

# Detroit Area Agency on Aging FY 2023 – FY 2025 Multi-Year Plan Request for Proposal

## Introducing Performance-Based Contracting to Aging Service Providers

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## Instructions

ISSUED AUGUST 1, 2022

**Applications Due By 11:59PM, EST, Wednesday, August 24, 2022**  
**Late Applications Will Be Rejected**

Funded by Federal and State Funding

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Wayne W. Bradley, Sr., Chair  
DAAA Board of Directors

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Ronald S. Taylor, President & CEO  
Detroit Area Agency on Aging

## SCHEDULE OF ACTIVITIES

### FY 2023 – FY 2025 MULTI-YEAR PLAN REQUEST FOR PROPOSAL FOR AGING SERVICES

ACTIVITIES	DEADLINES
<b>Legal Notice – Request for Proposal</b> <ul style="list-style-type: none"> <li>Legal Notice for RFP published in Detroit Newspapers Sunday Edition</li> </ul>	Sunday, July 31, 2022
<b>RFP Announcement Released Noting Availability of Funding to Prospective Applicants</b>	Monday, August 1, 2022
<b>Application &amp; Instructions Online on DAAA Website / Shared File Access Open to Applicants Upon Request – 9:00am – 5:00pm</b> <ul style="list-style-type: none"> <li>Post RFP for Traditional Aging Services Applicants on Home Page <a href="http://www.detroit seniorsolution.org/become-a-network-partner">www.detroit seniorsolution.org/become-a-network-partner</a></li> </ul>	Monday, August 1, 2022
<b>Service Provider Meeting – Performance Based Contracting Approach</b>	Friday, August 5, 2022
<b>Mandatory Technical Assistance Workshop – (Sacred Heart Major Seminary, 2701 Chicago Blvd., Detroit, MI 48206)</b> <ul style="list-style-type: none"> <li>All Service Categories: 10:00am – 12:00pm</li> <li>Community Wellness Service Centers - 1:30pm-3:30pm</li> </ul> Zoom Link: <a href="https://us02web.zoom.us/j/87449678074">https://us02web.zoom.us/j/87449678074</a> Pass Code: 274743	Monday, August 8, 2022
<b>Request Shared File Grant Access via <a href="mailto:ContractMgt@daaa1a.org">ContractMgt@daaa1a.org</a></b> <ul style="list-style-type: none"> <li>Applicants will receive instructions about accessing the Shared File for Uploading of documents at the Technical Assistance Workshop</li> </ul>	Monday, August 1, 2022
<b>Application Submission Deadline – Wednesday, August 24, 2022 11:59pm EST</b> <ul style="list-style-type: none"> <li>Traditional Providers to submit one application packet – Section 1 with required documents and Session 2 – Cover Sheet, General Form and Service Funding Request forms for each service category the applicant is applying for during the RFP Process</li> </ul>	Wednesday, August 24, 2022 11:59pm
<b>Application Check-In &amp; Review</b> <ul style="list-style-type: none"> <li>RFP Team screens Grant Applications for completion and meeting the Screening Criteria Requirements &amp; Assign Reviewer</li> </ul>	August 24-25, 2022
<b>Proposal Review - Individual Review of Proposals</b>	August 26, 2022 – September 2, 2022
<b>Consensus Meetings - Proposal Review Teams/Recommendations</b>	September 6 – 7, 2022
<b>Executive Office – Review &amp; Approval</b> <ul style="list-style-type: none"> <li>Review of Recommendations</li> </ul>	September 8-9, 2022
<b>Finalization of Recommendations</b>	September 12-13, 2022
<b>Grant &amp; Contract Review Committee</b> <ul style="list-style-type: none"> <li>GCRC approves Aging Service Providers to be Funded for FY 2023 – FY 2025</li> </ul>	September 14, 2022
<b>Executive Committee – Recommendations for Approval of Grant Awards</b>	September 22, 2022
<b>DAAA Board of Directors Decision – Approval of Grant Awards</b>	September 26, 2022
<b>Grant Award/Denial Letters Mailed to Applicants:</b> <ul style="list-style-type: none"> <li>Letters appealing the decision must be received by DAAA no later than October 8, 2022, by certified US Mail, FedEx or UPS only</li> </ul>	September 27-28, 2022
<b>Participant Transition Plans Executed for Non-Funded Traditional Provider Agencies</b> <ul style="list-style-type: none"> <li>Traditional Providers not funded create participant transition plans to be initiated or activated in September – October 2022</li> </ul>	September 29-30, 2022
<b>Contract Negotiations - (September 27- October 7, 2022)</b> <ul style="list-style-type: none"> <li>Scope of Services / Work Plan with KPIs / Revised Budgets/Unit Cost Sheets and Signed Contract with Required Materials including Required Insurance</li> </ul>	September 27 – 10/7/2022
<b>Signed Contracts due to DAAA Contract Management - Contract Year Start Up – 10/1/2022 (Mandatory Service Provider Training – Program &amp; Financial Reporting</b>	October 14, 2022

