STATE OF INDIANA

Request for Information 18-084

INDIANA DEPARTMENT OF ADMINISTRATION

On Behalf of:
Family and Social Services Administration (FSSA) and the Division of Aging (DA)

Request for Information Regarding:
Long Term Care Ombudsman Services

Response Due Date:
Tuesday, May 1, 2018

Teresa Deaton-Reese, Senior Account Manager
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W478
Indianapolis, Indiana 46204
REQUEST FOR INFORMATION 18-084

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 Long Term Care Ombudsman Program 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. DA is interested in learning about various types of services that are currently available in the marketplace and could be available in the future for Long Term Care Ombudsman Program services. 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 vendors that respond to this RFI.

II. BACKGROUND
Program Overview
The Indiana Long Term Care Ombudsman Program is a federal and state funded program that provides advocacy and related services for residents of long term care services. Long term care settings include licensed nursing facilities, residential care facilities, and county operated residential care facilities in addition to Medicaid Waiver certified settings of assisted living facilities and adult family care homes serving Aged and Disabled Medicaid Waiver residents.

The mission of the Long Term Care Ombudsman Program is to improve the quality of life and care for residents of long term care facilities. That mission is accomplished through investigation and resolution of individual complaints, resident education designed to inform and empower residents, system advocacy which includes legislation and public policy activities, promotion of community involvement in long term care, and other activities designed to improve long term care delivery and oversight.

There are currently 22 certified local Ombudsmen who are representatives of the Office of the State Long Term Care Ombudsman. These representatives operate out of 17 local offices across the state (16 Public Service Areas and Indianapolis headquarters). Anyone may contact the Ombudsman program on behalf of a long term care resident, but Ombudsmen are guided in their actions by the individual receiving direct service in a long term care setting. There is no charge for Ombudsman services. The names of persons contacting Ombudsmen and the information they provide is confidential.

Ombudsman Responsibilities
At a high-level, Long Term Care Ombudsmen are required to:
   a) Identify, investigate, resolve, or attempt to resolve complaints made by or on behalf of long term residents
   b) Protect rights of long term care facility residents
   c) Provide residents access to the Long Term Care Ombudsman Program through facility contacts and visits


d) Maintain confidentiality of residents’ identity and secure the State Long Term Care Ombudsman’s approval before disclosure of identity.

e) Support the development and maintenance of resident and family councils and assist in addressing council concerns.

f) Inform residents, their family members, citizens’ organizations, the public, and long term care facility staff about the Long Term Care Ombudsman Program.

g) Pursue administrative, legal, and other remedies on behalf of residents.

h) Share information related to long term care facilities’ health and safety issues with the Indiana Department of Health.

i) Participate in surveys of long term care facilities conducted by the Indiana Department of Health.

j) Document and report cases, complaints, resolutions efforts and activities as required by the office.

In order to fulfill the responsibilities listed above, current contractors are responsible for the staffing of Local Ombudsmen for the residents of long term care facilities which must meet the guidelines established in federal regulations 42 U.S.C. 3001 part 1324. Contractors provide this coverage of services through certified Ombudsman staff.

**Current Contracts**

Today, Long Term Care Ombudsman services are provided across the state through local offices in 16 Public Service Areas (see Attachment A, LTC Ombudsman Map). These local services are hosted by five Area Agencies on Aging (AAA), six Legal Services Providers, three Social Services non-profits, and two free-standing ombudsman programs.

**Current Concerns**

Currently, the Indiana Long Term Care Ombudsman Program is dealing with two major considerations:

1. Growth in the number of residential care facilities
   a. There has been ongoing growth in the number and type of residential care facilities licensed by the Indiana Department of Health and certified by DA for the Aged and Disabled Medicaid Waiver.

