

Addendum to RFA# 67-89

(Community to Home)

Date: 6/14/2019

Addendum Number: 2

Addendum Changes:

1) This addendum is to provide answers to all questions per the RFA Potential Applicant letter.

1. Question: Section 2. Evaluation of Applications states, "The applicant shall describe the organization's prior experience providing services to CYSHCN and their families and the degree to which those services were provided in Pennsylvania." Does the Pennsylvania Department of Health refer to the phrase CYSHCN (Children and Youth with Special Health Care Needs) as a specific program or a general categorization of the targeted population?

Answer: CYSHCN is a general categorization of a targeted population. On page 2, Section A., the RFA states that the Department is required to focus programming on a minimum of five National Performance Measures, at least one for each population domain. CYSHCN is listed as one of the population domains.

2. Question: Could an out-of-state organization with experience serving children and youth with special healthcare needs meet the eligibility criteria of this RFA?

Answer: Yes. See Addendum Number 1 to RFA #67-89.

3. Question: On page 5 of the RFA within the 3rd paragraph it mentions "newly diagnosed". Are there guidelines the DOH has to determine what is considered as newly diagnosed?

Answer: The Department has defined "newly diagnosed" as the initial identification and determination of a physical, behavioral, emotional, or developmental need by a professional.

4. Question: On page 10 of the RFA within 4. b. there is mention of client satisfaction data collection and reporting activities being established by the Department. What does the data and evaluation portion of this project look like in that regard? Is the Department going to be responsible for assisting with the creation of program assessments or the evaluation? Or will this be the responsibility of the Awardee?

Answer: The awarded applicants will be responsible for creating a client satisfaction survey. If necessary, the Department will assist and support the awarded applicants with the development of this survey for data collection purposes. The Department will have final approval of the client satisfaction survey prior to use.

Furthermore, on page 13, Section B.4.g)13., the RFA states that the CHW care manager shall be responsible to follow-up with the CYSHCN and their family six months after completion of the program. The awarded applicants shall be responsible to create a follow-up questionnaire which will allow for the ability to identify the current structure and independence of the CYSHCN and their families. The follow-up questionnaire shall be reviewed and approved by the Department prior to use.

5. Question: Throughout the RFA there is mention that the staff must be trained in the evidence-based Community Health Worker Care Coordination model. Will the department be providing this training? Will the responsibility be on the Awardee to seek out the training and carve out a portion of the budget to cover said training?

Answer: At this time, the Department has not developed and does not provide training for the evidence-based Community Health Worker Care Coordination model. On page 9 in Section B.2.c), the RFA states the applicant shall describe the types of training needed to prepare CHWs to effectively function in their role. Furthermore, on page 13, Section B.4.h), the RFA states that the applicant shall:

1. In conjunction with the Department, provide ongoing training and operational meetings for the CHW staff throughout the period of the Grant Agreement at locations determined by the Department. Supervisor(s) and CHW(s) shall attend a minimum of two, two-day training and operational meetings, either identified by or organized and conducted by the selected applicant(s) or at the request of the Department in each 12-month period of the Grant Agreement. Expenses for the two-day meetings shall include facility rental, if applicable, lodging, mileage and meals.
2. Allocate sufficient funds to ensure that each CHW staff can successfully meet the requirements of the position.

3. Allocate funds for CHW staff to participate in professional development activities not to exceed \$600 per CHW staff per budget year.

6. Question: There are several plans mentioned throughout the RFA. There is the individualized care management plan (pg. 11), continuity of care plan (pg. 13) and exit plan (pg. 13), are these explicitly different plans from the Department point of view?

Answer: On pages 11 and 12 in Section B.4.g)5., the RFA states that the care management plan shall include, but not be limited to:

- a. Development of goals to address identified needs;
- b. Number of visits needed to complete goals;
- c. Development of strategies and necessary steps that will be taken to address identified needs;
- d. Continuity of care plan; and
- e. Exit plan to include tracking goals and outcomes.

To clarify, the continuity of care plan and exit plan are both components of the individualized care plan.

7. Question: Are the initial eligibility assessments, completed by the CHW Supervisor, face-to-face? (Section B.4.)

Answer: Completing eligibility assessments face-to-face is not a required deliverable of Section B.4.a); however, on page 10, Section B.4., the RFA states the selected applicant(s) shall complete all deliverables in a person-and family-centered manner that is culturally and linguistically appropriate and is outcomes-based to ensure care management of CYSHCN and their families throughout the Commonwealth of Pennsylvania. Furthermore, on page 12 of Section B.4.g)5., the RFA states care management activities shall be conducted telephonically, electronically or face-to-face, depending on the individual's identified needs.