**DETROIT AREA AGENCY ON AGING**  
**FY 2023 – FY 2025 MULTI-YEAR PLAN REQUEST FOR PROPOSAL INSTRUCTIONS**  
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**Links to Partnering with DAAA Webpage: [www.detroit seniorsolution.org/becoming-a-network-partner](http://www.detroit seniorsolution.org/becoming-a-network-partner)**

## Section II – Service Categories

Reference Bureau of ACLS (Formerly AASA) Operating Standards for Service Programs or Regional Service Definition for minimum standard for the operation of the service:

- Adult Day Services
- Caregiver Education, Training & Support
- Chore Services
- Community Service Navigator\*
- Counseling Services
- Disease Prevention and Health Promotion
- Elder Abuse Prevention
- Friendly Reassurance
- Home Repair Services
- Homemaking
- Kinship Support
- Legal Assistance
- Outreach
- Personal Care
- Respite Care
- Transportation
- Vision Services

Community Service Navigator is a regional definition developed by DAAA. Reference the requirements on the DAAA Website and/or DAAA's proposed FY 2023 – FY 2025 Multi-Year Plan.

## INTRODUCTION

The Detroit Area Agency on Aging's (DAAA) FY 2023 – FY 2025 Multi-Year Plan Request for Proposal (RFP) contains the application, information and instructions needed for submitting grant application(s) to the agency to receive funding to deliver Aging Services to older adults 60 years of age and over and/or caregivers. The funding period covers the period October 1, 2022, to September 30, 2025. Funds are awarded annually, and subsequent years are based upon the delivery of quality services and contract compliance. Service categories included in DAAA's Multi-Year Plan are detailed in this Request for Proposal based upon the availability of funding.

The DAAA is a private, non-profit and NCQA/CARF/AADE accredited organization responsible for planning, coordinating, developing, and funding Aging Services in the cities of Detroit, Grosse Pointe, Grosse Pointe Farms, Grosse Pointe Park, Grosse Pointe Shores, Grosse Pointe Woods, Hamtramck, Harper Woods, and Highland Park. Founded in 1980, it is one of sixteen Area Agencies on Aging (AAA) in Michigan and 625 in the country authorized under the Older Americans Act (OAA) of 1965, as amended. The agency's mission is "to educate, advocate and promote healthy aging to enable people to make choices about home and community-based services and long-term care to improve their quality of life."

Under the OAA, all Area Agencies on Aging receive federal funding and are responsible to their State Unit on Aging and indirectly to the federal Administration for Community Living for the delivery of services to the older adults within their region. In the State of Michigan, Public Act 180 of the Older Michiganians Act of 1981 authorizes the Bureau of Aging, Community Living and Supports (Bureau of ACLS – formerly Aging and Adult Services Agency) of the Michigan Health and Aging Administration (formerly Michigan Department of Health and Human Services) to serve as the designated State Unit on Aging and specifically outlines the responsibilities of the state's sixteen Area Agencies on Aging. It also authorizes the State to augment federal OAA monies with funding from the state's general revenue budget.

