

## **FAQs from Pre-Bidders' Meeting on August 19<sup>th</sup>, 2016**

### **1. Training/Monitoring**

Subcontractor agrees to permit, support and participate in such training as may be deemed necessary by the AAA to enable paid and volunteer program personnel to administer the services described.

Subcontractor agrees to cooperate and assist in any efforts undertaken by the AAA or the Department to evaluate the effectiveness, feasibility and costs of the program.

The AAA shall be represented in its overall contracted site operations by its own employees, who shall have the right and authority:

1. To inspect service sites to determine compliance with service specifications and to recommend the withholding of payments for services, procedures and conditions not meeting prescribed requirements.
2. To have access to the Subcontractor's purchase records bearing upon services purchased for the program for review and audit, as deemed necessary by the AAA.
3. To meet with all Advisory Council, program committees and participants, and review the development of local policies and procedures.
4. To provide service related training to the Subcontractor's staff.
5. To instruct the Subcontractor, its staff and its personnel related to the program to perform such functions, assume such roles, provide such services, adhere to such policies and procedures, and provide such information as the AAA deems necessary to insure that the program be carried out in accordance with the policies and procedures established by the agency and the department.

Training Standards for Personal Care Workers require the Subcontractor to ensure that all personal care/home care workers receive the basic training that includes competency requirements as listed in 28 PA Code Chapter 611 Home Care Agencies and Home Care Registries and ensure that the worker receives specific training for tasks identified in the consumer's care plan.

2. Payment Process: All vendors are paid by check within approximately 30-45 days
3. If submission of application is complete, it will then require the Commissioners' approval; process may take approximately 30 days to become a provider for Lackawanna County's Area Agency on Aging (LCAAA).
4. There is no cap on the number of providers the county may have for the LCAAA.
5. Once a provider, all communication is via encrypted email and/or phone calls.
6. The RN must make the initial visit, either with the PC aide or prior to PC starting but not before receiving the authorization from the LCAAA.
7. Consumers with a cost share will be paying the LCAAA, not the vendor.