigation?

    The procedures for grievances and complaints can be found in the State of Georgia Division of Aging's Policy and Manual Management System (PAMMS). Section 110 specifically addresses grievance procedures. That section can be found at: 110 Grievance Procedures for Individuals in Non-Medicaid Home and Community Based Services Programs :: Policy and Manual Management System (PAMMS)