

Exhibit B-6

Minor Home Repair and Modification Services

Deliverables

- I. **PURPOSE:**
To provide for the delivery of services involving minor modifications or repairs to homes facilitating the ability of individuals age 60 and over to remain at home as authorized by Aging Best (herein referred to as “Agency”) to service recipients in their homes, in compliance with 19 CSR 15-4, 19 CSR 15-7, all other applicable federal and state laws and the requirements of “Agreement to Provide Deliverables.”
- II. **AGREEMENT PERIOD:**
July 1, 2021 through June 30, 2022
- III. **ELIGIBLE PERSONS:**
Persons 60 years of age or older who have been authorized for services by an assigned Aging Best staff person.
- IV. **UNIT OF SERVICE:**
One unit is one completed project.
- V. **REIMBURSEMENT RATE:**
Reimbursement will be made on a per-project basis, and only for eligible project types which are preauthorized by the assigned Aging Best staff. Generally, only projects ranging from \$50-\$400 will be authorized.
- VI. **SERVICE DEFINITIONS:**
 - A. Provider must comply with Federal and State Regulations and with Division of Senior and Disability Services/Aging Best standards now in force or under development for In-Home Minor Home Repair and Modification Services. Providers will adhere to 19 CSR 15-7.010 and 19 CSR 15-7.021.
 - B. Minor Home Repair and Modification Services authorized by the Older Americans Act are designed to:
 - Assist older individuals to obtain adequate housing, including residential repair and renovation projects designed to enable older individuals to maintain their homes in conformity with minimum housing standards;
 - To adapt homes to meet the needs of older individuals who have physical disabilities;

- To prevent unlawful entry into residences of older individuals, through the installation of security devices and through structural modifications or alterations of such residences; or
 - To assist older individuals in obtaining housing for which assistance is provided under programs of the Department of Housing and Urban Development.
- C. The Service Provider will be responsible for conducting a cost and feasibility assessment for any possible project prior to final authorization. After initial authorization is received from the assigned Aging Best staff member, this assessment will generally be conducted in partnership with an Occupational Therapist (OT), an Occupational Therapy Student under supervision by an OT or instructor, or with other individuals qualified to complete assessments on how the living environment accommodates functional capacity and to identify areas of need and safety risks.
- D. Home modifications to ease accessibility and adapt homes to the needs of older individuals who have physical disabilities may include:
- Install grab bars and handrails
 - Lighting improvements
 - Lowering counter heights
 - Accessible bathrooms
 - Widening of doors
 - Install bathroom assistive devices (toilet riser seats, hand-held showers, tub benches, etc.)
 - Create more stable and accessible entrances
- E. Home repairs that facilitate accessibility improvements and maintain conformity with minimum housing standards may include:
- Restore heating and cooling
 - Fix dangerous electrical problems
 - Repair faulty plumbing conditions
 - Install new water heaters
 - Build wheelchair ramps and low-rise steps
 - Repair rotten flooring

VII. **SERVICE STANDARDS:**

- A. The Provider shall conduct assessments and provide Minor Home Repair and Modification Services to clients in the Provider's designated service area when authorized by the Agency. The Provider shall request authorization to add or discontinue any Minor Home Repair and Modification Services authorized by Agency. The Provider agrees and understands that no change in the Service Plan shall take place prior to the Agency's approval and authorization of the proposed change.