DAAA serves 153,540 older adults and caregivers through the distribution of federal and state funds to human services agencies. Currently, twenty-three services are provided through OAA (including National Family Caregiver Support Program), Older Michiganians Act, or Wayne County funding. In addition, DAAA also provides additional services to adults with disabilities, Veterans, and other groups through public and private grants and contributions through Medicare, Medicaid, and other resources. Targeted communities in DAAA's planning and service area consists of the cities of Detroit, the five Grosse Pointes, Hamtramck, Harper Woods and Highland Park. It is important to note that Direct Purchase of Service entities supporting Care Management, MI Choice Waiver and MI Health Link adhere to different service standards and apply through a separate Request for Bid process. However, private non-profit and for-profit organizations (including municipalities) may apply for funding through this RFP process if they meet the requirements and are positioned to identify and enroll the older adults and caregivers targeted for services.

## REQUEST FOR PROPOSAL OBJECTIVE

The purpose of this open and competitive RFP is to identify and fund high-quality service providers to provide services to older adults and caregivers. Older adults are defined as persons aged 60 years and older unless otherwise allowed under eligibility criteria for a specific program. Services must be targeted to older individuals who are in greatest social and economic need, with particular attention to those who are low-income and individuals residing in rural areas.

**Social Need** – Socially isolated, living alone, age 75 years or older, minority group member, non-English speaking, etc.

**Economic Need** – Eligible for income assistance programs; self-declared income at or below 125% of the poverty threshold, etc.

**Functional Need** – Individual lives with a disability (as defined by the Rehabilitation Act of 1973 or the Americans with Disabilities Act), have limitations on activities for daily living, mental or physical inability to perform specific tasks, acute and/or chronic health conditions, etc.

## RFP SPECIFICATIONS

This RFP is only entertaining proposals for services identified in DAAA's proposed FY 2023 - FY 2025 Multi-Year Plan that are supported with OAA and state funding:

**Access:** Community Service Navigator (Regional Definition), Outreach and Transportation

**In-Home Services:** Chore, Friendly Reassurance, Homemaking, Personal Care, and Respite Care

**Caregiver Services:** Caregiver Education, Training and Support; Kinship Support

**Community Services:** Adult Day Services; Counseling Services; Elder Abuse Prevention, Home Repair Services, Legal Assistance and Vision Services

Funding levels for service categories in this FY 2023 - FY 2025 MYP RFP appear below:

<b>Access Services</b>	Community Service Navigator	\$626,000
	Outreach	\$112,900
	Transportation*	\$50,000

<b>Caregiving</b>	Caregiver Education, Training & Support	\$135,898
	Kinship Support	\$100,000

<b>In-Home Services</b>	Chore Services	\$65,000
	Homemaking	\$38,598
	Personal Care	\$38,599
	Respite Care (In and Out-of-Home)	\$883,017
	Friendly Reassurance	\$50,000

<b>Community Services</b>	Adult Day Services	\$139,326
	Counseling	\$50,000
	Home Repair Services*	\$250,000
	Kinship Support Services	\$100,000
	Programs for Prevention of Elder Abuse	\$13,826
	Legal Assistance	\$100,000
	Vision Services	\$30,000

The Detroit Area Agency on Aging is planning to fund additional Community Wellness Service Centers:

<b>Community Wellness Service Center</b>	Community Service Navigator	\$626,000
	Disease Prevention Health Promotion	\$100,000
	Transportation	\$50,000

\*Home Repair services funded through ARPA funding.

### Eligible Applicants

Applicants eligible to apply for funding under this RFP consists of private, non-profits; private for-profit corporations and units of government or departments therein who have the capacity to meet the requirements for service delivery as outlined in the Michigan Bureau of Aging, Community Living and Supports Operating Standards for Services Programs. Minority, Female- and Disability-owned organizations are encouraged to apply. This includes organizations (Pursuant to Public Act. 284 of 1972) who are incorporated with State statutes and authorized to conduct business in the State of Michigan.

