



STATE OF INDIANA

Request for Information 18-082

INDIANA DEPARTMENT OF ADMINISTRATION

On Behalf of:

**Family and Social Services Administration (FSSA) and
the Division of Aging (DA)**

Request for Information Regarding:

Aging and Disability Resource Centers (ADRCs)

Response Due Date:

**Monday, April 23, 2018 @ 3:00 PM
EST**

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Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W478
Indianapolis, Indiana 46204

REQUEST FOR INFORMATION 18-082

I. PURPOSE OF THE REQUEST FOR INFORMATION (RFI)

The purpose of this RFI is to gather information regarding potential new and innovative delivery models for Aging and Disability Resource Center (ADRC) services for the State of Indiana.

The information gained from this RFI may be used in the development of a future competitive solicitation process, leading to the designation of an entity or entities best suited to provide services that meet the Family and Social Services Administration (FSSA) and the Division of Aging's (DA) requirements of an ADRC. DA is interested in learning about various types of service delivery models that are currently available in the marketplace and could be available in the future for ADRCs. Respondents should provide full details about their services or prospective services in order for DA to gain a clear understanding of the services currently or prospectively available in the market. The State may elect to limit participation in any future competitive solicitation to entities that respond to this RFI.

II. BACKGROUND

Indiana is working toward a No Wrong Door System (NWD System), in which Hoosiers of all ages and their caregivers, regardless of where they live in the State or who pays for their care, will be empowered to make informed decisions, to exercise control over their long term care needs, and to achieve their personal goals and preferences. A NWD System is a person-centered, one-stop coordinated system that seamlessly connects individuals to the full range of long term care options, expanding access to services and supports in an unbiased manner. Indiana's NWD System is being built upon the following principles:

1. Hoosiers have access to high quality, comprehensive long term services and support information from a trusted network of ADRCs and key referral sources.
2. Indiana's NWD System is person-centered.
3. NWD System consumers in Indiana experience streamlined access to needed services and benefits.
4. Older Hoosiers and individuals of all ages with disabilities are able to find and access the right services, in the right place, and at the right time, that are most appropriate to their individual strengths, needs, and preferences.
5. Indiana's NWD system has strong leadership, whose mission and vision are person-centered and all-payer focused, committed to ensuring a systematic, organized and high quality framework for improvement.

ADRCs are the backbone of the NWD System. ADRCs, as defined by the Older Americans Act, are an entity, network, or consortium established by a State as part of the State system of long-term care, to provide a coordinated and integrated system for older individuals and individuals with disabilities (as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102)), and the caregivers of older individuals and individuals with disabilities, that provides -

- A. comprehensive information on the full range of available public and private long-term care programs, options, service providers, and resources within a community, including information on the availability of integrated long-term care services, and Federal or

- State programs that provide long-term care services and supports through home and community-based service programs;
- B. person-centered counseling (options counseling) to assist individuals in assessing their existing or anticipated long-term care needs and goals, and developing and implementing a person-centered plan for long-term care that is consistent with the desires of such an individual and designed to meet the individual’s specific needs, goals, and circumstances;
 - C. access for individuals to the full range of publicly-supported long-term care services and supports for which the individuals may be eligible, including home and community-based service options, by serving as a convenient point of entry for such programs and supports; and
 - D. in cooperation with area agencies on aging, centers for independent living described in part C of title VII of the Rehabilitation Act of 1973 (29 U.S.C. 796f et seq.), and other community-based entities, information and referrals regarding available home and community-based services for individuals who are at risk for residing in, or who reside in, institutional settings, so that the individuals have the choice to remain in or to return to the community.

Current Duties of Indiana’s ADRC Contractors

Currently in Indiana, ADRCs provide functional assessments and eligibility assessments for Long Term Services and Supports (LTSS) as well as options counseling. The role and responsibilities of an ADRC include functioning as the intake point for Division of Aging Home and Community Based Services (HCBS) programs including the Aged and Disabled and Traumatic Brain Injury Medicaid Waiver programs, providing certain functions in the Preadmission Screening Resident Review (PASRR) program, and functioning as the designated organization to receive MDS Section Q referrals.

Additionally, the ADRCs designated at Money Follows the Person (MFP) hubs are the primary gateway for individuals seeking to transition from MFP qualified institutional settings to MFP qualified Home and Community Based Service (HCBS) settings. Those roles and responsibilities are contained in the Indiana Code, Indiana Administrative Code, waiver documents, Division of Aging manuals, and current contracts.