- B. The Provider shall provide services to clients authorized by the Agency and accepted by the Provider, in strict accordance with the Service Plan as developed by the Agency, Provider, and OT/living environment assessor.
- C. Rental housing is common among priority populations. Rental properties may be eligible, but landlord responsibilities and assurances may apply.
- D. For all repairs and modifications, contractors are urged to follow the principals of the Universal Design Handbook.
- E. The Provider further understands and agrees that the Agency retains the right to terminate services with the Provider when there has been determination of cause and/or at the request of the client.
- F. The Provider agrees and understands that clients authorized by the Agency have the right to utilize the Provider of their choice and the Agency makes no representations concerning the number of clients who will choose the service Provider.
- G. Provider shall, at all times, maintain the ability to be in contact with all authorized clients and the Agency. Maintaining the ability to be in contact with authorized clients and the Agency shall mean at a minimum:
- Maintaining business telephone numbers that is/are answered twenty-four (24) hours a day, seven (7) days a week identifying the Provider's name. The Provider shall not use telephone services intended to block or restrict incoming calls.
 - Maintaining a principal place of business, within the service and delivery area of the Agency that is open for business and has staff on site during posted business hours. The Provider understands and agrees that business hours shall be conspicuously posted at the principal place of business.
 - The Provider agrees to make all authorized clients and/or the client's representative, aware in writing, of the business hours, phone number, exact local business, including an apartment or suite, of the principal place of business or satellite offices in an effort to ensure effective communication and flow of service delivery.
 - Informing all authorized clients and the Agency, in writing, of any and all changes
 - The Provider agrees that any changes to the address or phone numbers of any of its offices shall be made at least five (5) working days prior to any change taking place.
 - The Provider shall maintain a secure e-mail address in order to send and receive written communications from the Agency containing Personal Identifiable Information (PII).
- H. The Agency staff will send the Service Plan to the Provider, clearly outlining expected start dates and how many units are to be provided. The Provider agrees to begin services within seven (7) calendar days of receipt of authorization.

VIII. CONDITIONS FOR PAYMENT:

- A. The Provider shall submit detailed work report and authorized invoice to Agency assigned representative by the 5th day of the month following completion of the project.
- B. The Agency shall only compensate the Provider for projects authorized by the Agency. The Provider will not be reimbursed for units/projects which were not pre-authorized by the Agency’s assigned representative.
- C. No payment will be made to the Provider for any units for which the Provider has been paid by another source.

IX. DISASTER PROVISIONS:

- A. The Provider shall develop and implement policies and a plan to work with the Agency regarding service delivery during times of natural disaster, such as earthquakes or floods and other crises that may arise, such as bombs, bioterrorism and/or pandemics.
- B. The plan must include working with the local emergency operation centers for the affected areas and comply with all terms, conditions, and assurances related to natural and other disasters.

X. PROPOSAL EVALUATION CRITERIA:

The evaluation will be based on the following categories and respective weight criteria:

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|---|------------|
| Pricing | 30% |
| Experience | 20% |
| Expertise | 20% |
| Status (MBE/WBE) | 10% |
| <u>Operational Approach/Quality Assurance</u> | <u>20%</u> |
| Total | 100% |

Explanations of the above criteria are as follows:

- a. *Pricing* - Is the proposed reimbursement within established ranges, is the pricing competitive and fair?
- b. *Experience* - Length of time the Provider has been in operation. Amount of experience includes types of activities or services provided, etc.
- c. *Expertise* - The capacity of Provider to provide proposed service. Are support staff qualified and are there enough to provide service? Is training appropriate for service?
- d. *Status* - Aging Best does not discriminate based on race, color, sex, national origin, age, military status, or disability. Women and/or minority owned businesses (WBE/MBE) are encouraged to participate.

- e. *Operational Approach/Quality Assurance* - The operational approach must adequately describe what is being proposed, how the proposed activity/program would operate, who would be operating it, what processes for compliance and quality assurance are in place, how does the Provider approach working with people, what is the Provider’s plan for sustainability?

The Provider agrees and understands that refusal or failure to deliver services in accordance with the Service Plan to any client authorized by the Agency and accepted by the Provider may constitute a breach of the Agreement unless prior approval has been obtained from the Agency. It shall be deemed a material breach of this agreement for the Provider to limit its acceptance of clients for service to any particular group or subgroup of clients.

The undersigned, on behalf of the Provider, assures compliance with the service specific deliverables described herein in addition to all provisions set for the in the FY22 Aging Best Supportive Services RFP and the “Agreement to Provide Deliverables”.

Printed name of Provider’s Authorized Agent

Signature of Provider’s Authorized Agent

Date