

Addendum to RFA# 67-186

Community to Home

Date: April 12, 2024

Addendum Number: 1

Addendum Changes:

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

**Q1:** Page 6 - Community to Home shall use Community Health Workers (CHWs) in a care manager role. This paragraph goes on to say 'CHW Supervisors, identified by the Department to provide home visiting services to children and youth with special health care needs (CYSHCN) birth through 21 years old and their families.' Please clarify what role the Department anticipates in selecting/approving Supervisors. Is that up to the awardee?

**A1:** The full text of the paragraph referenced here states: Community to Home shall use CHWs in a care manager role; at least one full time equivalent CHW position for each of the four rural regions identified by the Department for this RFA for a total of no less than four CHWs, and at least 1/3 full time equivalent CHW Supervisor position for each of the four rural regions, for a total of no less than 1 and 1/3 full time equivalent CHW Supervisors, identified by the Department to provide home visiting services to CYSHCN birth through 21 years old and their families.

"Identified by the Department" refers to the four service regions identified in the RFA. The Department does not identify the CHW care managers or supervisors. The awarded applicant shall be responsible for hiring qualified individuals for these positions; however, the Department may have final approval of hired staff dedicated to the program.

**Q2:** The RFA highlights the language barriers many CYSHCN and families may be facing. Can translation services be an approved budget item?

**A2.** Yes, translation service costs are an approved budget item.

**Q3:** Please clarify the payment schedule.

**A3:** Per the Payment Provisions stated in the RFA, payments will be made monthly upon submission of an itemized invoice for services rendered that has been reviewed and approved by the Department.

**Q4:** The RFA states that it is for 3 years with two 1-year renewal options. However, the budget provided has 6 years. Does the year 6 budget need to be provided?

**A4:** No. Only years one through three need to be completed on the Excel budget template for the application.

**Q5:** On page 10 of the RFA, it states, "Funding of \$150,000 shall be allotted per region per year and funds cannot be shifted between regions." Does the \$150,000 per region need to be reflected in the written budget for the proposal? Or can we do one budget for \$600,000 with the understanding that we will only use \$150,000 for each region?

**A5:** As stated in the RFA, Section C.2.d: Budget Detail and Budget Narrative; the applicant shall demonstrate the ability to allocate available funding in each service region without exceeding \$150,000 per region.

An accurate and approved budget would demonstrate that \$150,000 per region is reflected in the budget detail and budget narrative for the proposal.

**Q6:** What is the expected census for each Region?

**A6:** As stated in the RFA, per Section C.2.c.iii: Soundness of Approach; refers to the applicant's approach to providing services, whether it is responsive to all requirements of the RFA, and if it meets the project's objectives. 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.

Additionally, as stated in the RFA, per Section C.2.c.iv: Feasibility and Timelines; refers to the applicant's ability to clearly describe a plan that is feasible for accomplishing the program deliverables, including who is responsible for specific tasks, and how many people will be served.

As stated in the RFA, per section A: Information for Applicants; about 14 million U.S. children under 18 years old, or 19 percent, have a special health care need and 25 percent of homes have one or more children with a special healthcare need. According to the National Survey on Children's Health, the estimated CYSHCN population in Pennsylvania is 600,097. This data is not available at the regional or local county level. This data is statewide.

**Q7:** What is the average caseload projected for each community health worker/case manager?

**A7:** As stated in the RFA, per Section C.2.c.iii: Soundness of Approach; refers to the applicant's approach to providing services, whether it is responsive to all

requirements of the RFA, and if it meets the project's objectives. 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.

Additionally, as stated in the RFA, per Section C.2.c.iv: Feasibility and Timelines; refers to the applicant's ability to clearly describe a plan that is feasible for accomplishing the program deliverables, including who is responsible for specific tasks, and how many people will be served.

The applicant is asked to demonstrate how they will identify the number of eligible individuals they believe can be served within a region with the award being provided.

**Q8:** Does the narrative for the Budget count towards the 20-page limit.

**A8:** No. As stated in section C.2.c: Work Statement, the work statement narrative must not exceed 20 pages. The budget narrative is not part of the work statement narrative.