Current Contracts

Currently, ADRC services are provided through an existing network of Area Agencies on Aging (AAA). Indiana's AAAs provide case management, information, and referrals to various services for older adults and persons with disabilities. Each AAA (and thus ADRC) serves one of 16 Planning and Service Areas (see Attachment A - AAA Map). Currently, ADRC services are provided by AAA contractors in all 16 Planning and Service Areas by these 15 different vendors:

Planning and Service Area	Contractor	MFP Hub
1	Northwest Indiana Community Action Corporation	
2	Real Services, Inc.	✓

3	Aging & In-Home Services of Northeast Indiana, Inc.	✓
4	Area IV Agency on Aging and Community Action Programs, Inc.	
5	Area Five Agency on Aging and Community Services, Inc.	
6 and 9	LifeStream Services, Inc.	
7	West Central Indiana Economic Development District, Inc.	
8	CICOA Aging & In-Home Solutions	✓
10	Area 10 Agency on Aging	
11	Thrive Alliance	
12	LifeTime Resources, Inc.	
13	Vincennes University on Behalf of Generations	
14	LifeSpan Resources, Inc.	
15	Hoosier Uplands Economic Development Corporation	
16	Southwestern Indiana Regional Council on Aging, Inc.	✓

These contracts can be divided into two categories: 11 providing ADRC services without an MFP hub and four providing ADRC services with an MFP hub. Each of these contracts has a term of one year.

III. VENDOR REQUIREMENTS

In order to respond to this RFI, the vendor must have general experience performing evidence-based assessments, conducting person-centered planning/options counseling, and building community partnerships within the past five years.

IV. RESPONSE INSTRUCTIONS

The State may elect to limit participation in any future competitive solicitation to vendors that respond to this RFI. Responses should follow the outline as provided below. Responses must be kept to a limit of 25 pages. Any attachments, appendices, graphics, or timelines will not count towards this page limit.

-Response Section I: Current Indiana ADRC Delivery Model (if applicable)

1. If applicable, please provide input on Indiana's current ADRC program and delivery model. In your response, please include the following:
 - a. Role in the current program (if any)
 - b. What you see as the key improvement opportunities for the current program and delivery model
 - c. Innovative ideas to improve the current program and delivery model

-Response Section II: Innovation and Delivery

2. Please describe all ADRC delivery models you have operated, including any statewide solutions, in Indiana or another state(s). In your description, please include the following:
 - a. State/agency
 - b. Contract term, including any extensions
 - c. High-level scope of work including all services provided
 - d. Delivery model structure
 - e. Any innovative solutions implemented
 - f. Project goals

- g. Project results
 - h. Lessons learned
 - i. Any other information you feel may be of interest to the State
3. Describe any innovative ADRC delivery models that you feel may be of interest to and could be implemented in Indiana, including delivery model ideas that have yet to be implemented in any state. Explain how these delivery models would be a success in Indiana, and what challenges they may face.
 4. What do you see as the benefits and disadvantages of each ADRC delivery model described above in questions 1 and 2? Please describe which delivery model you see as best suited to Indiana given the background above, including whether the identified model is the best choice for statewide operational consistency. Describe how the identified model would:
 - a. Provide needs-based, person-centered approach to care plan design.
 - b. Use stakeholder advisory councils (or another approach) to incorporate consumers.
 - c. Train options counselors on person-centered, needs based assessment and service planning, including the use of community resources and personal resources.
 - d. Serve consumers in person through a network of physical locations.
 - e. Impact the role of the ADRC network in a NWD System.

Create formal community partnerships (include a description of the types of organizations with which it is important to have partnerships and how roles are defined and formalized within the partnerships). Provide conflict-free, unbiased information. If your organization has a potential conflict of interest, explain how you and your delivery model would eliminate this conflict.

-Response Section III: Experience and Qualifications

5. Please complete the matrix below with information regarding the states, including Indiana, in which you have experience in the past 5 years providing each of the services currently contracted for (or of interest to) the State of Indiana:

Services	State (Abbreviation – e.g. “(IN)”)
Long Term Services and Supports (LTSS) intake	
PASRR program functions	
Receiving MDS Section Q referrals	
Community Transitions/MFP program functions	
Functional assessments for LTSS	
Financial eligibility assessment for LTSS	
LTSS options counseling	
InterRAI-HC assessment	
Children’s assessments	
Intellectual and Developmental Disabilities (I/DD) assessments	
Person-centered practices such as Person-Centered Thinking©, LifeCourse™ or other framework	