Factors that disqualify applicants from being awarded funding include the following:

- ✓ Debarred/suspended parties are not eligible to apply for funding.
- ✓ Applicants who do not meet minimum screening criteria for applying:
  - Cannot demonstrate that organization is current in all local, state and federal taxes or have a formal plan to pay back taxes.
  - Have not been in business for at least three years.
  - Does not demonstrate financial viability – no positive fund balance or retained earnings (as demonstrated by a financial report with balance sheet showing a positive fund balance or retained earnings).
- ✓ Incomplete Grant Application(s)
- ✓ Insufficient Insurance that does not hold DAAA Harmless
- ✓ Refusal to adhere to Performance-based Contracting Attestation
- ✓ Non-compliance with current contract

### RFP SUBMISSION

Organizations interested in applying for funding to provide services to 60-plus older adults and caregivers under the DAAA's FY 2023 – FY 2025 Multi-Year Plan Request for Proposal can contact the agency at [contractmtg@daaa1a.org](mailto:contractmtg@daaa1a.org) to receive access to the Share File Grant Portal. The links to the RFP Application and Instructions appear herein along with PDF fillable documents and other forms for your convenience.

Other materials necessary for your proposal are also included for your reference. Please carefully read the application instructions in the RFP Instructions along with any instructions on forms before filling out the application. Please submit only one Section I Agency Profile as well as Service Funding Request form, Budget and Unit Cost/Fee-for-Service forms for each service category you are applying for and affix signatures on required forms prior to uploading grant applications and budgets to: [contractmtg@daaa1a.org](mailto:contractmtg@daaa1a.org) by 11:59 PM on Wednesday, August 24, 2022.

It is important to note that this Request for Proposal is available to applicants wishing to provide Aging Services funded with federal Older Americans Act or state Older Michiganians Act funding. Direct Purchase of

Services business supporting MI Choice Waiver or State-funded Care Management services utilize a different Request for Bid process.

Over the next three years, Traditional Aging Service Providers will be transitioning from line-item reimbursement grants to performance-based, fee-for-service contracting. All applicants applying for funding must sign a Terms and Conditions form acknowledging that they understand this new arrangement.

### **Mandatory Technical Assistance Workshop**

Applicants are expected to attend one or two Technical Assistance Workshops to obtain information about the Request for Proposal depending upon what they are applying for through this process. These workshops are slated for Monday, August 8, 2022, at Sacred Heart Major Seminary, 2701 Chicago Blvd, Detroit, MI 48206

All Service Categories

10:00am – 12:00pm

Community Wellness Service Centers Applicants

1:30pm – 3:30pm

Zoom: <https://us02web.zoom.us/j/87449678074>; Passcode: 274743

Applicants must request access to DAAA's Shared File for uploading their grant application(s) between August 1, 2022, to August 24, 2022, 5:00pm EST via [ContractMgt@daaa1a.org](mailto:ContractMgt@daaa1a.org) so that they can upload grant applications, budgets and signed forms by August 24, 2022, by 11:59pm EST. Original copies of the contract will be provided later during Contract negotiations, if applicants are successful.

Applications will not be accepted after **11:59pm. On Wednesday, August 24, 2022.** The Shared File Grant Portal will date/time stamp submittals and all applications after the deadline will not be accepted.

### **Proposal Review and Evaluation**

The DAAA releases an open and competitive RFP every three years in preparation for the first year of its Multi-Year Plan. However, it reserves the right to release additional or new RFPs before the completion of the three-year planning and funding cycle if additional providers are needed or to replace entities no longer providing services.

Applicants are encouraged to check their grant application against the Proposal Check List to ensure that they have submitted all required documents.

During the RFP Proposal Review process, applicants deemed complete and accepted for further consideration by the DAAA are evaluated by a team of at least three (3) DAAA staff and/or Grant and Contract Review Committee members according to the RFP Proposal Review Criteria. Funding Award recommendations of the DAAA staff are then presented to the Grant and Contract Review Committee, Executive Committee of the Board of Directors and the full Board for review and approval.



## Notification of Award Approval or Denial & Appeals Process

All applicants will be notified in writing regarding the status of their grant application(s) submission through a Grant Award or Denial letter ten (10) calendar days after the DAAA Board of Director's decision. Applicants who are denied funding will have an opportunity to appeal this decision. After contract negotiations, successful applicants will be sent two original copies of the Contract for Aging Services. One set must be returned to DAAA.

