



Solicitation

1. Solicitation#: 2020DD RFI

2. Solicitation Issue Date: February 6, 2020

3. **Brief Description of Requirement:**

Oklahoma Department of Human Services-Developmental Disabilities is requesting information regarding client waiting list management.

4. Response Due Date: March 5, 2020

Time: 3pm CST

5. Return Sealed Bid To:

Oklahoma Department of Human Services
Attn: Edward Cloud
2400 N. Lincoln Blvd
Oklahoma City, OK 73105

Or By Email To:
edward.cloud@okdhs.org

6. Contracting Officer:

Name: Edward Cloud

Phone: 405-521-4315

Email: edward.cloud@okdhs.org

Request for Information

Management of DDS Home and Community-Based Services Supports Waiting List

Request for Information:

To support the Oklahoma Department of Human Services (OKDHS) Developmental Disabilities Services (DDS) efforts in transforming service array and service delivery for individuals who are waiting for Medicaid Home and Community-Based Services (HCBS) waiver supports, a waiting list management system is desired.

Background:

DDS helps individuals with intellectual and developmental disabilities lead healthier, more independent and productive lives to the fullest extent possible; exercise their rights as citizens of their communities, state and country; and promote the integrity and well-being of their families.

DDS offers a wide array of community supports for individuals with intellectual and developmental disabilities and their families. The supports are tailored to meet each individual's needs. To do this, more than 100 community service agencies around the state provide the direct care and employment services to the individuals.

Programs and supports administered by DDS include, but are not limited to:

- Medicaid HCBS waiver supports;
- Family Support Assistance Payments; and
- State-funded group homes, employment, assisted living and guardianship services.

Medicaid HCBS waiver programs represent the majority of the services administered. HCBS waiver programs receive appropriated state dollars and matching federal dollars. Because HCBS programs are expanded Medicaid services, recipients must be Medicaid (SoonerCare) eligible.

DDS maintains a waiting list for HCBS waiver supports. During the last two state fiscal years, the state legislature appropriated funding to serve individuals on the waiting list. In SFY 2019, DDS was able to begin serving 164 people who had been waiting for services since 2006. DDS continues to work with stakeholders, advocates, self-advocates and families about the agency's community-based needs assessment for applicants still on the waiting list.

Number of Persons Waiting for HCBS supports by End of State Fiscal Year (SFY):

SFY 2014	6,980
SFY 2015	7,137
SFY 2016	7,405
SFY 2017	7,560
SFY 2018	7,673
SFY 2019	5,569

Note: *DDS does not verify eligibility for HCBS until funding is available.*

Individuals on the waiting list are eligible for and often receive services from other programs while they are waiting.

Statistics regarding those who are waiting for HCBS supports, based SFY 2019 data:

- At least one individual lives in one of the 77 counties, with 2,413 residing in Oklahoma and Tulsa Counties.
- Individuals range in age from infants to over 80 years
 - 2,318 are younger than age 18
 - 538 are age 19 to 21
 - 2,487 are age 22 to 55
- 4,781 reside in their own or family home
- 2,455 have been on the waiting list for over eight years
- 3,833 are enrolled in SoonerCare
- 1,658 receive SNAP (food stamp) food benefits
- 688 receive the Family Support Assistance Payment
- 513 participate in state-funded services
- 121 receive State Plan Personal Care
- 131 receive Adult Day Services through OKDHS Aging Services

The Medicaid HCBS waiver program is authorized in §1915(c) of the Social Security Act. The program permits a state to furnish an array of HCBS supports that are necessary for Medicaid beneficiaries to live in the community and avoid institutionalization.

DDS, through an Interagency Agreement with the State's Medicaid agency, the Oklahoma Health Care Authority (OHCA), operates four waivers for individuals with intellectual disabilities or a related condition. The waivers provide services and payment for services that are not otherwise covered through Oklahoma's SoonerCare program. Waiver services, when used in conjunction with SoonerCare, and other generic services and natural supports provide for the health and developmental needs of individuals who otherwise would not be able to live in a home and community-based setting. The waivers are operated on a statewide basis. Case management services are provided by employees of DDS. Case managers are located in offices throughout the state. Case managers ensure the individual's needs are assessed and a plan of care is developed in coordination with the Personal Support Team (Team). Case Managers also monitor implementation of the plan of care for each individual.

In accordance with Oklahoma Administrative Code (OAC) 317:40-1-1, initiation of waiver services occurs in chronological order from the waiver request for services list based on the date of receipt of a request for services. The person must have critical support needs that can be met by the appropriate waiver or other service alternative. Exceptions to the chronological requirement may be made when an emergency exists, per OAC 317:40-1-1.