**Q9:** The RFA seems to be asking for one application for the remaining four regions. I just wanted to be clear that we would NOT be able to submit an application for one region, correct?

**A9:** Correct. Submitted applications would need to cover the four remaining service regions: Southwest, Northwest, Northwest Central and Northeast Central.

**Q10:** I am reading this opportunity and may have partners to share with. I am wondering what the funding potential is for the 3 years? Did I miss something or is that determined later, some other way?

**A10:** The total award amount will be \$600,000 per year, with \$150,000 per year being allocated to each of the four service regions for three years.

**Q11:** How do we receive referrals? Do we make the connections in the community with counselors, schools, families and the Department of Special Kids Network Helpline? Section A pg 6

**A11:** As stated in Section A: Information for Applicants; referrals can be received by resources including families, counselors, schools, and the Department's Special Kids Network Helpline. Receiving referrals should not be limited to only these entities. The awarded applicant shall conduct outreach to create connections in the community and with community-based organizations which will help to garner referrals and identify families who will benefit from enrolling in Community to Home services.

**Q12:** The 2 day training and operational meetings – Are they run by our agency or by the State?

**A12:** The operational meetings referenced in Section B.4.i: Deliverables are to be run by the awarded organization to provide ongoing training and address operational needs of the organization.

**Q13:** If the trainings are run by our agency, do they need to be 2 day trainings or can they be 16 hours of training spread over several months? Section B Deliverables pg 15

**A13:** Training hours spread throughout the year may be permissible. The awarded applicant and the Department can work collaboratively to discuss which is most feasible. If the applicant would like to host several trainings throughout the year, the costs should be reflected in the budget details and narrative should be reasonable and allocated accurately.

**Q14:** When will a decision be made on the proposals and when will agencies be notified? No section

**A14:** Applications are due April 25, 2024. Upon receipt of applications, the review committee will determine the time needed to review and score all applications, based on number of applications received and availability. This review typically takes several weeks. All applicants will be notified of the outcome of their application prior to July 1, 2024.

**Q15:** How long will the State need to review documents that are created in order to be able to utilize the items in the assessments. No section

**A15:** Upon execution of a Grant Agreement for this program, the Department will work collaboratively with the Grantee to determine an appropriate timeframe to review all forms and documents that have been created for the program for use. The Department makes every effort to complete reviews and approvals for program materials in a timely manner.

**Q16:** We understand that 1 CHW must be dedicated to each region. If we see a need for more than 1 full time CHW - Can a CHW work in more than 1 region? With funding coming partially from each region? Section B Deliverables pg 14 & 15

**A16:** No. Funds cannot be shifted between regions and the CHW cannot live in one service region and provide services in another service region. CHW must provide services in the region they reside. If an applicant sees that there is a need to have more than one full time CHW providing services in a region, applicant is

able to provide budget details that include more than one CHW position in a region; however, the position must be funded within the confines of the awarded amount assigned for that region.

**Q17:** Can a CHW work part time in a region (funded by the grant) and be part time in another department (funded by another source). Ex Resource Coordinator No section

**A17:** Yes, this is permissible; however, at least one full time equivalent (FTE) CHW care manager and at least 1/3 FTE CHW supervisor must be dedicated for each service region. For example, if there were two .5 FTE CHW care manager staff serving the region, this would meet the program requirements.

**Q18:** Must all Qualifications for the CHW Supervisor and Care Manager be met in order to be hired? Section A pg 6

**A18:** Yes, when hiring, qualifications for CHW Care Managers and Supervisors stated in Section A, Information to Applicants must be met. The Department reserves the right to make the final determination for staff hired and may be willing to discuss an individual's experience and education to determine if they are a viable candidate for the position.

**Q19:** With the Qualifications for the Supervisor is there an and/or for the Associates Degree and 4 years relevant experience - next Qualification lists as 5 years experience specifically with CYSHCN in a community setting. Section A pg 6

**A19:** No. Per the RFA, the qualifications require an Associates degree AND required relevant experience. Relevant experience refers to professional experience typically in the areas of health, human services, social or behavioral services, health care services, or health insurance, etc., in addition to the person's degree. This relevant experience does not need to be directly related to CYSHCN. For qualifications, "experience specifically with CYSHCN" could be through lived or personal experience, volunteer work, etc., but does not have to be professional experience. The relevant experience and experience working with CYSHCN can coincide.

