

# Bayada Home Health Care Premium Pay for Front Line Workers

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*RFP for Coronavirus State and Local Fiscal Recovery Funds*

## ***Bayada Home Health Care***

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# Application Form

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## *Question Group*

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Buncombe County requests proposals for projects to help the community recover from and respond to COVID-19 and its negative economic impacts.

Buncombe County has been awarded \$50,733,290 in Coronavirus State and Local Fiscal Recovery Funds (Recovery Funding), as part of the American Rescue Plan Act. This infusion of federal resources is intended to help turn the tide on the pandemic, address its economic fallout, and lay the foundation for a strong and equitable recovery.

Buncombe County is committed to investing these funds in projects that:

- Align to county strategic plan and community priorities
- Support equitable outcomes for most impacted populations
- Leverage and align with other governmental funding sources
- Make best use of this one-time infusion of resources
- Have a lasting impact

Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

[Click here for the full terms and conditions of the RFP](#)

## **Coronavirus State and Local Fiscal Recovery Funds\***

Name of Project.

Bayada Home Health Care Premium Pay for Front Line Workers

## **Amount of Funds Requested\***

\$1,200,000.00

## **Recovery Fund Eligible Category\***

Please select one:

Support local health and safety workforce

## **Brief Project Description\***

Provide a short summary of your proposed project.

Since its founding in 1975, BAYADA Home Health Care, a not for profit company, has had a special purpose – to help clients with medical needs receive health care in the comfort of their own homes, allowing them independence, dignity, and choice. This vision of what health care could be has allowed BAYADA to be

nationally recognized as a “Top 100 Places to Work” company with over 350 offices within 23 states and 8 different countries.

Our office, located in Asheville, provides in-home care for people who are primarily on federal and state funded programs (Medicaid, Home and Community Block Grants, VA, and other locally funded programs) in BUNCOMBE COUNTY. The rate of reimbursement for these programs currently prevents us from paying Premium Pay to our amazing care givers.

## Project Plan\*

Explain how the project will be structured and implemented, including timeframe.

As you are aware most of our funds come from the public sector. The federal, state, and local governments determine how much we will be reimbursed for the services we provide. The amount we are reimbursed is capitated, and we have to operate within those constraints. While we continue to work with state and federal legislators, we have not received reimbursement rates that allow us to be competitive in the labor market.

Our plan would be to ask for \$5.00 per hour for each of service that we provide to pay for the duration of time the COVID Relief Funds are available. This would be to reward those who have stayed with us during the COVID Pandemic and to attract new talent to allow us to provide the services our under served clients need and deserve. In the \$5.00 per hour there would be about 15% overhead (employee taxes) and the rest would be a direct pass through to our front-line workers.

Through the COVID pandemic, many front-line workers left the work force. The reason for leaving the work force varied by person. Some had family members they needed to care for, some had children learning remotely (requiring parental supervision at home), and some left the work force out of fear.

As our work force diminished, we unfortunately were not able to provide all the care our clients needed and deserved. Also, we often had to turn down new clients because we did not have the staff to take care of any additional people. On the flip side of that, our care givers that chose to continue working throughout the pandemic were stretched to the max. Consistently picking up extra shifts, the care givers that remained in the workforce were often putting their own personal or familial obligations to the side to ensure clients received the care they needed. At the height of the pandemic there was much discussion at the federal level of implementing a Hero Pay program to pass along to those who went out day after day into some of the hardest hit areas to make sure individuals received home care. While the Hero Pay never materialized, we see the COVID Recovery Funding as an opportunity to reward those who were the true Heroes on the Home Front.

## Statement of Need\*

Describe the need that this project will address. Include data to demonstrate the need, and cite the source of the data.

Approximately 70% of the 85 of the clients we served through the pandemic are clients whose services are paid for by Medicaid or Home and Community Block Grant dollars or other state and federally funded programs. This population is at most risk for not only health risks but also the social determinants to health. We not only provide care in the home, but through our proprietary Minimum Data Set, our assessment includes determining what socio-economic factors could lead to unnecessary emergency room visits, identifying those who might be at risk for not going to physician appointments, who might not have the funds for medication, and who also might not have the funds for sufficient food.

Due to the labor shortage during and since the COVID pandemic, we have not been able to care for the all of clients that we have, much less taking on new clients. Without our field staff being the eyes and ears for our clients, clients have been more at risk for the above mentioned health and socii-economic determinants for health.

As workers exited the work force and the inability to attract new talent we unfortunately were unable to staff all of our clients. On average we had 475 hours per week that we were not able to staff our clients. We

have also turned away over 50 clients since the pandemic started because we were unable to find staff to provide the care they needed and deserved.

### **Link to COVID-19\***

Identify a health or economic harm resulting from or exacerbated by the public health emergency, describe the nature and extent of that harm, and explain how the use of this funding would address such harm.

While we as a company lost revenue because of the inability to cover all the hours for our clients and the inability to take on more clients, our primary concern is to raise our pay rates so that we can reward those who have stayed with us during this very difficult time and to be able to attract more employees so that we can provide the care that is needed for our current clients and to be able to take more clients who need our help.

### **Population Served\***

Define the population to be served by this project, including volume and demographic characteristics of those served.