8. Question: How are applicant responses scored? (Section B.2.)

Answer: The Review Committee will evaluate applications based on the evaluation criteria described below.

a) Applicant's Qualifications

- b) Statement of the Problem
- c) Soundness of Approach
- d) Feasibility and Timeliness
- e) Budget

Details of the evaluation criteria are described on pages 8 and 9, Section B.2. of the RFA.

9. Question: How will case management data be recorded, stored, and reported from? Are contractors required to provide their own information system and reporting means? (Section B.5.)

Answer: Awarded applicants are not required to create an information system; however, it is a requirement that data be recorded, stored and accurate reports be provided to the Department. The Department can assist and support the awarded applicant in determining the most appropriate method to retain the data. The Department will have final approval.

10. Question: What is the expected volume of cases per region? (Section B.4.)

Answer: On page 9 in Section B.2.c), the RFA states that the applicant shall describe how the population to be served will be identified and determined eligible for services. The applicant shall describe the process for determining the maximum number of active clients a CHW is expected to maintain on a daily caseload and how a caseload exceeding that number is rectified.

Community to Home is a new program within the Department. The applicant should be able to identify the number of eligible individuals they believe can be served within a region with the award being provided.

11. Question: What is the expected average length per case? (Section B.4.)

Answer: On page 13 of Section B.4.g)12., the RFA states that the CHW care manager shall be responsible for making efforts to provide all necessary tasks and services within six months of first coming in contact with the family. If services continue past six months, the CHW care manager will be responsible for

documenting why services could not be completed within six months and why services will need to continue with the CYSHCN and their family.

12. Question: Can more than one contractor be awarded per region? (Section B.3.)

Answer: On page 9 of Section B.3., the RFA states the Department will award up to six Grants, for a maximum award of \$150,000 per region for the first year followed by a maximum of \$150,000 per region per year for the next two years, subject to the availability of funds. Applicants may submit applications for more than one region; however, an applicant must submit separate applications for each region for which it wishes to be considered.

To clarify, only one applicant per region will be awarded the grant.

13. Question: Is the contractor required to have a Pennsylvania brick and mortar location? (General question unspecific to a particular section.)

Answer: It is not a requirement of the RFA that the applicant have a “brick and mortar location” within Pennsylvania; however, qualifications of the CHW must be met. Section A. page 5 and 6 of the RFA states:

Qualifications for CHW Supervisor include, but are not limited to:

1. Bachelor's Degree; or an Associate's Degree and four years' relevant experience; if no degree, seven years' relevant experience;
2. Minimum five years' experience working specifically with CYSHCN in a community setting;
3. Knowledge of resources for CYSHCN residing in Pennsylvania;
4. Demonstrated ability to access resources for CYSHCN residing in Pennsylvania;
5. Over the age of 18; and,
6. Possess a valid Pennsylvania driver's license.

Qualifications for CHW care managers include, but are not limited to:

1. Bachelor's Degree; or an Associate's Degree and two years' relevant experience; if no degree, five years' relevant experience;
2. At least three years' experience working specifically with CYSHCN in a community setting;
3. Resides within the assigned coverage area;
4. Knowledge of resources for CYSHCN residing in Pennsylvania;

5. Demonstrates the ability to access resources for CYSHCN residing in Pennsylvania;
6. Over the age of 18; and
7. Possess a valid Pennsylvania driver's license.

14. Question: Are applicants able to specify a minimum number of regions they will accept contracting with? (General question unspecific to a particular section.)

Answer: On page 7 of Section A., the RFA states that applications are welcomed from any organization that can provide the required services in one or more of the six regions. Applicants may submit applications for more than one region; however, an applicant must submit separate applications for each region for which it wishes to be considered.

15. Question: Are CYSHCN Community to Home service currently being provided in Pennsylvania? If so, who is providing the services? (General question unspecific to a particular section.)

Answer: The Community to Home program is a newly developed program within the Department. There are no current contracts within the Department to provide the services described in this RFA.

16. Question: The RFA states there will be 1/3 full time equivalent CHW supervisor position for each of the six regions. Can the CHW supervisor do more than one region?