Applicants who have been denied funding will have the opportunity to appeal against the decision. Instructions on the appeal process appear at [www.detroitseniorsolution.org/become-a-network-partner](http://www.detroitseniorsolution.org/become-a-network-partner) . Organizations denied funding may also be approached by DAAA to provide services through the Direct Purchase of Services agreements that support MI Choice Waiver and state-funded Care Management participants.

## CONTRACT OBLIGATIONS

The Contractor shall commence the delivery of service for the level of units and/or participants, and in the manner described in the Contractor's application, under a negotiated contract and following the requirements for service delivery as outlined in the Michigan Bureau of ACLS Operating Standards for Service Programs or DAAA Regional Definition, using the funds available to the DAAA and the Contractor. DAAA's Standard Multi-Year Contract for Aging Services boilerplate language will be shared with successful applicants to address specific Contractor responsibilities regarding performance, records and reporting, and financial management procedures.

## APPLICATION INSTRUCTIONS - GENERAL SECTION & SECTION II

1. All applicants interested in applying for funding to respond to this RFP must review the RFP Application and Instruction on the DAAA Website and request access to the Share File to upload their application(s) by contacting [ContractMgt@daaa1a.org](mailto:ContractMgt@daaa1a.org).
2. Applicants are required to attend the Request for Proposal Technical Assistance Workshop slated for 10:00AM –12:00PM on August 8, 2022 (All Service Categories) or 1:30PM - 3:30PM (Community Wellness Service Centers) at Sacred Heart Major Seminary, 2701 Chicago Boulevard, Detroit, MI 48206. Prospective applicants may join by Zoom.
3. All applications must be typed and printed out with appropriate signatures including all forms in the General Section.
4. Applicants must include sufficient detail when responding to each question and check relevant boxes. Proposal reviewers need clear, concise, and complete responses.
5. All questions must be completed, unless otherwise stated in each service category form.
6. A letter signed by the Authorized Official of the agency indicating that the application has been reviewed and approved must accompany applications.
7. Use Application Checklist to ensure the proposals are submitted in order and correctly including all required attachments.

8. Review Bureau of ACLS (formerly AASA) Operating Standards for Service Programs and Regional Definitions found on DAAA Webpage to ensure compliance.
9. To meet the deadline, applications must be uploaded in the Shared File at [ContractMgt@daaa1a.org](mailto:ContractMgt@daaa1a.org) by 11:59pm EST on August 24, 2022.

Questions may be submitted in writing via email to [ContractMgt@daaa1a.org](mailto:ContractMgt@daaa1a.org) from August 1, 2022, through August 24, 2022, 5:00pm EST. Responses will be posted for all applicants on DAAA Website. Please review the responses before asking the same questions posted.

### Face Sheet

- ✓ Complete the face sheet for your organization. Only one agency form is required.

### General Requirements for all Service Programs and Terms and Conditions

- ✓ Complete the Application Cover Sheet and Requirements for all Service Programs form with Terms and Conditions form and sign, and check boxes, as needed.

### Section I: Agency Information

- ✓ Complete, sign and date the Certifications, Civil Rights and Applicable Laws & Regulations Form.
- ✓ Complete, sign and date Civil Rights Act of 1964 form.
- ✓ Complete, sign and date Assurance of Compliance with Federal, State and Local Tax Requirements.
- ✓ Complete, date and sign Minority Contractor Status Form, if relevant and attach Board of Directors Roster with affiliations.
- ✓ Complete Insurance Compliance Chart and provide Certificates of Insurance.
- ✓ Complete Agency Information and attach labeled forms, as required.
- ✓ Complete and attach Client Grievance Procedures.

