



REQUEST FOR PROVIDER AGENCIES

Company Name: Familylinks, Inc.

Address: 401 N Highland Ave. Pittsburgh, PA 15206

Contact Person: Lisa Evans, Service Coordination Unit Director or Corey Elliott, Senior Program Manager

Contact Information:

- Lisa Evans: 412-924-0399, Levans@familylinks.org
- Corey Elliott: 412-480-6655, celliott@familylinks.org

Background:

Familylinks is a nonprofit agency that exists to positively impact lives through integrated community, behavioral, and social programs. Last year alone, Familylinks served nearly 9,000 individuals.

Familylinks has served southwestern Pennsylvania for more than 60 years, bringing vital support services to the most vulnerable members of our community. Familylinks was formed in 2001, through the merger of two of the region's most respected human service organizations, The Whale's Tale (est. 1970) and Parent & Child Guidance Center (est. 1956).

Familylinks' service divisions (Behavioral Health, Youth & Family Services, Service Coordination, and Senior Services) operate out of 12 service sites. While headquartered in Allegheny County, Familylinks serves individuals throughout 23 Pennsylvania counties, and will soon be operating out of Westmoreland County as well. For more information about the programs and services we offer, visit our website at www.familylinks.org.

With our strategic plan to guide our mission, Familylinks is poised to have an even greater influence in building thriving communities of healthy and strong people. Our strategic goals include: 1) Be a sought after and inclusive workplace; 2) Maximize the reach and impact of services through strategic growth; 3) Maintain long-term financial sustainability; 4) Engage a network of community partners and supporters; and 5) Invest in infrastructure to support the mission, vision, and values.

Project Goal and Scope of Service:

Familylinks, Inc. is seeking all willing and qualified in-home provider agencies to augment our current in-home provider list. Providers are needed to deliver personal care and homemaking services to seniors 60+ years old. Providers who serve all or some of the below areas may express interest. Service areas include:



15018 Buena Vista	15020 Bunola	15025 Clairton
15028 Coulters	15034 Dravosburg	15035 East McKeesport
15037 Elizabeth	15045 Glassport	15047 Greenock
15063 Monongahela	15068 New Kensington	15085 Trafford
15088 West Elizabeth	15089 West Newton	15104 Braddock
15110 Duquesne	15112 East Pittsburgh	15120 Homestead/Munhall
15122 West Mifflin	15123 West Mifflin	15129 South Park
15131 McKeesport	15132 McKeesport	15133 McKeesport
15135 McKeesport	15137 North Versailles	15140 Pitcairn
15145 Turtle Creek	15146 Monroeville	15148 Wilmerding
15218 Pittsburgh - Swissvale	15221 Pittsburgh- Wilkinsburg/Braddock Hills/Forest Hills	15236 Pittsburgh- Pleasant Hills/West Mifflin
15239 Pittsburgh - Plum	15332 Finleyville	

In-Home Services Needed Include:

- **Personal Care** dressing, bathing/showering, or monitoring for safety while providing privacy.
- **Homemaking** includes the following tasks, as designated on the care plan for the assigned consumer: laundry, trash, changing of bed linens, light dusting, sweeping, mopping, vacuuming.

Expectations:

1. The in-home service provider must be able to provide the following documentation to Familylinks prior to receiving referrals and providing services to clients:
 - o Licensed and/or Incorporated.
 - o Must carry Professional Liability Insurance
 - o Must sign a Business Associates Agreement confirming that staff have been trained in the protection of consumer Protected Health Information (PHI).
 - o Provide rate per unit of service for each category of service.
 - o Must complete the following and maintain up to date background checks on all employees, including:
 - State Police Criminal History Checks
 - FBI Fingerprint checks for any employee who has lived out of state within the 2 years preceding employment.
2. The in-home service provider will review all referrals from Familylinks for the ability to provide requested service hours (prescription) with a qualified staff member within 72 hours of referral being received.
3. The in-home service provider will provide Familylinks Options Care Management and Accounts Payable designated staff with monthly invoices for all services provided to all consumers under this arrangement by the 4th business day of each month. Invoices should include:
 - o Consumers Name
 - o Service Type
 - o Date of Contact/Service



- Start Time
- End Time
- Total amount of time spent during each contact
- Rate per unit
- Summary of services provided
- Client signature verifying the service was provided

Implementation Schedule:

Request for Provider Agencies posted: September 26, 2023

Deadline for in-home providers to submit questions: Continuous.

Confirmation of interest to provide services due: October 15, 2023

Required documentation (as stated above) is due within 30 days after confirmation of interest. No referrals can be made until the required documentation is received.

To Express Interest:

Respondents to this Request for Provider Agencies may contact Lisa Evans, Service Coordination Unit Director at levans@familylinks.org or Corey Elliot, Senior Program Manager at celliot@familylinks.org to express interest. When expressing interest, please provide:

1. The service or services you are interested in providing.
2. The rate per hour for each service.
3. Service area/s able to provide services and whether there available staff to accept referrals.

Start Date:

Initial provider list will be published by October 30, 2023. Providers may be added to our In-Home Provider List at any time once necessary documentation is received.

Questions arising during consideration should be directed via email to Lisa Evans at Levans@familylinks.org or Corey Elliott at Celliott@familylinks.org.