Answer: Yes. If the applicant submits an application for more than one region, a CHW supervisor can supervise multiple regions as long as their time supervising a region does not exceed 1/3 of their full-time hours. Full-time hours is defined as 2080 hours per year.

17. Question: Can referrals be received by PCPs?

Answer: Page 5 of Section A. of the RFA states that referrals can be received by resources including families, counselors, schools, and the Department's Special Kids Network Helpline. To clarify, referrals can be received by entities other than

those specifically listed in this RFA. PCPs and other professionals are considered entities who can make referrals to the Community to Home program.

18. Question: Is there any idea regarding the volume of children who need these services per region?

Answer: No. Community to Home is a new program within the Department. Therefore, we have no statistical data around the number of number of children who need this service within each region.

19. Question: Is there a specific format desired for the data reporting?

Answer: No. The Department does not have a preference. The Department will work with and support the awarded applicants in developing an appropriate format.

20. Question: For clarification, the RFA speaks to the CHW Care Coordination Model and then later on asks for which evidence-based model will be used. Are there approved models outside of the CHW Care Coordination Model a grantee can suggest for use? Can we make a claim for a similar evidence-based model? Or is there only one we can use (CHW Care Coordination Model)?

Answer: There are different types of CHW models. Program models are not mutually exclusive and some program models incorporate elements from multiple program categories. The Care Coordination Model is suggested in this RFA as this program model helps patients with complex health conditions to navigate healthcare systems, a primary focus of the Community to Home Program; however, the Department recognizes that other evidence-based program models may be appropriate to address the needs of CYSHCN. The applicant may suggest another CHW program model. If the applicant chooses to use a different model, the applicant should be able to describe and demonstrate why the model they are suggesting is more beneficial to the population and region they will be serving. The model the applicant suggests shall be evidence-based and all program deliverables must be met.

21. Question: The Department mentioned newly diagnosed means initial identification of mental, physical, or behavioral health challenge. Is there a specific window of time of the child's diagnosis?

Answer: The Department has determined that the timeframe of a new diagnosis for a CYSHCN to be within six months of the initial identification and determination of the diagnosis. Referrals for services for CYSHCN beyond six months of a new diagnosis will be reviewed on a case by case basis with final approval by the Department.

22. Question: Page 13, Section B.4. g)10., what is meant by, "The exit plan shall include, but not be limited to:

- a. Rate of goal completion; (What is the rate? Give an example.)
- b. Rate of objectives met; (Do you mean percentage?)
- c. Rate of outcomes completed; and (Do you mean percentage?)
- d. Formula to determine program success. (Give an example.)

Answer: Regarding the rate of goal completion, the rate can be described as the percentage of successful goal completion within an individualized care management plan. For example, if an individual's care management plan has five identified goals and four goals have been completed successfully at the time of case closure, then the rate of goal completion will be 80%. The rate of objectives met can be identified as a percentage. The rate of outcomes completed can be identified by a percentage. Regarding a formula to determine program success, the applicant should be able to describe what formula will be used to determine program success and successful case closure. The Department will work with and support the awarded applicant to further determine and define these rates and outcomes.

23. Question: On page 15, Section C.1.h), the work statement is supposed to be 15 pages maximum including abstract. Must the logic model and timeline (as well as the abstract) be included in these 15 pages or can they be attachments?

Answer: On pages 15 and 16 of Section C.2.d), details of the components of a work statement narrative are outlined. Both the timeline and the logical model are listed as components of the work statement. The work statement narrative must not exceed 15 pages.

24. Question: Page 16, Section D. there is a reference to leveraged resources (cash or in-kind). Are these required for the RFA? Will they add point value to the scoring process?

Answer: No, leveraged resources are not required for the RFA. No, they will not add point value to the scoring process.

25. Question: How were counties for the rural regions selected?

Answer: The Center of Rural Pennsylvania's (Center) definition of rural and urban is based on population density. Population density is calculated by dividing the total population of a specific area by the total number of square land miles of that area.

According to the 2010 Census, the population of Pennsylvania is 12,702,379 and the number of square miles of land in Pennsylvania is 44,743. Therefore, the population density is 284 persons per square mile.

According to the Center's definition, there are 48 rural counties and 19 urban counties in Pennsylvania.

The counties identified within the Community to Home program, which make up the six regions identified on page 20 of the RFA, are the 48 rural counties identified by the Center.

*Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the RFA and any previous addenda, remain as originally written.