



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: June 17, 2011

HSS 11-066

Housekeeping Service

for

Division of Services for Aging & Adults with Physical Disabilities

Date Due: July 21, 2011

By 11:00 am Local Time

ADDENDUM # 2 – Questions & Answers

PLEASE NOTE:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED RFP.

Wendy Brown
Contract Administrator

Franklin Jones
Division Contact

Housekeeping Service – RFP HSS-11-066
Questions & Answers

1. Will the Division consider those Agencies licensed by the state as a PASA Agency, eligible to provide Housekeeping Services under this contract? [Yes](#)
2. On Page 9, second paragraph under Bidder References, if the proposal is submitted by a wholly owned subsidiary, does the Division want Delaware contracts list only for the bidding company or would this include Delaware contracts held by a sister or parent company? [The State of Delaware would like all contracts listed, be they with subsidiaries, parent companies or related entities. Please clearly identify the contract holder's \(subsidiary, parent, sister-company\) name and location.](#)
3. What is the total number of clients receiving Housekeeping Services? [As of May 2011, approximately 150 persons are currently receiving Housekeeping services.](#)
4. What is the average number of Housekeeping service hours received per client per month? [The average number of hours is 6-8 per client, per month.](#)
5. What Percentage of clients receiving Housekeeping Services also receives Personal Care Services under Title III or SSBG? [Currently, there are no DSAAPD clients receiving both Housekeeping and Personal Care Services.](#)
6. Are new contractors required to meet minimum wage and benefits requirements under this proposal? [Providers would be required to follow all current state and federal employee laws and minimum wage guidelines.](#)
7. If a new contractor assumes the employees of an incumbent, will they be required to maintain the wage and benefits, being paid by the previous contractor. If yes, what are the current terms wages, benefits, etc. [Housekeeping providers will be expected to use current or future staff to perform the Housekeeping services of this Request for Proposal. Housekeeping providers will not be required to employ employees of past providers of Housekeeping services.](#)
8. Page 2, First sentence indicates "Questions are due by May 16, 201. We understand this to be a simple type-o and the year is 2011 as indicated on Page 14 of the proposed timetable. [Yes, that was in error and the correct date should have indicated May 16, 2011.](#)
9. Under Attachment A, on page 79, Service Specifications the top of the page indicates "Revised 4/26/09" but the bottom indicates "Revised 1/25/11". When was the last revision completed? Please provide a brief recap of the changes. [Due to certain ambiguous statements within the 4/26/2009 revision date of the Housekeeping service specifications \(see question 18\), the DSAAPD Planning department has revised the Housekeeping service specifications and the newly revised specifications \(Revision date of 6/13/2011\) have been included as an attachment to this addendum.](#)
10. What are the total number of service units (in qtr hours or full service hours) and the total amount of funding dollars planned and/or available for FY 2012 (Oct. 1 2011 to Sept. 30 2012). Please provide the information for each funding source (Title III and SSBG)? [The planned amount to be contracted for Housekeeping services in 2012 is \\$333,640.00. The breakdown of this funding is; \\$104,679.00 of Title III funding and \\$228,961.00 for Social Service Block Grant \(SSBG\) funding. Service units will be based on this amount, contingent on the average hourly unit rate proposed by the qualifying vendor agencies.](#)