The population that we serve are primarily those on a program that is funded through federal, state, or local government funds. We take care of an indigent population in a low income category, often times below the poverty level. We provide high-tech nursing services to children and adults. Our high-tech client's range in ages 2 to 92. We also provide services to adults that are reliant on others to help with their activities of daily living.

In Buncombe County we provide care to 70 clients and we average 1653 hours per week

### **Results\***

Describe the proposed impact of the project. List at least 3 performance measures that will be tracked and reported. If possible, include baselines and goals for each performance measure.

This money would go into the pockets of the people who live and work in Buncombe county and would likely also be spent in Buncombe county.

The way we will measure the success of this program is threefold:

- We will reduce the number of lost hours of care to the residents of Buncombe County.
- We will be able to take care of new clients.
- We will increase our work force which will enable us to care for more Buncombe County residents.

### **Evaluation\***

Describe the data collection, analysis, and quality assurance measures you will use to assure ongoing, effective tracking of contract requirements and outcomes.

We have weekly reports that are generated to show the number of hours we were unable to cover. This report is reviewed weekly and action items for the next week are discussed and implemented.

We develop a quarterly recruiting and retention plan that are reviewed bi-weekly to ensure we following our plan and meeting our goals.

We track the referrals for new clients that we receive and review that we can not accept and the root cause of why we can't accept those clients.

Client experience is a priority for us and we review our data regularly so that we can take care of the clients we have and then take care of more clients who are dependent on us to help meet their needs.

## Equity Impact\*

How will this effort help build toward a just, equitable, and sustainable COVID-19 recovery? How are the root causes and/or disproportionate impacts of inequities addressed?

Asheville has the highest cost of living & lowest wages of any metro area in the state. Almost all of our aides, 40% of whom are minorities, would fall below the federal poverty level. These extra dollars provided through this relief fund would help them get to a livable wage, provide them with resources to find affordable housing (which is an issue in Asheville), and ultimately enable our clients to be able to receive the care and services they need and deserve.

## Project Partners\*

Identify any subcontractors you intend to use for the proposed scope of work. For each subcontractor listed, indicate:

- 1.) What products and/or services are to be supplied by that subcontractor and;
- 2.) What percentage of the overall scope of work that subcontractor will perform.

Also, list non-funded key partners critical to project.

N/A

## Capacity\*

Describe the background, experience, and capabilities of your organization or department as it relates to capacity for delivering the proposed project and managing federal funds.

We have extensive experience in handling federal funds and delivery on our services. BAYADA has 30 years-experience as a provider of In-Home Aide Services throughout North Carolina. Currently BAYADA is a provider of HCCBG In-Home Aide Services (federal funds) via purchase of service or via direct purchase bid awards, in the following counties:

- New Hanover County Senior Center
- Brunswick Senior Resources, Inc.
- Adult Services Program of Rowan County
- Montgomery County Council on Aging
- Stanly County Senior Services
- Chatham County Council on Aging
- Union County Department of Social Services
- Wake County Resources for Seniors
- Mecklenburg County Department of Social Services

Every client referred to BAYADA will receive an individualized Proprietary Clinical Assessment by a BAYADA Registered Nurse. This assessment will be in addition to any plan of care that Buncombe County DSS may provide. The BAYADA assessment will focus not only on the immediate care needs of the client but will examine "Social Determinates of Health (SDOH)" that might impact a client's ability to maintain their health status. Additionally, BAYADA understands that the health status of In-Home Aide clients are not static

therefore, BAYADA will monitor each clients' wellbeing daily, via its "Stop and Watch" assessment tool. All changes in clients' conditions noted by these tools will be addressed by the BAYADA Registered Nurse and included in the client's medical record.

### **Budget\***

Provide a detailed project budget including all proposed project revenues and expenditures, including explanations and methodology. For all revenue sources, list the funder and denote whether funds are confirmed or pending. For project expenses, denote all capital vs. operating costs, and reflect which specific expenses are proposed to be funded with one-time Buncombe County Recovery Funds.

Download a copy of the budget form [HERE](#). Complete the form, and upload it using the button below.

Recovery-Funds-budget-Bayada Home Health Care.xlsx

### **Special Considerations\***

Provide any other information that might assist the County in its selection.

There is an access to care issue in North Carolina. Without adequate resources, access to care is going to become a greater problem. Without access to care to the most cost effective care (home care) our citizens will create a burden on hospitals, nursing homes, physicians, and drain other resources in the community because their basic needs are not being met.

# File Attachment Summary

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## *Applicant File Uploads*

- Recovery-Funds-budget-Bayada Home Health Care.xlsx

## Coronavirus State and Local Fiscal Recovery Funds Proposed Project Budget

<b>Organization Name:</b>	Bayada Home Health Care
<b>Project Name:</b>	Bayada Home Health Care Premium Pay for Front Line Workers
<b>Amount Requested:</b>	\$1,200,000

Proposed Project Revenue Funder	Amount	Confirmed or Pending?	Notes
Proposed Buncombe COVID Recovery Funds	\$1,200,000		
List other sources here			
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<b>Total</b>	\$ -		

Proposed Project Expenses	Proposed Recovery Funds	Other Funds	Total	Capital or Operating Expense?	Notes
Direct pay to front line workers	\$1,020,000		\$ 1,020,000.00	Operating	
Administrative costs	\$180,000		\$ 180,000.00	Operating	
List expenses here			\$ -		
List expenses here			\$ -		
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<b>Total</b>			\$ 1,200,000.00		