



FY27 & FY28 OAA Multi-funded NOFA Questions and Answers

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GENERAL CONTRACT

Application / Proposal Process

Q Can an EDWP provider who is already reimbursed by Medicaid for services apply for this funding?

The NOFA is open for any organization to apply. All services that are provided through this NOFA must be provided in accordance with PAMMS HCBS Policies: <https://pamms.dhs.ga.gov/das/hcbs-5300-manual/>

Q Is an audit required or are financial statements sufficient if we don't get an audit?

As a part of the application, ARC requests the most recent audit's financial statement and current budget of applicant organization(s).

Q Do we fill out the pre-award risk assessment form?

Yes. Each applicant organization must complete the DHS Pre-Award Risk Assessment, which is included within the Financial Components workbook.

Q If we've received funding for another AAA, does this make us a first-time applicant for the risk assessment or could we be considered having received OAA Title III funding before.

If the applicant organization has not received an award from ARC previously, they would be considered a first-time applicant. Each applicant organization must complete the DHS Pre-Award Risk Assessment, which is included within the Financial Components workbook.

Q Regarding the financial contact information on funding applications, as the current primary funder, I personally support the organization's finances alongside several banks from which I have lines of credit. How would you recommend I present this information most effectively?

The Financial Contact on the Applicant Transmittal Cover Page should be the staff person at your organization who is best suited to answer financial related inquiries during the NOFA process.

Q Do we need to do the workbook financials for each area and each service or is it one workbook period?

Each organization should submit one Financial Components Workbook containing all information for each service being bid for.

Q Can smaller home care agencies with demonstrated experience in serving older adults be considered applicants under this funding opportunity?

Any organization is welcome to submit a proposal for services through the NOFA process.

Q May one agency apply for multiple services (e.g., Personal Care, Caregiver Services, Homemaker, Transportation) under the same submission, or should each service have its own separate response package?

Each organization should only submit one completed NOFA proposal packet regardless of the number of services being applied for. All information for all services applied for should be included in each of the various attachments as outlined in the NOFA posting.

Q Should we include brief attachments (such as letters of support or proof of accreditation) in our submission, or should all supporting information be summarized within the Proposal Response Template?

The only documents accepted at Applicant Submission are listed in the Applicant Transmittal Cover Page and outlined below:

Checklist of Required Items at Submittal:

- Signed Transmittal Cover Page
- Proposal Response Template
- Financial Components Workbook
- Organizational Chart with staff names, job titles and job descriptions
- DHS Pre Award Risk Assessment Form (completed within Financial Components Workbook)
- Copy of liability insurance for all programs and facilities
- Cost Share Policy
- Client Contribution Policy
- Complaint Policy and Procedures
- Most recent audit's Financial Statement & Current Budget of Applicant Organization(s)
- Three references from entities that have previous or current business relationships with the applicant, wherein the role of the applicant in the relationship is clearly stated

Q For agencies serving multiple counties, should indirect costs be allocated proportionally across each county tab in the Financial Components Workbook, or listed as a single administrative line item?

An applicant for service(s) to be provided across multiple counties should be included as a single administrative line item, rather than allocated across counties.

Q Will this PowerPoint be made available?

The PowerPoint presentation will be included in the NOFA Q&A document posting.

Q Where will the financial components workbook be posted?

The Financial Components Workbook is posted within the NOFA document packet on ARC's procurement website: <https://atlantaregional.org/procurement/fy2027-2028-nofa-for-older-americans-act/>.

Q Was the Financial Component Workbook forms part of the documents that we could download?

The Financial Components Workbook is posted within the NOFA document packet on ARC's procurement website: <https://atlantaregional.org/procurement/fy2027-2028-nofa-for-older-americans-act/>.

Q Can ARC clarify if electronic signatures are acceptable on required forms and the applicant transmittal cover page?

Electronic signatures are acceptable on all NOFA related forms.