### Section II: Program Information

- ✓ Complete a Program Information Form for each program your organization is applying for including the Program information Cover Sheet, Program Narrative with Statement of Need, Service Description and the interactive pdf, budget (summary and detail pages – grant award amount) and unit cost fee-for-service form. Attach documents, where requested. See links to the Required forms on the DAAA Website.
- ✓ If Subcontracting a portion of the services to be rendered, complete a Consultant/Contractual Service Affiliation Agreement.
- ✓ Visit the DAAA Website Home Page and [www.detroit seniorsolution.org/become-a-network-partner](http://www.detroit seniorsolution.org/become-a-network-partner) to access detailed instructions to complete the funding request forms as well as the budget and fee-for-service forms listed below:

Adult Day Services  
Caregiver Education, Training & Support  
Chore Services  
Community Service Navigator  
Counseling Services  
Disease Prevention and Health Promotion  
Elder Abuse Prevention  
Friendly Reassurance

Home Repair Services  
Homemaking  
Kinship Support  
Legal Assistance  
Outreach  
Personal Care  
Respite Care  
Transportation  
Vision Services

**Line-Item Budget (will need one for each service category) Reference DAAA Website for instructions.**

- The required line-item budget must be completed and attached and add up to 100% of the request for FY 2023. DAAA will determine which portion of the grant will be reimbursed as a grant and which portion will be reimbursed on a fee-for-service basis.

**Local Match and Program Income**

- A Local Match of 10% must be included in the total grant amount requested. For existing providers, a maintenance of effort amount is required based upon your last grant award.

**Program Income**

- A 5% Program Income is required.

**Unit Rate/Fee-for-Service Form**

- The required Unit Rate/Fee-for-Service form must be completed and attached.

For detailed instructions on completion of the budget and unit rate/fee-for-service forms go to the DAAA Website Home Page and [www.detroitseniorsolution.org/become-a-network-partner](http://www.detroitseniorsolution.org/become-a-network-partner)

**Contract Compliance**

**Reporting Requirements**

- ✓ Applicants must submit monthly program reports by the 10<sup>th</sup> of the subsequent month prior to reimbursement for services.
- ✓ Applicants must also submit monthly financial reports for line-item grants and invoices for line-item reimbursement.
- ✓ Any applicant required to submit NAPIS reports must do so by the 5<sup>th</sup> of the month following the previous month.

**Bureau of Aging, Community Living and Supports & DAAA Compliance**

- ✓ Applicants awarded funding must sign a contract with the DAAA that is in alignment with federal and state requirements.
- ✓ Success applicants will be assessed at least once annually.
- ✓ Service provider agencies are required to attend Service Provider meetings.

## Unique Entity ID and SAM Registration

Applicants must register to do business with the U.S. Federal Government by completing a registration process in the Federal System for Award Management, SAM.gov. As a part of the SAM.gov registration process, applicants will obtain a Unique Entity ID (formerly a Data Universal Numbering System DUNS number). If already assigned a Unique Entity ID, it is viewable in your SAM.gov entity registration record. Proof of registration, including your organization's Unique Entity ID, must be supplied to DAAA before funds are disbursed. Since registration may take up to one month, it is recommended to begin that process as soon as possible. If you have not already registered in SAM.gov, please click on this link, [SAM.gov](#), to complete your registration.

## Performance-Based Contracting

For the FY 2023 – FY 2025 MYP planning and funding cycle, DAAA has adopted a performance-based contracting model for 100% of the services that it funds through Older Americans Act and Older Michiganians Act funding. This means that DAAA will be transitioning traditional line-item grant-based programs to performance-based or fee-for-services contractual arrangements. To do this, DAAA has decided to transition agencies funded through these federal and state funds as follows:

- In FY 2023, these providers will have 50% line-item grant funding and 50% performance-based, fee-for-service/unit rate funding.
- In FY 2024, the line-item grant funding will decline by 50% to 50% line-item grants to 25% line-item to 75% performance-based/fee-for-service/unit-rate funding model.
- During the final year of the planning and funding cycle, the line-item grant will be reduced to 0% with 100% of the funding to be captured through performance-based, unit rate, fee-for-service contracting model. (As noted above, DPOS providers will continue to operate at 100% performance-based contracting and will be awarded contracts under a separate Request for Bid process since they deliver services under different standards.

