

ITB No. 18-100970 for In-Home Services (Annual Contract with 4 Options to Renew)

User Department's Recommendation

User Department Name: Human Services Department

Recommended Bidder(s) meets our approval.

Bidder 1: Rem-Kiks Group, LLC/DBA/Rem-Kik Health Care Services Inc.
Amount: \$1, 518,657.50

Bidder 2: Jo Jo Home Care Services
Amount: \$1, 518,657.50

Project Amount This Term: \$379,664

Funding:

General **Enterprise** **3 Digit Fund Code** 250

CIP Line Item No. (if applicable): _____

ARC Funds

Justification:

The Human Services department ascertained that the lowest bidder (Jo Jo Home Care) would not have the capacity to provide the current and estimated service needed for the entire County. Hence the need to use two providers. Both providers are well qualified and have very good references in regards to this service delivery model and customer service. Additionally, recent statistics show that DeKalb County, GA has the fastest growing senior population in the nation. In the United States, there are 10,000 people that are turning 65 years old every day. This will occur for the next 19 years. Under the purview of the Human Services Department's Office of Aging Division, DeKalb County is poised to manage this increased need for in-home services. Currently, the Office of Aging has approximately 500 clients that are receiving in-home services (personal care, homemaker and respite). In addition, there are over 400-500 seniors on the waiting list for in-home services. The County wants to have a quicker response to the great need for services.

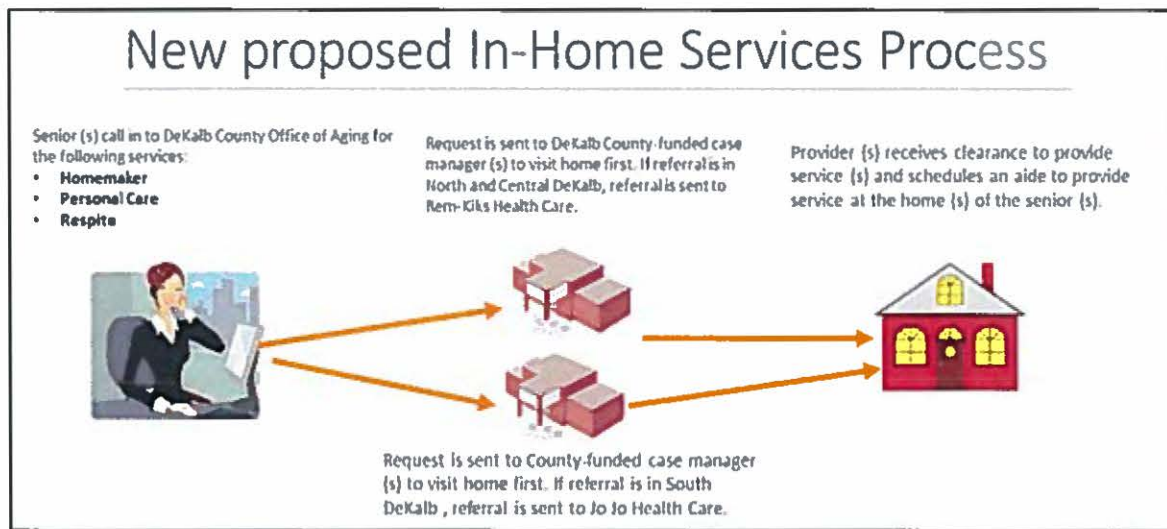
For over 40 years, DeKalb County has had the same vendor, Senior Connections Inc., who provided in-home services to many DeKalb County Seniors. Unfortunately, the quality of care started to wane years ago but until recently, seniors were reluctant to report the poor service quality. This includes the following;

1. CNA (Certified Nursing Assistants)/Home Health Aides not showing up
2. Aides not providing quality services
3. Aides chronically late to appointments
4. Aides having poor attitudes

The Office of Aging has gone on record by reporting the various service delivery issues with the P&C Department. But even after various interventions, the quality of care was still at a very low level.

As of June 30, 2018, the current vendor, Senior Connections Inc. will be going out of business. We have discovered that Senior Connections did not have the capacity to manage all of its current caseload of clients which also contributed to the poor service quality.

We are proposing that we have 2 providers, Rem-Kiks and Jo Jo Healthcare, to split the amount of services in half. We will then allow them to add clients from the waiting list and we can target clients in various zip codes to have a very coordinated response. For example, Rem Kiks could manage clients in North and Central DeKalb and Jo Jo Healthcare could manage clients in South DeKalb and part of Central DeKalb as well. This will allow for a better level of service delivery and a higher level of service. Also, if something happened to one provider and they were no longer able to continue providing services, we would have another vendor already set up and ready to go.



Damon Scott, Director 5/30/18
Name, Title Date

Damon Scott 5/30/18
Department Director Date