Q Should attachments (licenses, insurance, references) be included in the zipped folder upload, or uploaded separately?

All attachments should be included in the NOFA Submission Packet zipped folder along with all other NOFA related documents.



Q If we are unable to attend the live Pre-Proposal Conference, will a recording or Q&A summary be made available afterward?

All questions asked during both the conference and before the deadline will be posted on the ARC Procurement posting as the NOFA Q&A document. The PowerPoint for the Pre-Proposal conference will be posted alongside the Q&A document.

Q Do I have to submit my proposal by November 17th, 2025, as listed prior?

The deadline for the NOFA submission is November 17th, 2025, at 5pm EST

Q Will electronic submissions be made through the following link FY2027 & 2028 NOFA for Older Americans Act - ARC or by email, and is there a maximum file size for uploads?

All NOFAs should be submitted in the NOFA - FY2027 & 2028 NOFA for Older Americans Act posting on ARC's website. At the bottom of the posting, all information should be entered, and the zipped NOFA folder should be Uploaded prior to an organization pushing Submit (see below for screenshot of submission section):

NOFA DOCUMENTATION

After completing all required documents, return to this page to complete the form and upload your application.

Name *

First Name

Last Name

Organization *

Title *

Organization Email *

Organization Address *

Street Address

Address Line 2

City

State / Province / Region

ZIP / Postal Code

Organization Phone *

Upload Application *

No file chosen

Max. file size: 50 MB.

Please compress all files into a zip format before uploading.



Funding & Awarding

Q How many providers will be awarded per service?

ARC makes awards based on the evaluation criteria posted in the NOFA.

Q If awarded, are we able to use funds for existing clients, or are new clients needed to be acquired for this?

All clients served through ARC grant dollars must go through intake and screening by the ARC Aging and Disability Resource (ADRC) staff as outlined in Division of Aging Services (DAS) Policy: <https://pamms.dhs.ga.gov/das/access-to-services-5200-manual/> The only exceptions to this process



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in DAS policy are the Elderly Legal Assistance Program, Congregate Meals, Transportation and Telephone Reassurance.

Q What was the average and maximum funding amount awarded per agency in the last cycle?

Please request this information by submitting a formal request under the Georgia Open Records Act.

Q Does ARC anticipate expanding the number of providers awarded under this NOFA compared to the last cycle?

ARC makes awards based on the evaluation criteria posted in the NOFA.

Other General

Q What population size or number of clients should we base cost around?

The number of clients served in the proposal should be based on the organization's financial and administrative capacity. The unit cost of a service is calculated and justified by the unit cost methodology and the number of anticipated units of service to be provided.

Q Does the provider have to have a legal address in an ARC county or just able to serve clients who live in an ARC county?

Awarded providers do not have to have a legal address in one of the ten counties served by ARC. The provider must be able to adequately serve clients living within the county or counties the applicant indicated in the Financial Components Workbook and the Applicant Transmittal Cover Page.

Q What is cost share policy and client contribution policy?

Cost share and client contribution policies must be created by each organization in alignment with DAS policy as outlined in PAMMS <https://pamms.dhs.ga.gov/das/hcbs-5300-manual/202/#202-9-client-contributions-cost-sharing-and-fee-for-service>

Q Are there minimum income limits that will require cost-share?

Cost share policies must be created by each organization in alignment with DAS policy as outlined in PAMMS <https://pamms.dhs.ga.gov/das/hcbs-5300-manual/202/#202-9-client-contributions-cost-sharing-and-fee-for-service>

Q Who exactly in the agency is required to complete the fingerprinting and background process?

All staff who are funded by the grant award must adhere to the fingerprinting and background check policies as established by DAS

Q Will all agencies be required to conduct background checks again, even though all current staff have already completed them?

If current staff completed background checks through the vendor approved by DAS policy at the time, then they will not have to complete another background check.