11. Is it the intention of DSAAPD to award contracts to multiple providers? **Yes, DSAAPD will be attempting to contract with multiple providers to allow statewide coverage of service and provide consumer choice.**
12. Please provide a list of the current contracted providers? **There are currently five (5) Housekeeping providers. They are; Addus Healthcare, CHEER Inc., Generations Homecare Inc., Home Instead and Jewish Family Services.**
13. What is the current contracted Reimbursement Rate(s) for each provider under each program SSBG and OAA? **The current contracted rates are as follows; (\$21.85), (\$21.00), (\$20.85), (\$22.32), (\$20.96), respectively.**
14. On page 28 of the RFP (Line 36 column F) it defines "Indirect Costs" for this program's budget. It goes on to require that an agency has a federally approved indirect cost rate for this item in the budget. It is our understanding that only Non-For-Profit entities submit and receive this "federally approved indirect cost rate." In the case of for-profit corporations, where should "Indirect Costs" be indicated on the budget? **Providers are able to input an indirect cost rate on the first tab in the invoicing workbooks. The indirect cost rate is applied toward staff salaries and should not exceed 12% (DHSS cap).**
15. On Page 49 of the RFP (sample of the Comparison Worksheet) states that the firm submitting a proposal is not to fill in the column titled "Current Contract". For those entities with a current contract, please confirm that this section is not to be completed. If this section is to be completed by the current contractors, please confirm what time frame the data should reflect (last calendar year, FY 2011 contract year-to date?) **Contract providers do not need to complete this section. Providers should enter "RFP" in this column.**
16. On Page 79 of the RFP, Section 3.2 of the Service Specifications states "Providers of Personal Care are permitted to apply to serve sub-areas within the state." If a company is not a Personal Care Provider, will they still be eligible to provide Housekeeping Services? **It was realized that this was an error and should have indicated the following: "Providers of Housekeeping services are permitted to apply to serve sub-areas within the state." The revised service specifications, with this change, are included as ATTACHMENT A within this addendum. Providers are not required to be a licensed Personal Care provider to offer Housekeeping services under this Request for Proposal.**
17. Will only those providers with a Personal Care contract be allowed to provide Housekeeping Services under contract with DSAAPD? **No.**

18. Please clarify the following: The service specifications state in 4.1 that “ service must be provided in the customer’s home while the customer is present”, which appears to be in conflict with 6.18.1.6 allowable activities including “ shopping “ and 6.18.1.7 performing “essential errands”. Are housekeeping services to be rendered in the customer’s home only? If that is not the case and housekeepers are expected to perform shopping and errands, is there (a) any limitation on the types of errands; i.e. going to laundry mat and waiting for close to wash and dry, (b) are there any dollar limitations associated with shopping and are there any procedures regarding cash handling for client purchases, (c) are there any limitations on amount of travel and distance associated with shopping and errands, and lastly (d) is there any additional mileage based compensation available recognizing that there will be an out of pocket expense for fuel and related matters associated with operating a car for such shopping and errands? For many home health aides, operating their personal vehicles for unspecified additional client service miles with gas hovering near \$4.00 per gallon is a hardship without some additional consideration. [Please refer to ATTACHMENT A of this addendum to assess the most recent revision of the Housekeeping specifications. Within Section 6.0 offers guidance to both allowable and prohibited services.](#)
- (a) [Providers may choose to not offer errand services within their work plan if they so wish, however these decisions can affect the rating of the Work Plan during the Technical Proposal Evaluation.](#)
 - (b) [Any limitations associated with shopping or cash handling should be addresses in the provider work plan. DSAAAPD does not current place limitations associated with shopping or cash handling, however these service limitations should be the decision of the provider agency.](#)
 - (c) [Any limitations on travel should be the decision of the provider agency and be designated within the proposed work plan.](#)
 - (d) [There is no additional mileage based compensation. The provider’s proposed unit rate should include proper reimbursement for all services offered within the proposed work plan.](#)
19. Page 17: On the Budget Workbook, what is the “grading criteria” for the 10 points? For instance, how many points are assigned to the unit cost if any? [A 10 point grading system will be instituted in a comparison of the agency’s submitted reimbursement rate versus the current marketplace average. This would include a 10 point award for any bids under the average, an 8 point award to any bid within \\$.50 of the current average, a 5 point award to any bid within \\$1.00 of the current average, a 3 point award to any bid within \\$1.50 of the current average, and a 0 point to any bid outside of \\$2.00 of the current average.](#)
20. Please explain what is meant by “advantageous to the State” (bottom of page 17, the 4th bullet)? Gas prices and all expenses that are affected by transportation costs have risen. In fact, there are few budget line items that have not been impacted by fuel price increases. [The state will make the award that they believe is in their best interest.](#)
21. What scoring tools are in place with regard to this RFP, and how many people are on the review committee? Will each committee member score each RFP submission individually and the final score be arrived at by taking an average of all the scores? Will an individual score be thrown out if it is outside the range of the other scores to minimize skewing? [There is an Evaluation sheet that the Technical Review committee utilizes to evaluate and score the four \(4\) areas described in the Technical Proposal section of the Request for Proposal. For the current Housekeeping RFP, there will be a total of seven \(7\) members that have been identified to participate on the Technical Review committee.](#)