2. Staffing challenges
   a. There were unforeseen major disruptions at the local Ombudsmen level that lead to staffing difficulties throughout the state. During FFY 17 the statewide Ombudsmen staffing was down five persons which resulted in gaps in service in areas of the state. The loss of the equivalent of three full-time staff caused hardship for other Ombudsmen at the local and state level. These reductions were caused by resignations, long term illnesses, and injuries of the local Ombudsmen along with the local contracted agencies’ inability to fill some of these vacancies.
   b. Additionally, no mechanism existed to enable local Ombudsmen to temporarily serve residents outside of their local service area.

**III. VENDOR REQUIREMENTS**
In order to respond to this RFI, the vendor must have general experience providing multi-county program management and service delivery to at-risk or vulnerable populations within the past five years. Such experience includes Long Term Care Ombudsman services or similar advocacy services.

**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 System**
1. Describe your overall opinion of Indiana’s current Long Term Care Ombudsman Program and delivery model. In your description, please include the following:
   a. Role in the current program (if any)
   b. What you see as the key benefits of the current program
   c. What you see as the key disadvantages of the current program
   d. Innovative ideas to improve the current program

**- Response Section II: Delivery Models**
2. Please describe all Long Term Care Ombudsman delivery models (e.g. local offices, single statewide vendor, etc.) or delivery models for a similar service you have provided. 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 other innovative Long Term Care Ombudsman delivery models that you feel may be of interest to and could be implemented in Indiana. If this model has not been implemented in any State, explain how it would be a success in Indiana, and what challenges we may face.
4. What do you see as the benefits and disadvantages of each delivery model described above in questions 1 and 2? Please describe which delivery model you see as best suited to Indiana, including whether the identified model is the best choice for statewide operational consistency. Describe how the identified model would:
   a. Allow the Long Term Care Ombudsman Program in Indiana to align with the ongoing growth in number of residential and long term care facilities.
   b. Increase flexibility in staffing to address operational needs across the state.

**- Response Section III: Technology Innovation**
5. Please describe what technologies you have utilized in performing Long Term Care
Ombudsman or similar service delivery functions. In your description of the technology, please include the following:

a. Key functions  
b. Key benefits  
c. Key disadvantages or issues  
d. Software requirements  
e. Hardware requirements  
f. Staff/resource requirements  
g. Implementation process  

6. Please describe what technologies you would propose to utilize in the provision of Long Term Care Ombudsman services in Indiana, including any relevant technology innovations which you feel may be of interest to the State. Note that all technologies must operate in a HIPAA compliant manner.

7. Please describe any relevant technology innovations you plan to implement with existing clients within the next 5 years.

- Response Section IV: Payment Models  
8. 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 Long Term Care Ombudsman delivery model  
   g. Any other information you feel may be of interest to the State

9. If your proposed delivery model for the Long Term Care Ombudsman Program has not been utilized in your previous contracts, please describe your projected total cost and payment model for Indiana.

- Response Section V: Performance Outcomes

10. Describe what systems, programs, or changes you would implement in Indiana to improve performance/health outcomes. In your description, please include the following:
   a. Key functions  
   b. Key benefits  
   c. Key disadvantages or issues  
   d. Staff/resource requirements  
   e. Implementation process

V. CONFIDENTIAL INFORMATION

Subject to State law, all information submitted in Respondents’ responses to this RFI 18-084 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 18-084 must be submitted in writing via email using Attachment B, Questions and Answers Template to Teresa Deaton-Reese at tdeaton@idoa.IN.gov no later than 3pm ET on Wednesday, April 11, 2018. The email subject line should contain the following phrase “RFI 18-084 – Long Term Care Ombudsman Services”.

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 Tuesday, May 1, 2018. The email subject line should contain the following phrase “RFI 18-084 – Long Term Care Ombudsman Services”. 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 18-084:

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<tr>
<th>ACTIVITY</th>
<th>DATE</th>
</tr>
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<tbody>
<tr>
<td>Issue of RFI</td>
<td>Thursday, March 29, 2018</td>
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<td>Deadline to Submit Written Questions</td>
<td>Wednesday, April 11, 2018</td>
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<th>Request for Information</th>
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<td>Submission of Responses</td>
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