Q For background checks, will GCHEXS fingerprinting done for EDWP and HFRD requirements be sufficient, or do we need to do a different background check?

For in-home services applicants that are licensed as a private home care provider under the Healthcare Facility Regulation Division of DCH, the GCHEXS fingerprints are required for staff providing direct



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care under this NOFA. This service is the only exception to policy under PAMMS for background checks.

Q What are the requirements for patients to qualify for the services under this program? Do they have to be Medicaid recipients?

Eligibility requirements of clients served through this NOFA are outlined in DAS policy on PAMMS: <https://pamms.dhs.ga.gov/das/hcbs-5300-manual/202/#client-eligibility>

Q Will clients be divided out according to the number of providers in one service area?

ARC does not establish the number of clients served. All organizations applying for ARC grant funds must establish units to be provided and number of clients to be served as a part of the proposal response and in accordance with their organizational capacity. ARC makes awards based on the evaluation criteria posted in the NOFA.

Q Were there any common challenges that ARC observed among providers in the previous cycle?

No common challenges have been identified by ARC. All awarded organizations are expected to abide by all GA DHS DAS policies. <https://pamms.dhs.ga.gov/das/hcbs-5300-manual>

Q How many providers received renewals after the first contract year, and what criteria were used to determine renewal?

The NOFA covers a one-year period beginning July 1, 2026, and ending June 30, 2027, with an option to renew for one additional year. Any specific information regarding current providers may be requested by submitting a formal request under the Georgia Open Records Act.

Q Is collaboration with other community organizations encouraged, and if so, how should partnerships be documented in the proposal?

ARC encourages collaboration with community organizations. The proposal response template should include all applicable information that an applicant wishes to share.

Q What is the estimated client volume per service area that ARC anticipates for the contract period?

ARC does not establish the number of clients served. All organizations applying for ARC grant funds must establish units to be provided and the number of clients to be served as a part of the proposal response and in accordance with their organizational capacity.

Q What reporting frequency is required (monthly, quarterly, annual)?

All required client and financial data must be submitted by the awarded organizations into the DAS Data System (DDS). From this source, ARC pulls monthly reports, both programmatic and fiscal. DAS separately requires quarterly reports for Kinship Care and ELAP services, as well as submission of quarterly menu analysis for nutrition services.

Q Will ARC provide reporting templates, or are providers expected to develop their own?

Reporting templates and DDS training will be provided where applicable to awarded organizations.

Q Is this a cost-reimbursement contract, or will ARC issue advance payments?

All ARC grants awarded under this NOFA are reimbursement grants.

Q Does ARC favor agencies with specialized expertise (e.g., dementia care specialization) over general homecare providers?

This NOFA has dementia-specific funding that any organization is welcome to apply for if that is their area of expertise.

Q Are there opportunities for providers to give feedback on contract administration throughout the year?

ARC welcomes feedback from all awarded organizations.

Q As a first-time applicant, could you please advise me on where to begin the application process? Additionally, is any assistance available to me throughout the process to ensure I submit all required documentation?

All procurement documents and instructions for this NOFA have been included in the procurement posting on ARC's website: <https://atlantaregional.org/procurement/fy2027-2028-nofa-for-older-americans-act/>. At this point in the NOFA process, ARC is only permitted to provide further guidance and assistance on issues encountered with the submission of the final application through the ARC website. If you encounter a submission issue during that time, please email Meghan Murphy, MMurphy@atlantaregional.org. ARC staff are prohibited from discussing the content of the NOFA with applicants while the NOFA is open for competitive bid.

SERVICE SPECIFIC

Assistive Technology and/or Material Aid

Q Is dental care still covered under either Assistive Technology or Material Aid?

The definition of Assistive Technology provided in the NOFA should be applicable to organization's service proposal. The list of assistive technology in the NOFA is presented as a nonexclusive list. The service should align with DAS PAMMS policy. <https://pamms.dhs.ga.gov/das/hcbs-5300-manual/324/>.