22. Can an agency provide a price per county? At this time, the Service Specifications allow for one unit of billing. Provider agencies are to provide a statewide unit rate, regardless of county and service offered (direct in-house housekeeping vs. errands).
23. If an agency has capacity to bid for the entire contract, will DSAAPD still consider the agency as a partial provider? Though the Request for Proposal process, DSAAPD will be assuring statewide coverage for Housekeeping services and attempt to offer participant choice through multiple provider options.
24. Will the referral be specific (example: provide housekeeping and errands), or will it be a general referral? A referral should include the expected service for the client being referred. Providers are encouraged to ask the DSAAPD Case Manager for any details of the referral.
25. Which providers currently operate in which counties?
 - a. Addus Healthcare – Kent/Sussex
 - b. CHEER Inc. - Sussex
 - c. Generations Homecare Inc. – Statewide
 - d. Home Instead – New Castle
 - e. Jewish Family Services – New Castle
26. As a Personal care provider, will I have to secure a different business license & separate liability insurance for the Housekeeping proposal? DSAAPD Housekeeping services only require a state business license to bid. Insurance requirements documented within the State of Delaware contract boilerplate are based on the business provider and not a selected service.
27. In 6.3 of the Housekeeping service specifications, it states that; *“Housekeeping services must be provided by trained staff in accordance with State and Federal regulations.”* Can you explain what training is needed? This provision of the service specifications (section 6.3) has been updated. According to the updated specifications, the service may be provided by licensed home health agencies; licensed personal care agencies; or by social services agencies whose mission or practice is to provide services to at-risk older persons or persons with disabilities. For licensed entities, staff training requirements are established through state regulations.
28. In 6.5 of the Housekeeping service specifications, it states that; *“The service must be provided by trained staff under the direction of a supervisor within the housekeeping agency. A supervisor must complete at least 1 visit within 12 months to do a service assessment.”* Can you tell us if the supervisor needs a degree and what is expected for a “service assessment”? No degree is required for the supervisor unless otherwise required for licensed entities. The purpose of the assessment is to determine if the services are being delivered in accordance with the care plan.
29. Is the supervisory visit reimbursable? The supervisory visit is not reimbursable through the invoicing process and any costs associated with this visit should be included in the proposed unit rate.
30. To whom do providers direct the RFP since Bruce Krug is no longer in the position to receive these RFP’s? Please replace Wendy Brown as the DHSS Procurement contact for all references to Bruce Krug. You may still use the room number given (Room # 257) in the RFP for bid delivery purposes.
31. Is the sample Table of Contents just for reference or must providers use that exact format. DHSS Procurement requests that providers use a Table of Contents very similar to the example given to allow consistency in the bids. Minor changes to the Table of Contents format are acceptable.

32. Pertaining to the answers given to Question #13, isn't that information available only under a Freedom of Information Act (FOIA) request? Should this information have been released? [It was the decision of DHHS Procurement to release this information for the purposes of this Request for Proposal \(RFP\) HSS 11-066.](#)
33. The newly revised Housekeeping Service Specifications (Attachment A) do not include the removal of the statement; "under the direction of an RN, Licensed Practical Nurse, or Social Worker". [The Housekeeping Service Specifications \(Attachment A\) have been updated to reflect these changes.](#)
34. Is the Division of Services for Aging & Adults with Physical Disabilities concerned with the reduction of RN, LPN, or Social Worker oversight? [Please note that section 6.3 of the service specifications has been revised.](#)
35. Does DSAAPD have an estimate of current Housekeeping clients per county? [The current estimate is 50 in New Castle County, 100 in Kent and Sussex counties.](#)
36. Is there an hourly or weekly minimum on referrals? [No, the DSAAPD Case Manager will inform the provider of the times and dates requested within the referral. The provider can accept, reject or request minor changes to assist in scheduling the referral.](#)
37. Does DSAAPD plan to award five (5) contracts for the Housekeeping services? [DSAAPD will be attempting to contract with multiple providers to provide statewide coverage while offering consumer choice. DSAAPD would believe that a 3-5 provider option scenario would be the most advantageous.](#)
38. Is the Division of Services for Aging & Adults with Physical Disabilities concerned with the new policy of allowing Housekeeping services when the client is not home and offering services within a living arrangement that may not be the client's house? Providers expressed concern of the various situations of an agency allowing a worker in a client's empty home or in an empty family member's house. [A new provision \(6.10\) has been added to the service specifications to address this issue. The new provision requires that Housekeeping services rendered in the consumer's residence must be performed when the consumer is present in the residence](#)
39. Will providers be able to perform an errand when the client is not home? [The current revision of the Housekeeping Service Specifications \(Attachment A\) allows this situation. If it is the provider's decision to offer or not offer this situation as a service they should designate that fact within their proposed plan.](#)
40. Do you take a providers past performance into consideration for the bid reward? [The DSAAPD Technical Review team members would take past history into consideration if performance was poor within prior state contracts, as any sub-par past performance may disqualify a bidder.](#)
41. Would providers be allowed to sub-contract Housekeeping services? [Yes, providers are allowed to sub-contract as long as the planned sub-contractor agreement is detailed in the RFP bid.](#)
42. Would the sub-contractor agency be responsible for their insurance? [Yes, however as the "prime" contractor, the prime provider is responsible for the actions of the sub-contracted provider. The state will be contracting with the prime vendor and hold the prime contracting provider to all requirements of the contract. Prime contractors need to assure that the sub-contractor is legal to perform the](#)