6. For each of the areas above, please include the number of services performed and any specialized populations served (not applicable to person-centered practices above).
7. For each of the areas above, please summarize the processes, technology, and services that distinguish your firm's capabilities from its competitors.
8. Describe any specialized accreditation, experience, training, or other credentials that your organization possesses.
9. Describe what kind of evidence-based assessment instruments you have used.
10. Please describe your most recent three (or fewer, if applicable) implementations, including:
 - a. The state.
 - b. A listing of the services covered by the contract.
 - c. A summary of the pricing model in the contract.
 - d. The contract term.
 - e. The time required (or estimated, if ongoing) from contract execution to start of ongoing operations.
11. Describe your experience providing ADRC services (or similar) to the following populations:
 - a. Older adults
 - b. Individuals with dementia
 - c. Individuals of all ages with intellectual or developmental disabilities
 - d. Children with skilled medical conditions
 - e. Children in child services or foster care
 - f. Adults with physical disabilities
 - g. Individuals of all ages with mental illness and/or substance use disorders
 - h. Caregivers
 - i. Veterans
 - j. Different ethnic and cultural groups
 - k. Individuals with limited English proficiency
 - l. People with private insurance

-Response Section IV: Payment Models

12. Please describe the payment models that you have used in other contracts for similar services. In your description, please include the following:
 - a. State/agency
 - b. Contract term, including any extensions
 - c. High-level scope of work including all services provided
 - d. Payment model structure
 - e. Total and service specific costs
 - f. Projected total cost for Indiana using the contract's ADRC delivery model
 - g. Any service level agreements (SLAs) used
 - h. Any other information you feel may be of interest to the State
13. If your proposed ADRC delivery model has not been utilized in your previous contracts, please describe your projected total cost and payment model for Indiana.

V. CONFIDENTIAL INFORMATION

Subject to State law, all information submitted in Respondents' responses to this RFI 18-082 will

be kept confidential unless this RFI results in the release of a competitive solicitation at a later date. If a competitive solicitation results from this RFI, the information contained in the response submissions for this RFI will be made available to the public once the resulting solicitation has been awarded and the protest period has ended. Proprietary information may be requested to be kept confidential. Any such information must be marked clearly in your response submission as "CONFIDENTIAL MATERIAL". It is the responsibility of the Respondent to ensure that all confidential information is easily identifiable.

VI. QUESTION / INQUIRY PROCESS

All questions/inquiries in regards to RFI 18-082 must be submitted in writing via email using Attachment B, Question Template to Teresa Deaton-Reese at tdeaton@idoa.IN.gov no later than *3pm ET on Thursday, April 5, 2018*. The email subject line should contain the following phrase "RFI 18-082 – Aging and Disability Resource Centers (ADRCs)".

The Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the IDOA website. The question/inquiry and answer link will become active after initial responses to questions have been compiled. Only answers posted on the IDOA website will be considered official and valid by the State.

Please note that Teresa Deaton-Reese is the State's single point of contact for this RFI. Inquiries are not to be directed to any staff member of FSSA.

If it becomes necessary to revise any part of this RFI, or if additional information is necessary for a clearer interpretation of provisions of this RFI prior to the due date for submissions, an addendum will be posted on the IDOA website.

VII. RESPONSE DOCUMENTS SUBMISSION

The State may elect to limit participation in any future competitive solicitation to vendors that respond to this RFI. Responses should follow the outline as provided in the Response Instructions above. Responses must be kept to a limit of 25 pages. Any attachments, appendices, graphics, or timelines will not count towards this page limit.

Responses must be submitted in writing via email to Teresa Deaton-Reese at tdeaton@idoa.IN.gov no later than *3pm ET on Monday, April 23, 2018*. The email subject line should contain the following phrase "RFI 18-082 – Aging and Disability Resource Centers (ADRCs)". Any information received after the due date and time will not be considered.

VIII. RFI REVIEW, CLARIFICATIONS, AND DISCUSSIONS

The State may request in-person meetings with Respondents to this RFI for the purpose of collecting additional information and/or receiving clarification on information provided. Invitations may be extended to Respondents of this RFI subsequent to the receipt of responses. Any meetings will be conducted at the Indiana Government Center in Indianapolis, IN at a date to be determined after review of the response submissions.

IX. KEY RFI DATES

Below is a chart that contains all of the deadlines associated with RFI 18-082:

ACTIVITY:	DATE:
Issue of RFI	Thursday, March 22, 2018
Deadline to Submit Written Questions	Thursday, April 5, 2018
Response to Written Questions	Friday, April 13, 2018
Submission of Responses	Monday, April 23, 2018