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Frequently Asked Questions (FAQs)

I have completed the Service Tier self-assessment and turned it in. What's the next step?

Levy staff will discuss the assessment and applicable services with you at your next scheduled site review, then direct next steps. Additional meetings are likely to occur between regular site reviews.

A new RFP is due soon, can I add the new tiers and unit prices in the request?

No, no new service tier can be added until Levy staff recommend and the board approves. Levy staff will guide this process.

Can we change our current case management unit cost to the new case management tier unit cost?

No, unit costs, as applicable, will change at the time the new service tiers are approved.

Will our grant allocation amount decrease if our unit rate decreases with the new tier amounts?

No agency will be penalized if their unit rate goes down as a result of implementing new service tiers. The base agency allocation will remain the same; adjusting units as applicable to make up the difference will be allowed.

What if we are currently billing a service that does not seem to meet any of the service tier definitions?

If a service is currently being billed as "case management" but does not qualify as a tier, it may be defined as a separate service with separate unit cost.