## RATIONALE BEHIND MOVING TO PERFORMANCE-BASED CONTRACTING

DAAA is transitioning to a 100% performance-based model to promote accountability and to better leverage its limited funding to maximize the delivery of services to older adults and caregivers within our community. *Performance-based contracting* is a service purchasing strategy used to achieve measurable performance from a service provider agency. This approach focuses on developing strategic performance metrics and directly relating contract payments to performance against these metrics. Key metrics may include delivery of specific units and clients as well as other outcomes. It may also take availability of the provider, reliability of service delivery, service quality, sustainability, and total cost of services into account.

The primary means of accomplishing these outcomes is through incentivized long-term contracts with specific and measurable levels of operational performance defined by the participant and agreed upon by the contracting parties. The goal is to motivate the service provider agency to implement enhanced practices that offer improved performance and cost effectiveness. This stands in sharp contrast to the conventional line-item grant reimbursement, or waterfall approach, where payment is related to completion of milestones and project deliverable without consequences if the deliverables are not met. Performance based contracting requires adaptation of providers to a business model innovation.

## Learning Collaborative - Technical Assistance, Training & Support

To assist traditional Aging Services providers to transition to a business model, DAAA will be offering training, technical assistance, and support over the next three years. Some of the planned topics include:

- Performance-Based Contracting
- Calculating Unit Cost
- Key Performance Indicators
- Measuring Participant Satisfaction
- Building Sustainability in Service Delivery

## Five-Star Rewards Program & Incentive Payment

DAAA is in the process of developing a Five-Star Rewards Program with incentive pay based upon input from select providers who participated in a focus group held in May 2022. For example, organizations who are rated four or five stars will receive incentivized pay or bonuses through unrestricted funding to promote quality.

**Go to Home Page and [www.DetroitSeniorSolution.org-become-a-partner](http://www.DetroitSeniorSolution.org-become-a-partner) to access RFP links**

### **REQUEST FOR PROPOSAL APPLICATION FORMS:**

FY 2023-FY 2025 Multi-Year Plan Request for Proposal Application

FY 2023-FY 2025 Multi-Year Plan Request for Proposal Instructions

### **SERVICE FUNDING REQUEST FORM - SECTION I**

FY 2023-FY 2025 Multi-Year Plan RFP Cover Sheet & General Section (Terms & Conditions)

SECTION I AGENCY PROFILE (Located in Application)

### **SERVICE FUNDING REQUEST FORMS – SECTION II**

FY 2023-FY 2025 ADULT DAY SERVICES Request Form

FY 2023-FY 2025 CAREGIVER EDUCATION, TRAINING AND SUPPORT Request Form

FY 2023-FY 2025 CHORE SERVICES Request Form

FY 2023-FY 2025 COMMUNITY SERVICE NAVIGATOR Service Form

FY 2023 – FY 2025 COUNSELING SERVICES Request Form

FY 2023-FY 2025 DISEASE PREVENTION AND HEALTH PROMOTION Request Form

FY 2023 – FY 2025 ELDER ABUSE PREVENTION Request Form

FY 2023-FY 2025 FRIENDLY REASSURANCE Request Form

FY 2023-FY 2025 HOME REPAIR SERVICES Request Form

FY 2023-FY 2025 HOMEMAKING SERVICES Request Form

FY 2023-FY 2025 KINSHIP SUPPORT Request Form

FY 2023-FY 2025 LEGAL ASSISTANCE Request Form

FY 2023-FY 2025 OUTREACH REQUEST Form

FY 2023-FY 2025 PERSONAL CARE SERVICES Request Form

FY 2023-FY 2025 RESPITE CARE SERVICE Request Form

FY 2023-FY 2025 TRANSPORTATION SERVICES Request Form

FY 2023-FY 2025 VISION SERVICES Request Form

LINE-ITEM BUDGET FORMS (ALL SERVICES)

UNIT COST & FEE-FOR-SERVICE FORMS (ALL SERVICES)

### **REFERENCES & SUPPORTING DOCUMENTS**

DAAA Draft FY 2023 – FY 2025 Multi-Year Plan

AASA – Bureau of ACLS Operating Standards for Service Programs

Community Service Navigator – Regional Service Definition

NCOA - Evidence-Based Program Matrix

Demographic Charts – 2016 – 2020 American Community Survey