Q What services qualify under the category of 'Assistive Technology'? We are an approved Emergency Response Systems (ERS) provider in the state of Georgia, but we also provide Medication Dispensers that are separate from the ERS units. Would they qualify?

The definition of Assistive Technology provided in the NOFA should be applicable to organization's service proposal. The list of assistive technology in the NOFA is presented as a nonexclusive list. The service should align with DAS PAMMS policy. <https://pamms.dhs.ga.gov/das/hcbs-5300-manual/324/>.

Q For Assistive Technology, can a provider request funds specifically for technology benefiting individuals with dementia, or should this be applied for under Dementia-Specific Funding? Alternatively, should I indicate under Assistive Technology that Dementia-Specific funds will be used?

Dementia-specific funds can only be used to provide service to those individuals with a cognitive impairment. If applying for dementia-specific funds, the organization should indicate that decision by answering the applicable question under the service on the Proposal Response Template as well as indicating the budget request on the chart in the Financial Components Workbook.

- Q** Would assistive technology include the MapHabit computer platform, which provides clients with visual maps to support daily routines? Or would this be better categorized under Caregiver Services or Material Aid?

The definition of Assistive Technology provided in the NOFA should be applicable to the organization's service proposal. The list of assistive technology in the NOFA is presented as a nonexclusive list. The service should align with DAS PAMMS policy. <https://pamms.dhs.ga.gov/das/hcbs-5300-manual/324/>.

Congregate and/or Home Delivered Meals

- Q** Is there a minimum number of meals monthly for congregate meal program?

The number of required congregate meals provided depends upon the type of center an organization is serving them in. Please refer to DAS PAMMS policy for exact requirements: <https://pamms.dhs.ga.gov/das/hcbs-5300-manual/206/>

- Q** Is the ACL NSIP a required funding for C2/C1 Home Delivered Meals or Congregate Meals?

All funding sources are determined by ARC based on allocations received from the Division of Aging Services (DAS).

Consumer Directed Care (Support Options)

- Q** Regarding Consumer Directed Care (Support Options) - is this solicitation specific to procuring providers for Financial Management Services, or can an applicant develop a proposal to serve as both the Consumer Directed Care service provider and fulfill the regulatory requirements while also providing the Financial Management Services? My gut tells me ARC is likely seeking service providers only, and that Georgia may have already secured a statewide Financial Management Services company to administer FMS across all programs. Could you please clarify at your earliest convenience?

Under the service of Consumer Directed Care in the NOFA, applicants must describe both the program model and the plan to secure a Fiscal Intermediary Service.

- Q** Does Consumer Directed Care primarily apply to adults with disabilities who are not eligible for the Medicaid Waiver Program?

The service can be provided to any eligible individual as outlined in DAS PAMMS policy <https://pamms.dhs.ga.gov/das/hcbs-5300-manual/212/> However, individuals receiving services under an ARC grant may not receive duplicate services also provided by a Medicaid waiver program.

Dementia-specific Funding

- Q** For dementia-specific funding, can adult day care/health provide caregiver services?

Any organization is welcome to submit a proposal for services through the NOFA process.

- Q** Has the overall funding allocation for Dementia-Specific or Telephone Reassurance services increased, decreased, or remained stable compared to prior years?

Available funding for the provision of services awarded under the NOFA is subject to changes year to year based on allocation that ARC receives from the GA DAS..

Q In the NOFA, the statement reads: “All awardees must determine the fund source to be used for a client; in particular Dementia-Specific Funding prior to the delivery of that service by a subcontractor.” Could you clarify what is meant by “fund source” in this context?

ARC awards contracts based on funds made available to ARC through the Division of Aging Services (DAS) allocation to ARC. Those funds come in the form of multiple fund sources made up of both Federal and State dollars. When ARC determines final award values, those awarded dollars may be a mixture of fund sources, with the exception of Dementia Specific Funding. Dementia-Specific Funding must be separately requested by the applicant through the appropriate NOFA submittal documents.