Currently, DDS manages the waiting list through techniques that primarily rely on DDS staff support for adding and updating applicant information for over 5,500 individuals. Therefore, the RFI seeks a systematic approach for management strategies regarding the waiting list, which includes the provision of an environmental scan of the waiting list, data mining of the waiting list information maintained by the DDS, and robust management options of the waiting list. Waiting list analysis is desirable to benefit service provision in general, focusing on ways to maximize efficiencies, streamline operations, allocate resources/supports, expedite services/supports, and enhance workforce development opportunities.

RFI Expectations:

The **RFI seeks waiting list management strategies** in keeping with the principles and philosophy of DDS to provide the highest quality of care at the most appropriate level to its consumers, as well as:

- a) increase administrative and service capacity;
- b) develop more efficient business practices through a more integrated information system;
- c) maximize use of existing revenue sources;
- d) comply with requirements as steward of federal and state funding;
- e) give providers and other stakeholders timely, easy access to system data;
- f) determine the system's capacity; and
- g) establish areas of need (location, population, service).

The strategies referenced above must consider person-centered planning principles, which include a foundation for planning individual, person-centered services and supports which emphasize positive approaches aimed at skill enhancement and make use of the least intrusive and least restrictive options. Strategies for the RFI must include information specific to individual assessments that identify the individual's needs and choices for supports and services related to personal relationships, home, employment, education, transportation, health, safety, leisure, social skills, and communication. It is desirable that there be a focus on early intervention and prevention for individuals on the waiting list that impacts the individual's safety, including physical, emotional, medical, financial, or legal risks or risks to community participation.

The RFI seeks waiting list management strategies that lend themselves to the acquisition and implementation of a comprehensive, integrated waiting list management system. In addition, the RFI response must highlight opportunities to use state-of-the-art technology to systematically manage the waiting list, including the ability to track and compile priority populations in order to receive timely access to care. The RFI must encompass strategies for ensuring application processes for new applicants and existing applicants are uniform and consistent with DDS policies, as well as providing detailed plans for engaging all waiting list applicants to better understand and access supports and services at the community and statewide level.

Strategies must include navigation approaches for the Waiver waiting list, such as:

- a) approaches to provide outreach, support and advocacy to families on the Waiver waiting list;
- b) identify services and supports each family or individual may be eligible for;
- c) assist families with the application process for any services they may be eligible for and follow up to ensure the service or support is in place;
- d) connect families and individuals to community resources in their local area and beyond; and
- e) work collaboratively with the family and the identified resources, supports and service providers to ensure individuals and their families may continue to live and work supportively within their own community.

The RFI seeks the ***identification of a validated assessment tool(s) that will assist in determining the types of services and supports*** an individual is currently receiving and services that are needed. The tool(s) must provide a means to indicate the need for services, as well as priority of need based on the request for services.

The RFI seeks the ***identification of quality assurance and quality improvement efforts regarding management of the waiting list***. Since the eligibility system is dependent upon a routine collection of data and data systems that yield data reports and coordination with contractors who conduct quality monitoring activities, the RFI must specify opportunities to collect specific, timely and accurate data, and is accessible and interfaces with other data systems. Documentation, data and record storage must be maintained in compliance with Federal and State regulations.

The RFI seeks ***demonstration opportunities*** as a means to better understand each submission of information. The demonstrations must provide review of system used for waiting list management and validated assessment tool.

conflict of interest- vendors may not serve in dual capacities regarding service provision.

Special Information Regarding an RFI

This is a Request for Information (RFI) only. This RFI is being issued solely for information and planning purposes; it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This RFI does not commit the State of Oklahoma or the Oklahoma Department of Human Services(DHS) to contract for any supply or service whatsoever. Further, the State of Oklahoma and DHS are not at this time seeking proposals and will not accept unsolicited proposals. The State of Oklahoma is unable to fund any non-budgeted liability. Responders are advised that the State of Oklahoma and DHS will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the responder's expense. If a solicitation is released, it will be released by the Office of Management and Enterprise Services/IS Procurement, as required by state law, on their website: <http://www.ok.gov/cio/Procurement/Solicitations/>. It is the responsibility of potential vendors to monitor the Office of Management and Enterprise Services/IS Procurement website for additional information, should OMES proceed with an RFP.

Responses to this RFI will be accepted through Thursday March 5, 2020 3pm CST .