service and it is recommended that there is a signed agreement between the prime and sub-contractor agency.

43. Should the sub-contractor carry the same amount of insurance coverage as the prime contractor? DHSS Procurement guidelines state that the sub-contractor is to hold the same amount of insurance as the prime (contracting) provider.
44. Will providers be expected to access the Housekeeping clients for medical concerns or re-assessment of services? No. Providers are to assess the care plan that includes any realization of changes to the Housekeeping service for the client.
45. Does a provider need to secure Insurance for the bid? No, providers will only be required to secure insurance upon award of the bid.
46. What type of software should providers prepare bids with? Providers are to prepare bids with Microsoft office software and Adobe Acrobat software. Microsoft office 2003 or 2007 version is preferable.
47. If a provider was not present at the June 2, 2011 mandatory pre-bid meeting, but present at the June 23, 2011 non-mandatory pre-bid meeting, can the provider still bid for this RFP (HSS 011-066) Yes.
48. Will DSAAPD consider allowing a tiered rate for Housekeeping services to allow the reimbursement of high travel volume referrals? DSAAPD understands the provider concerns, however at this time; the service only offers one (1) reimbursement rate.
49. Would DSAAPD consider a “transportation reimbursement” category within the budget? Since the Housekeeping service is a unit cost rate, DSAAPD is unable to offer a separate reimbursement method to cover transportation costs.
50. If during a criminal background check, there is a realization of past convictions, are there limitations to whom can provide service. The State of Delaware offers guidance to providers through the provided links:
Delaware law: <http://delcode.delaware.gov/title16/c011/sc05/index.shtml>
Delaware regulations: <http://regulations.delaware.gov/AdminCode/title16/3000/3110.shtml>
DSAAPD can provide contact information to assist successful social service agency bidders if they need help in navigating the background check process.
51. How should providers label the bid submission information on the CD? Providers should label their submissions per the Table of Contents titles whenever possible. Providers are to prepare bids with Microsoft office software and Adobe Acrobat software. Microsoft office 2003 or 2007 version is preferable.
52. There was a concern with the budget submission. Providers are to submit the budget proposal per the Budget Worksheet supplied through e-mail to all providers present at the June 2, 2011. If there is confusion of the budget submission, DSAAPD will contact the provider for clarification before final bid evaluation is completed for the provider.

ATTACHMENT A

	<p style="text-align: center;">DELAWARE HEALTH AND SOCIAL SERVICES</p> <p style="text-align: center;">Division of Services for Aging and Adults with Physical Disabilities</p>	<h3 style="margin: 0;">Housekeeping Service Specification</h3>
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Revision Table