Q I currently serve both dementia and non-dementia clients. Should I apply for funding in both areas even if dementia clients are not present in all counties? Can I apply for funding in counties where I do not currently have dementia clients with the goal of expanding services there as clients become available?

Funding awarded through this NOFA application can be used in the expansion of services to clients in any of the 10 metro Atlanta counties. All organizations applying through the NOFA may specify the dementia care funding as indicated in the NOFA instructions for services provided to individuals with cognitive impairments.

Home Modifications & Repairs

Q May I pursue funding for counties where I do not currently provide services but have the capacity to serve if there is sufficient client demand and funding to support those services? For example, I am interested in expanding to offer meals and home modifications and repairs, but currently, due to budget constraints, these services are not yet available through my organization.

Funding awarded through this NOFA application can be used to deliver (and/or expand the delivery of) services to clients in any of the 10 metro Atlanta counties

Q I would like clarification on whether home modification funding is strictly for modifications to clients’ personal residences. I recently purchased a ranch home in Gwinnett intended for a community living arrangement and senior recreation, for which I am securing personal loans to cover remodeling, furniture, and supplies.

Home Modifications and Repairs must be provided to client’s personal residences in accordance with DAS PAMMS policy: <https://pamms.dhs.ga.gov/das/hcbs-5300-manual/208/>

In-home Services

Q Can you discuss how the client choice requirement works in relation to home care services such as personal care and home maker services?

Under current DAS policy, HCBS MAN5300, CH208, clients receive personal care and homemaker services from the awarded organization. However, ARC is anticipating DAS policy changes that may require client choice in the selection of home care providers. If/when this change occurs, ARC will require awarded organizations to comply with the revised DAS requirements.

- Q** Is there a minimum number of hours that should be provided for these services?
- Q** ARC does not establish a minimum number of hours that should be provided. All organizations applying for ARC grant funds must establish units to be provided and the number of clients to be served as a part of the proposal response and in accordance with their organizational capacity. Is billing to ARC done weekly, monthly, etc?
Reimbursement billing is completed monthly.
- Q** If we bid for only Homemaker, Personal Care, and In-home Respite services, would we be required to perform assessments or would assessments be handled by the Case Management provider?
All client assessments will be required to be completed in accordance with the DAS PAMMS policies: <https://pamms.dhs.ga.gov/das/hcbs-5300-manual/114/>
- Q** If we were awarded only Homemaker, Personal Care, and In-home Respite services, would we be the only provider?
ARC makes awards based on the evaluation criteria posted in the NOFA.
- Q** If you are selecting only one provider and DAS chooses to move to client-choice for Homemaker, Personal Care, and In-home Respite services and clients chose another provider, would we have any responsibility for managing those clients?
ARC cannot predict specific changes to DAS policies but will require grantee compliance with all DAS policies.
- Q** Is there an existing waitlist for Homemaker, Personal Care, and In-home Respite services in each county?
Waitlists are maintained in a statewide database as required by DAS policy. Waitlists for all HCBS services are organized by county of residence. Waitlists are not static. Waitlists change based on availability of funds, consumer demand, and the intake and screening process as defined by DAS PAMMS policy: <https://pamms.dhs.ga.gov/das/access-to-services-5200-manual/5038/>.
- Q** How many individuals are on the waitlist for each service in each county?
Waitlists are maintained in a statewide database as required by DAS policy. Waitlists for all HCBS services are organized by county of residence. Waitlists are not static. Waitlists change based on availability of funds, consumer demand, and the intake and screening process as defined by DAS PAMMS policy: <https://pamms.dhs.ga.gov/das/access-to-services-5200-manual/5038/>. If an organization would like specific numbers of clients on waitlists for a specific time frame, please request this information by submitting a formal request under the Georgia Open Records Act.
- Q** If there is an existing waitlist, and we were awarded Homemaker, Personal Care, and In-home Respite services, would we be responsible for maintaining the waitlist?
Waitlists for these services are maintained by ARC in a database (DDS) as required by DAS policy. Waitlists for all HCBS services are organized by county of residence. Waitlists are not static. Waitlists change based on intake and screening as defined by DAS PAMMS policy: <https://pamms.dhs.ga.gov/das/access-to-services-5200-manual/5038/>.
- Q** Can you provide the name of the current providers for each county?
Please request this information by submitting a formal request under the Georgia Open Records Act.

