

Customized Living/24 Hour Customized Living Solicitation of Interest [SOI]
Pre-Proposal Conference
Thursday, November 12, 2009
Questions and Answers

Overall:

- Hennepin emphasis on flexibility in providing service options to clients – less than 24 hr supervision (CL) to 24 supervision (24CL), culturally diverse, and individualized services based upon client needs including formal and informal supports.
- Hennepin emphasis on encouraging client's aging in place
- Suggestion to become familiar with the DHS Elderly Waiver Rate Tool which will be in effect 1/1/10 and will impact how you provide services; Time spent in component areas is priority for providers to understand

Questions [Q] and Answers [A]

Q: Are individual apartments mandatory or would a 7-8 bedroom house qualify?

A: Hennepin is encouraging home-like settings such as individual apartments but proposal submission is encouraged for any setting.

Q: In a building, are specific units to be set aside for eligible clients or is the focus on eligible clients fitting into any available unit?

A: Hennepin is looking for specific units to be set aside. Under the SOI, the provider may choose to set aside additional units if the provider is already providing service in some units.

Q: Is accessibility important? For example, what if a bathroom is not accessible currently but would require remodeling?

A: There are no specifics on accessibility in this SOI but Hennepin is encouraging aging in place and flexibility; Accessibility will become more important as clients age and become more physically challenged in the future.

Q: I am currently contracted and having discussions with other housing providers. How do I handle this in my proposal submission?

A: Please give us the detail in your business plan/work plan on the status of your negotiations with others.

Q: I already have a Hennepin contract and appropriate licensure and registration for Home Care/Customized Living/24 Hour Customized Living. Do I still need to submit a proposal for this SOI or can sites just be added to my existing contract?

A: Yes, you still need to complete this SOI and submit a proposal.

Q: I currently have a 2-bedroom apartment that is already licensed and registered Housing with Services. Do I need to use this site or do I need to find another?

A: There are a variety of providers at different levels of services. Please make services and any expansion plans part of your proposal submission.

Q: It is difficult to access the SOI and attachments on the website.

A: We have had some website changes recently which seem to disrupt access at various times and for various users. We will work this out with our IT area as soon as possible.

Q: I already have a building and another provider has the Housing with Services registration.

A: Please indicate this arrangement and any contractual agreement with the other provider in your proposal submission.

Q: Couples receiving care or funds from State?

A: Usually, couples include one waiver client and one private pay person. In your proposal submission, please consider various options and how to handle the needs and funding of the couples, for example, number of beds needed and associated costs.

Q: Which cultures are under consideration in the SOI for the cultural diversity component?

A: We want to be aware if a provider is serving or is planning to serve a specific niche; However, Hennepin is not limiting this SOI to any specific populations. Some of these populations may include but are not limited to Hmong, Vietnamese, Hispanic, Somali, Korean, and others.

Q: Does the 5-7 page limit apply to the narrative and attachments?

A: No, the 5-7 page limit applies to the narrative only and does not include attachments.

Q: If you are working with another agency, who are you serving and how do you handle the timeline for the business plan?

A: Please complete the SOI with the information about your agency and information about the other agency, including any contractual agreements and letters of commitment (which must be submitted with the proposal)

Q: Why does the budget include start-up costs? Is Hennepin County funding for start-up costs?

A: No. Hennepin County does not fund start-up costs. Hennepin County does not guarantee clients and funds. The budget submission needs to include budget impacts. For example, if you have only one EW client, how will this impact your business? If you have many EW clients, what will be the impact on your business?

Q: Why ask for a budget in this SOI?

A: We want to be sure you understand and can ensure sustainability of your business regardless of the number of clients referred. Sustainability of our providers is critical to the long-term health and safety of our clients and our emphasis of clients aging in place.

Q: What if we have contracts with other counties and manage care organizations?

A: Please describe these arrangements as part of the information regarding your business sustainability.

Q: Is there a specific number of EW clients anticipated?

A: No, we do not have a specific number of clients at this time.

Q: How do I get to the DHS bulletins?

A: Please see the handout for the DHS website address.

www.dhs.state.mn.us

Q: Do we do the proximity search before or after the proposal submission?

A: When you have been chosen as a provider for this SOI and are involved in completing a contract, this would apply.

Q: Can we use our contract with another county?

A: Hennepin sometimes purchases off another county's contract but we are concentrating on Hennepin County sites and contracts for this SOI.

Q: What references do I use if I am a brand new provider?

A: Other references, such as work references in social services or nursing experiences, can apply.

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