

ATTACHMENT A
SOLICITATION NO. 8300001173

This Solicitation is a Contract Document and is a request for proposal in connection with the Contract awarded by the Office of Management and Enterprise Services as more particularly described below. Any defined term used herein but not defined herein shall have the meaning ascribed in the General Terms or other Contract Document.

PURPOSE

The Contract is awarded on behalf of the Oklahoma Department of Human Services (OKDHS), Development Disabilities Service (DDS) for Medicaid Home and Community-Based Services (HCBS) Waiver waiting list management assessment and navigation services using a standardized assessment tool and case management system selected by DDS.

1. Contract Term and Renewal Options

The initial Contract term, which begins on the effective date of the Contract, is one (1) year and there are four (4) one-year options to renew the Contract.

2. Contract Requirements

Certain Contract requirements and terms are set forth below as Exhibit 1.

Exhibit 1 Statement of Work

Mandatory Requirements

1. The Supplier shall implement and use a standardized assessment tool and case management system selected by DDS to assess everyone currently on the HCBS Waiver waiting list.
2. The Supplier shall use a standardized assessment tool and case management system selected by DDS to assess all future applicants of the Waiver waiting list.
3. The Supplier shall provide robust navigation services for people waiting to meet their needs by connecting them to existing community resources in their local area and beyond, other federal and state entitlement programs, and being the point of contact when they believe their needs have changed, including helping them request emergency services.
4. The Supplier will serve as the single point of contact for all potential applicants, applicants and people waiting for HCBS.
5. Strategies for waitlist management, assessment, and navigation shall emphasize positive approaches, aimed at skill enhancement, and utilize the least intrusive and restrictive option(s).
6. Strategies shall 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.
7. Strategies shall include identifying services and supports each family or individual may be eligible for.
8. The Supplier shall assist families with the application process for any services they may be eligible for.
9. The Supplier shall follow up to ensure the service or support is in place.
10. The Supplier shall provide outreach, support, and advocacy to families on the Waiver waiting list.
11. The Supplier shall 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.
12. The Supplier shall prepare and submit the necessary documents to DDS for eligibility determinations when a person is being removed from the waiting list to receive Waiver supports and services.
13. Supplier must provide weekly analysis and reports, including, but not limited to, number and segmentation of waitlist. Segmentation includes waitlist by age, gender, location, and receipt of benefits or supports, such as SNAP, TANF, etc.
14. Supplier must provide ad-hoc reporting at any given time (real-time data) that includes:
 - a. number and segmentation of applicants on waitlist;
 - b. number of applicants, including those added and removed with reasons for removal (closure reasons);
 - c. track trends in waitlist data;

- d. number and type of contacts with applicants;
 - e. resource gaps by type and by geographic area of state;
 - f. resource or community supports/resources in need of expansion;
 - g. assessment data that provides details about needs of applicants and forecasting capability for waiver slots and dollars needed to fund waiver slots.;
 - h. The assessment data, in part, will be used to provide a clear understanding of people's need for services collectively and independently, and the ability to more appropriately estimate the cost for elimination of the waiting list;
 - i. Another component of assessment data includes, but is not limited to, a more targeted approach to the development of community resources and supports for people on the waiting list for services and applicants for services.
- 15.** Supplier must provide a semi-annual report that includes all items listed for #14 and must additionally contain recommendations of quality assurance and quality improvement efforts regarding management of the waiting list.
- 16.** If an overpayment or underpayment has been made to Supplier, any subsequent payments to Supplier may be adjusted to correct the account. A written explanation of the adjustment will be issued to the Supplier.
- 17.** Suppliers shall not serve in dual capacities, regarding service provision.
- 18.** Documentation, data and record storage must be maintained in compliance with applicable Federal and State regulations.

Non-Mandatory Requirements

1. 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.

