CITY AND COUNTY OF HONOLULU

Department of Community Services
SOLICITATION NO. RFB-DCS-2064010

Services for Older Adults

ADDENDUM NO. 2

Honolulu, Hawaii

Date: October 5, 2026

TO ALL PROSPECTIVE OFFERORS:

1. The following questions were received and the City's responses as follows:

   Question 4: Title III-B Supportive Services (p. 10) states "Supportive Services provide a range of social services to help older adults remain in their own homes and communities." Please clarify whether services are allowed to be provided to older adults, age 60 or older, who do not have a permanent residence? E.g. homeless or couch surfing?

   City Response: Title III-B Supportive Services are targeting disabled, frail, and/or isolated residents who are sixty (60) years of age or older, on an "as-needed" basis. Priority will be given to older adults with the greatest economic need, greatest social need, and/or are at risk for institutional placement, with particular attention to those who are low-income, minority, with limited English proficiency, and/or residing in rural areas.

   Question 5: Title III-E Caregiver Programs (page 15) - Please further define reference to "other alternative living environment that provides programs to those who need custodial care" in the section "Care recipients must be living in their own homes (rentals included), and should not be residing in an institution, an Intermediate Care Facility (ICF), Skilled Nursing Facility (SNF), Adult Residential Care Home (ARCH), Hospital, Foster Family Home (Residential Alternative Community Care Program) (RACCP), or other alternative living environment that provides programs to those who need custodial care."

   Does this mean residents of assisted living (where some custodial care, such as meals or some housekeeping, is included) are not eligible?

   Does this mean residents of independent living (where some custodial care is available but must be purchased at extra cost) are not eligible?

   City Response: Yes, an Assisted Living Facility is considered a "alternative living environment that provides programs to those who need custodial care," so their residents are not eligible. Elders residing in an Assisted Living Facility are not eligible, regardless if they live in areas of the facility designated as "independent living."

Question 6: The State's "Kupuna Care Program" (p.16) - Similar questions as above - "Does not reside in a long-term facility, such as an intermediate care facility, assisted living facility, skilled nursing facility, hospital, adult foster home, community care foster family home, adult residential care home, expanded adult residential care home, or developmental disabilities domiciliary home"

Are residents of assisted living (where some custodial care, such as meals or some housekeeping, is included) eligible?

Are residents of independent living (where some custodial care is available but must be purchased at extra cost) eligible?

City Response: See response to Question 5.

Question 7: Access Assistance - Caregiver Case Management (page 28) –

a. Please confirm which of below activities on behalf of an eligible caregiver is billable:

   i. Contact with caregiver (via in-person, phone, text or email)
   ii. Contact with the care recipient
   iii. Contact with other support network members, social service/medical care providers, or other organizations on behalf of the caregiver and/or care recipient?
   iv. Time spent on documenting activities for caregiver/care recipient client file
   v. Travel time to/from office to meeting place (w/ caregiver/care recipient)
   vi. Time spent on completing applications or forms on behalf of caregiver/care recipient

b. Can case management be provided for a caregiver who does not live in the C&C of Honolulu if care recipient lives in the C&C of Honolulu?

c. Can case management be provided for a caregiver who lives in the C&C of Honolulu if the care recipient does not live in the C&C of Honolulu?

d. Is there a maximum length of time that case management can be provided? Maximum # of visits/contacts?

City Response:

a. All of the above may be considered when determining your rate for Caregiver Case Management. Rather than scrutinizing which individual activities count as billable hours, EAD is more concerned with the measurable impact the service provides relative to the amount of funds being spent on it.

b. Yes. However, there should be reasonable justification as to why the person was deemed the caregiver. For example, they may be the only person assisting the elder and manages the elder's finances online or tries to coordinate supportive services by phone. The services provided by the case manager must be provided on Oahu only. For example, billing for time to fly to a neighbor island to meet a caregiver would not be allowed.

c. No. The care recipient must live on Oahu to be eligible.

d. No. There is no specified maximum, however, the amount of time spent on clients should be reasonable and justified.

Question 8: Access Assistance - Supplemental Services for Caregivers (page 29)

a. Caregiver eligibility - Does the caregiver (or their care recipient) need to be receiving another Title III or KC service in order to receive Supplemental Services?

b. Can a caregiver receive ONLY Supplemental Services?

c. Is there a maximum amount (of $) that would be authorized per caregiver?

City Response:

a. It is possible to request Supplemental Services for a caregiver that does not receive any other EAD service. However, because written justification needs to show that the assistance is the "dollar of last resort," where all other possible assistance options have already been explored, the caregiver will likely have already been thoroughly assessed through another EAD service, such as caregiver case management, caregiver counseling, or Kupuna Care services.

b. See response to Question 8a above.

c. There is no specified maximum, but funding for this service is limited and the need must be thoroughly justified.

Question 9: Transportation - Individual rides - Curb-to-Curb (Page 39)

a. Can you provide more detail on what is "minimal assistance and/or support"?

b. Can this service include riders with cane, walkers or rollators?

City Response:

a. This is may include any support that is not hands-on, such as supervision, providing a portable step to get in and out of a vehicle, opening & closing doors, verbal or visual cueing, assistance with bags, and contacting persons at the pickup location or destination.

b. Yes.

Question 10: Transportation - Individual rides - Door-to-Door (Page 41) - Can this service include riders with wheelchairs?

City Response: Yes. While not required, the provider has the discretion to serve riders that utilize wheelchairs.

Question 11: Transportation - Individual rides - Non-emergency Medical Transport (page 44+)

a. Why is "Non-emergency Medical" stated in the service description? The Activities under Curb-to-Curb and Door-to-Door both list "Priority shall be given for the purpose of medically related appointments . . .", which is ALSO listed under Activities for this service. Makes it difficult to understand the differences between the services. Please clarify.

b. Please clarify: Does the rider have to be taken INSIDE a building by the driver, or to the door of the appointment location? For many medical buildings, this will require the driver to park the vehicle in a paid parking stall, take the rider up an elevator (or stairs) to the interior door of his/her appointment. Need to know for purpose of pricing since this may incur parking fees and involve more time, for each trip.

c. Would a senior w/ rollator or walker (not wheelchair or gurney) be eligible in this category?

City Response:

a. "Non-emergency Medical" means trips for emergency medical purposes are not included. This means the rider is medically stable at the time of pick-up and the purpose of the transportation is not for emergency medical care or treatment. Items 27 to 36 are different from the other individual transportation categories in that the transportation service is specific to wheelchair-bound and bed-bound clients AND includes escort assistance for door-THROUGH-door service.

b. Items 27 to 36 includes door-THROUGH-door escort assistance. For pickup locations and/or destinations that may have multiple layers of "interior doors" or any other hindrances that adds time or cost to the service, the provider has the discretion to determine how far they are willing to accompany the client. If this does not meet the expectation of the client, it is the responsibility of the provider to explain the limitations of the service before the ride is provided so that the client may explore other options, if needed.

c. No, a senior using a rollator or walker is not eligible for this category. Items 27 to 36 is transportation specific to wheelchair-bound and bed-bound clients only.

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