Revision Date	Sections Revised	Description
4/26/2009		Revision date – No historical data
5/22/2011	1.1	Revised - (Previous wording: Housekeeping is an in-home service provided to at-risk persons who are infirmed, disabled, or chronically ill, in order to avoid or forestall institutionalization. Housekeeping includes a trained, supervised housekeeper providing services such as preparing meals, chores, shopping, and light housekeeping)
5/22/2011	3.2	Deleted “personal care”; added : “housekeeping”
5/22/2011	4.1	Removed “Housekeeping service must be provided in the consumer’s home while the consumer is present.
5/22/2011	6.3	Removed the phrase “under the direction of an RN, Licensed Practical Nurse, or Social Worker”
5/22/2011	6.19.1.1	Added: “such as assistance with bathing or grooming”
5/22/2011	6.19.1.10	Removed “setting” (from group home setting)
6/13/11	6.3	Listed types of organizations which may perform housekeeping services and included requirements related to background checks for employees of social service agencies
6/13/2011	6.10	Added new requirement that housekeeping services rendered in the consumer’s residence must be performed when the consumer is present in the residence.
6/13/2011	7.2 – 7.2.7	Removed invoicing requirement information as invoicing will be performed by the DSAAPD supplied Invoicing workbook. (Form # IV-001)

	<p><i>DELAWARE HEALTH AND SOCIAL SERVICES</i></p> <p>Division of Services for Aging and Adults with Physical Disabilities</p>	<p>Housekeeping Service Specification</p>
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1.0 SERVICE DEFINITION

- 1.1 Housekeeping is a supportive service provided to frail, at-risk older persons or adults with physical disabilities in order to prevent or forestall institutionalization. Housekeeping is provided by trained, supervised aides, and includes services such as preparing meals, chores, shopping, laundry, and light housekeeping.

2.0 SERVICE UNIT

- 2.1 The unit of service for housekeeping is one hour of aide service.
- 2.2 The minimum billing unit is one quarter (.25) hour.
- 2.3 Time spent preparing for the visit and travel to and from may not be billed.
- 2.4 The provider is permitted to bill for one hour of service when unable to gain access, however billing for lack of access more than 3 times per year is not permitted.

3.0 SERVICE AREA

- 3.1 Housekeeping services are available to all eligible residents of the State of Delaware.
- 3.2 Providers of housekeeping services are permitted to apply to serve sub-areas within the state.

4.0 SERVICE LOCATION

- 4.1 Housekeeping services are not permitted in a long term care, acute care, group home, or other health care setting.

5.0 ELIGIBILITY

- 5.1 The Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) Case Manager will determine consumer eligibility.
- 5.2 DSAAPD Case Manager will determine and authorize the amount of service hours a consumer will receive.
- 5.3 Consumers receiving housekeeping services through Older Americans Act Title III funding must be sixty (60) years of age or older.
- 5.3.1 Priority will be given to those consumers who:
- 5.3.1.1 Are low-income individuals, including low-income minority individuals
 - 5.3.1.2 Have limited English speaking proficiency
 - 5.3.1.3 Reside in rural areas
- 5.4 Consumers receiving housekeeping services through SSBG funding must be at least eighteen (18) years of age.
- 5.4.1 Consumers must also be U.S. Citizens or legal aliens.
- 5.4.2 Alien status will be verified.

6.0 SERVICE STANDARDS

- 6.1 The provider must comply with all applicable Federal, State, and local rules, regulations and laws applying to the provision of the service.
- 6.2 Housekeeping services must be prior-authorized by DSAAPD.
- 6.3 Housekeeping services must be provided by one of the following types of organizations:

- 6.3.1 Home health agency licensed by the State of Delaware
- 6.3.2 Personal assistance services agency (PASA) licensed by the State of Delaware
- 6.3.3 Social services agency whose mission or practice is to provide services to at-risk older persons or persons with disabilities
- 6.3.3.1 A social service agency must arrange for the performance of background checks for anyone seeking employment in that agency to provide housekeeping services to consumers
- 6.3.3.2 In arranging for background checks and responding to background check reports, social services agencies must follow requirements for home health agencies as established by the State of Delaware
- 6.4 The provider must develop and maintain policies and procedures for the delivery of housekeeping services.
- 6.5 The service must be provided by trained staff under the direction of a supervisor within the housekeeping agency. A supervisor must complete at least 1 visit within 12 months to do a service assessment. Any service changes in the care plan must be reported to the DSAAPD Case Manager within 48 hours.
- 6.6 The housekeeping supervisor must contact the consumer, conduct a home visit and assessment, and, in consultation with the consumer, develop a care plan within (5) working days of the referral.
- 6.7 The provider must start services within five (5) working days of the assessment date.
- 6.7.1 If the provider does not start services within ten (10) working days of referral the provider must notify DSAAPD regarding the reason for delay.
- 6.8 The provider must maintain a current care plan in the consumer's home.
- 6.9 The provider must attempt to provide housekeeping service at the number of units and frequency requested by DSAAPD in consultation with the consumer.
- 6.10 Housekeeping services rendered in the consumer's residence must be performed when the consumer is present in the residence.
- 6.11 The provider must notify the consumer of any change in schedule, or interruption of service.
- 6.12 The provider must notify the DSAAPD Case Manager of any interruption in service within two (2) working days. Also the provider must notify DSAAPD within two (2) working days if any of the following occur:
 - 6.12.1 Consumer is hospitalized or institutionalized
 - 6.12.2 Consumer is placed in skilled care
 - 6.12.3 Consumer is receiving services from another funding source
 - 6.12.4 Consumer changes address
 - 6.12.5 Consumer expires
 - 6.12.6 Consumer refuses services
- 6.13 The provider must ensure access to authorized representatives of Delaware Health and Social Services and/or DSAAPD to the consumer's case files and medical records.
- 6.14 The provider must maintain the consumer's right of privacy and confidentiality.
- 6.15 The provider must comply with DSAAPD quality assurance initiatives related to this program.
- 6.16 The provider must cooperate with DSAAPD to resolve problems which threaten consumer service.
- 6.17 The provider must notify DSAAPD and consumer in writing two (2) weeks prior to termination of services. The notification must include reasons for the termination and steps taken by the provider to resolve the issues.
- 6.18 The provider must give DSAAPD thirty (30) days written notice if terminating five (5) or more consumers at a given time.
- 6.19 Allowable Activities - The following services are allowable:
 - 6.19.1 Cleaning, including: vacuuming, sweeping, mopping, cleaning bathroom fixtures, & dusting.

- 6.19.2 Laundry, including folding and storing clothing and linens
- 6.19.3 Washing, drying, and storing dishes and utensils
- 6.19.4 Bagging and placing garbage in collection containers
- 6.19.5 Making beds and changing linens
- 6.19.6 Shopping for household essentials, including assisting consumers with economical purchasing consistent with their budgets
- 6.19.7 Performing essential errands
- 6.19.8 Assisting in meal preparation, including planning meals/menus

- 6.20 Prohibited Activities - The following services are prohibited:
 - 6.20.1 Personal care services, such as assistance with bathing or grooming.
 - 6.20.2 Providing therapeutic/health related activities that are appropriately performed by a licensed practical nurse, registered nurse or home health aide
 - 6.20.3 Administering medications, either over-the-counter or prescribed, or reminding consumers to take medications
 - 6.20.4 Transporting the consumer in the worker's or consumer's personal vehicle
 - 6.20.5 Companion service
 - 6.20.6 Care of pet, lawn, garden, raking, or snow removal.
 - 6.20.7 Assistance with heavy-duty cleaning, furniture moving, window washing, or other heavy work.
 - 6.20.8 Administering financial or legal advice.
 - 6.20.9 Performing services for members of the household other than the consumer
 - 6.20.10 Providing housekeeping services in a long term care, acute care, group home, or other health care setting.

7.0 INVOICING REQUIREMENTS

- 7.1 The provider will invoice DSAAPD utilizing the Invoicing workbook provided (IV-001) and pursuant to the DSAAPD Policy Manual for Contracts, policy X-Q, Invoicing.

8.0 DONATIONS (For Title III Consumers Only)

- 8.1 Consumers, family members, and/or caregivers must be informed of the cost of providing services and must be offered the opportunity to make voluntary contributions to help defray the cost, thereby making additional services available to others.
- 8.2 Providers must have procedures in place to:
 - 8.2.1 Inform applicants, family members and/or caregivers of the cost of providing services and offer them the opportunity to make voluntary contributions.
 - 8.2.3 Protect their privacy with respect to his/her contribution
 - 8.2.4 Safeguard and account for all donations
 - 8.2.5 Use the contributions to expand services
- 8.3 The DSAAPD Case Manager in consultation with the consumer will determine the consumer's donation amount per unit of service. The donation amount will be provided to the Provider on the Service Referral Form.