**Q20:** With the Qualifications for the CHW care manager is there an and/or for the Associate Degree and 2 years relevant experience – next Qualification lists at least 3 years experience specifically with CYSHCN in a community setting. Section A pg 6

**A20:** See answer to Q19.

**Q21:** In the regions do you need to hire within a specific zip code? Section B pg 14

**A21:** Staff hired are not required to be hired within a specific zip code. However, as per Section A: Information for Applicants a CHW Care Manager must reside within the assigned coverage area or reside within a county adjacent to the coverage area and has experience providing services to CYSHCN in the assigned coverage area. Additionally, it is permissible for a care manager to reside in an adjacent county that is not part of a coverage region of the program, and they have met the other employment qualifications. However, the Department would not give permission for the care manager to reside in one coverage region and work in another adjacent region.

Coverage area refers to the Community to Home service region. There are no residency requirements for other program staff hired for this project.

**Q22.** Is there a requirement for the Supervisor role to live in a specific region?

**A22.** No, the CHW Supervisor is not required to live in a specific service region, but per the RFA, Section A. Information for Applicants; the CHW Supervisor must possess a valid Pennsylvania driver's license, therefore being a resident of Pennsylvania.

**Q23.** If a supervisor is overseeing multiple regions how is that requirement handled?

**A23.** If a supervisor is overseeing multiple service regions, they must be dedicated to at least 1/3 FTE in a service region. Therefore, one supervisor could oversee up to three service regions.

**Q24.** If we were to provide a sample care plan, does that count towards the 20-page limit, or can it be included as an attachment within the appendix?

**A24.** No, a sample care plan does not count toward the 20-page limit. It can be included as an attachment.

**Q25.** Clarification: do referrals come from any source and will documentation be a requirement for someone to be eligible for services?

**A25.** As stated in Section A: Information for Applicants; referrals can be received by resources including families, counselors, schools, and the Department's Special Kids Network Helpline. Receiving referrals should not be limited to only these entities. Referrals can come from any source.

It is the responsibility of the grantee to verify and document that a family meets eligibility requirements for Community to Home services. Per the RFA, the CHW

Supervisors shall conduct an eligibility assessment with priority given to minority populations. Eligibility requirements are:

- a. Consumer is age 21 or younger;
- b. Consumer residing in a rural area of Pennsylvania;
- c. Consumer meets one of the following criteria:
  - i. Is newly diagnosed with a physical, developmental, behavioral or emotional health disorder
  - ii. Is at-risk of being diagnosed with a physical, developmental, behavioral or emotional health disorder
  - iii. Has been previously diagnosed with a special health care need but has never received prior services or supports
  - iv. Is newly residing in a rural area of Pennsylvania and is previously diagnosed with a special health care need; and
- d. Household income equal to or lesser than 300% of the Federal poverty level.

**Q26.** Are CHWs required to conduct services in the clients homes?

**A26.** As stated in the RFA, per Section B.4.h.12: Deliverables, the CHW care manager shall schedule and complete home visits to meet with family in-person at least monthly. If in-person home visits are not possible, efforts to meet with family virtually or via phone may be used as alternatives.

**Q27.** The contract will start on July 1, 2024, you mentioned that we will know if we were selected prior to July 1, 2024. Will there be time allowed for hiring of new staff/supervisors?

**A27.** Yes. As stated in the RFA, per Section C.2.c.iv: Feasibility and Timelines; refers to the applicant's ability to clearly describe a plan that is feasible for accomplishing the program deliverables, including who is responsible for specific tasks. Your plan may include the hiring timeline.

**Q28.** If CareStar is already providing these services in PA, is this grant in addition to those services (that partnership)?

**A28.** No. The current grant cycle for Community to Home services ends 6/30/24 and the new grant cycle for services will begin 7/1/24.

\*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.