Q Can you provide the current bill rates for each county?

Q Please request this information by submitting a formal request under the Georgia Open Records Act. My home care agency currently does business with AAA, CCSP, ICWP, and similar programs. However, my nonprofit agency, which will be developing the community living arrangement in collaboration with the home care agency, has not yet conducted business with these entities. For the purposes of this proposal, should I list the home care agency or the nonprofit organization as the primary business? Additionally, are established communications or licenses/permits with AAA, CCSP, and ICWP considered valid references for the entity? I understand these could be used for the home care agency, but they may not yet apply as references for the nonprofit.

It is up to each organization to determine the appropriate way they represent themselves for this NOFA application.

Other Service(s)

Q Telephone Reassurance - will there be a definition for that in the NOFA?

The definition for Telephone Reassurance is in the NOFA and is consistent with the definition in the DAS Taxonomy in PAMMS.

Q For Telephone Reassurance, are providers expected to supply technology/software, or will ARC provide a platform?

As stated in the NOFA, the content of the proposal submitted by the successful applicant will become a part of any contract awarded. The proposal must share how the service is to be delivered including any software, technology or platform that the applicant will be using. In addition, client information and billing must be submitted into DDS. Access to DDS is provided by DAS to all ARC awardee under this NOFA.

Q For volunteer transportation proposals under Demand Response Trips, is it permissible to charge riders a nominal fee?

Client cost share and voluntary contributions are allowed as stated under DAS Transportation policy in PAMMS: <https://pamms.dhs.ga.gov/das/hcbs-5300-manual/218/>.

Q Transportation- is there a limit on trips? Are there limits on where and what type of rides can be provided?

The number of trips, types of trips and service area are determined by the applicant in their response template. Types of trips and service eligibility are subject to the guidelines listed in the Transportation section of the NOFA (section 5.2.16) and DHS requirements in PAMMS <https://pamms.dhs.ga.gov/das/hcbs-5300-manual/218/>.

Q Are there expectations for weekend or evening service availability?

ARC will consider all proposals that are submitted in accordance with the requirements listed in the NOFA. Please refer to PAMMS for specific service requirements.

Q Can providers subcontract portions of the services, such as transportation or specialized therapy, if they remain accountable for outcomes?

Subcontracting is allowed. Federal requirements, Certifications, and Assurances pass through to third party subcontractors. As such, ARC requires review and prior approval of any Third-Party Contracts to ensure all such requirements are part of Third-Party Contracts.

Q Are there specific cost ceilings or unit rate limits for any of the services listed under the multi-funded OAA category?

The unit cost for each service applied for must be determined using the UCM and completion of the Financial Components Workbook. ARC will consider all proposals that are submitted in accordance with the requirements listed in the NOFA.

Q How are support groups funded within the Caregiver Services category?

Support groups under the Caregiver Services program have a unit of measure of One Session.

DATA SYSTEM RELATED

Q What systems (e.g., PAMMS, SHIP) are required for documentation and reporting compliance?

Use of WellSky/DDS is a requirement of the funding. This is the system of record for recording all client related activities and for submitting reimbursement requests to ARC, as this is a reimbursement grant.

Q Other than entering activities for billing, what WellSky data entry would be required?

All required information outlined for each service in DAS PAMMS Policy is expected to be recorded in WellSky/DDS, including client management information