Questions and Answers Response

RFF IIP/Case Management for Deaf and Hard of Hearing

1. **Question:** Suppose an agency submits a proposal that would serve the entire state, and that agency’s proposal is not awarded the grant. In this situation, does the agency lose the ability to serve its geographical area?

   **Answer:** No, the agency would not lose the opportunity to serve in their preferred geographical area.

2. **Question:** Can a proposal include both options for serving the entire state and a specific geographical area? Such a proposal would indicate a preference to serve the entire state; however, in the event that option is not awarded, option B would include maintaining service in the agency’s geographical area.

   **Answer:** Yes, the agency can submit two proposals, one for serving the entire State of Indiana and one for their preferred areas - proposals need to identify in title if the bid is for Statewide Services or for Local Geographical Areas. However, an agency can not submit two proposals for preferred local areas only.

3. **Question:** Can a proposal to service the entire state include potential partnership agreements with other agencies that might also submit a proposal to service their own geographical area?

   **Answer:** Yes, we encourage partnership agreements aka sub-contractors. However, vendors who is awarded this grant are responsible to the State for all activities including those of the partner/sub-contractor.

4. **Question:** Is performance data available for the last complete program year and the current program year?

   **Answer:** Statewide case management services had 2,008 hours for 2016 and 1,359 hours for 2017.
5. **Question:** How many individuals with case management services under Deaf and Hard of Hearing Services are currently being served?

**Answer:** Currently 1,359 hours a year for 462 consumers.

6. **Question:** How many individuals under Deaf and Hard of Hearing Services did the exiting providers serve in 2016?

**Answer:** A total of 664 consumers were served in 2016 via multiple case manager agencies, each agency served different numbers of consumers.

7. **Question:** How many case managers are anticipated?

**Answer:** Unknown for the new grant period. Currently we have 9 case managers working for 6 different agencies.

8. **Question:** Can you clarify specifics regarding the delivery of service including:

   a. Minimums hours for case manager contact with individual(s)

   **Answer:** Contact hours vary depending on the individualized needs of each consumer and the plan for services.

   b. Functional reviews

   **Answer:** Reviews of monthly reports include program goals, services, targeted outcomes, progress and achievement. Deaf and Hard of Hearing Services also conduct annual audits on contracted agencies.

   c. Preferred communication methods, etc. More specifically, what is the facility’s expectation on how often we would see client (i.e., visit/call/email, etc.) and complete programmatic reviews?

   **Answer:** Communication methods vary based on the individualized need of each consumer. Communications can include: manual communication, CART, face-to-face, videophone to videophone, emails, or text messaging. All of these are acceptable if it is appropriate for the consumer’s needs. Services need to be an
educational and hands-on approach to assist the consumer in learning how to become independent.

9. **Question:** Do resumes for case managers need to be included with a proposal?

   **Answer:** Yes, resumes must be included.

10. **Question:** Does the service have staff to consumer ratios?

    **Answer:** There are no set ratios.

11. **Question:** Does the service have staff to supervisor ratios?

    **Answer:** There are no set ratios. The state would not expect a dedicated supervisor to this program.

12. **Question:** Is there a preferred format for submitting billing documentation?

    **Answer:** The State of Indiana has its own billing process. Each invoice must include monthly summaries of consumer’s case management services. A claims packet would be provided once an awarded contract is executed.

13. **Question:** When looking at the Case Management Services Map, I noticed that there is already a provider who serves the counties we would be able to serve. Should we submit an RFF if the area is already being served by another Case Mgmt. Provider? If the area is already well covered, I would not want to step on any toes.

    **Answer:** All agencies are being encouraged to bid, designated areas might change with the new bids.

14. **Question:** Is the “Increasing Independence Program (IIP) a new program? What are the parameters?

    **Answer:** No it is not a new program, the formal name is Federal Social Service Block Grant (SSBG). Additional information can be obtained by looking at [http://www.policyalmanac.org/social_welfare/archive/ssbg.shtml](http://www.policyalmanac.org/social_welfare/archive/ssbg.shtml)
15. **Question:** How was the total of 1594 hours of Case Management services determined for 2016? What were the requirements of the CM?

**Answer:** This was an oversight in the RFF. The total number was should have been 2,008 hours instead of 1594. The number was determined by analyzing the monthly hours billed for approved case management services. Case managers are responsible for completing required paperwork for consumers.

16. **Question:** How does billing work?

**Answer:** The State of Indiana has its own billing process, case managers can bill for approved services rendered.

17. **Question:** On page 3 of the RFF, the first sentence of the “funding” section indicates the award will not exceed $30,000 for any applicant. Later in this section, there’s a statement about a maximum of $60,000 (for the 2 year period) may be requested by an agency only covering a limited geographic area. So, does this mean there’s a maximum of $30,000/year?

**Answer:** Yes, the maximum for a year is $30,000.00 for an agency bidding for a limited geographic area. $60,000.00 would be for 2 years for an agency bidding for a limited geographic area.

18. **Question:** How many people is DHHS currently supporting, specifically in the 5 uncovered counties, but also what is the breakdown for the other counties?

**Answer:** Since the data is constantly changing, it’s difficult to state exact numbers since there are numerous variables that are calculated into the data. The numbers listed below are active consumers being served as of this date. If you would like additional data, please contact DHHS directly.

- Adams-1
- Allen-20
- Boone-1
- Cass-2
- Clark-1
- Delaware-2
Elkhart-1
Greene-1
Hamilton-6
Hancock-2
Hendricks-1
Henry-1
Huntington-1
Jasper (uncovered county)-2
Johnson-1
Kosciusko-1
LaGrange-1
Lake-22
Madison-2
Marion-63
Marshall-1
Miami-1
Morgan-2
Noble-2
Rush-1
St. Joseph-1
Tippecanoe-2
Porter-4
Posey-1
Vanderburgh-12

19. **Question:** Can the role of the case manager be a split position? Cost of position exceeds maximum allowed for grant.

**Answer:** Yes, case managers can be split positions, for bidding purpose, you must state amount of time case manager will be committed to this position.

20. **Question:** Is there concern that the 7 currently approved providers will not be submitting proposals to renew their contracts?

**Answer:** Unknown. The RFF is open to any interested bidder.