



Office of Aging and Adult Services

REQUEST FOR INFORMATION
for the
**Support Coordination Services for
Traumatic Head and Spinal Cord
Injury Trust Fund Program**

**LOUISIANA DEPARTMENT OF
HEALTH
OFFICE OF AGING AND ADULT
SERVICES (OAAS)**

RFI #:

Response Due Date/Time: November 3, 2023 at 2:00 p.m., CST.

Release Date: September 19, 2023

IMPORTANT DISCLAIMERS

THIS IS A REQUEST FOR INFORMATION (“RFI”) ONLY: This RFI is issued solely for information and planning purposes; it does not constitute a Request for Proposal, application, or proposal abstract. This RFI does not commit the State to contract for any supplies or services or make a grant award. Further, the State is not seeking proposals through this RFI and will not accept unsolicited proposals. Respondents are advised that the State will not pay for any information or administrative costs incurred in response to this RFI. All costs associated with responding to this RFI will solely be at the interested party’s expense.

Information obtained as a result of this RFI may be used by the State for program planning on a non-attribution basis. All submission materials become State property and will not be returned. The State will accept requests from any interested party to keep the information in its submission confidential and will agree to confidentiality, if appropriate, in accordance with State and federal law. Only information that is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any material within a response to this RFI identified as such must be clearly marked and will be handled in accordance with the Louisiana Public Records Act, *i.e.*, La. R.S. 44:1-44 and applicable rules and regulations. Any response marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse. In all other cases, the State may publicly post a summary of the comments received.

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1. GENERAL INFORMATION

1.1. Background

The Traumatic Head and Spinal Cord Injury (THSCI) Trust Fund was created by the Louisiana Legislature in 1993 with Act 654 to provide services in a flexible, individualized manner to Louisiana citizens who survive traumatic head and/or spinal cord injuries. The mission of the THSCI Program is to assist individuals in returning to a reasonable level of functioning and independent living in their communities.

The Trust Fund is funded with additional fees imposed on motor vehicle violations in Louisiana for the offenses of driving under the influence, reckless operation, and speeding.

Spinal Cord Injury: An insult to the spinal cord; not of a degenerative or congenital nature, but caused by an external physical force resulting in paraplegia or quadriplegia.

Traumatic Head Injury: An insult to the head, affecting the brain, not of a degenerative or congenital nature, but caused by an external physical force that may produce a diminished or altered state of consciousness, which results in an impairment of cognitive abilities or physical functioning.

The Office of Aging and Adult Services (OAAS) administers the THSCI Trust Fund program. The mission of OAAS is to deliver a system of long-term care services and supports that provide the elderly and persons with adult-onset disabilities a safe and healthy environment, quality services, and a choice of service options.

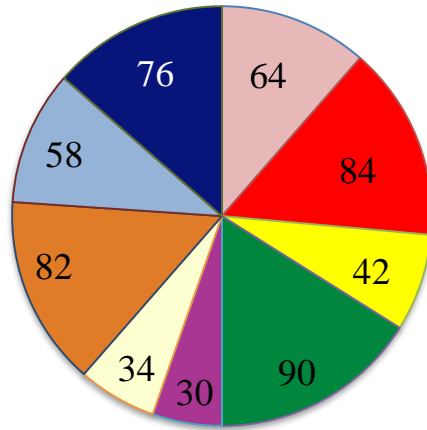
1.2. Purpose of the RFI

The purpose of this RFI is to gather information from qualified organizations that can demonstrate the capacity to provide support coordination services to individuals participating in the THSCI Trust Fund program throughout Louisiana consistent with La. Admin. Code Pt. 1, Subpart 1, Chapter 19.

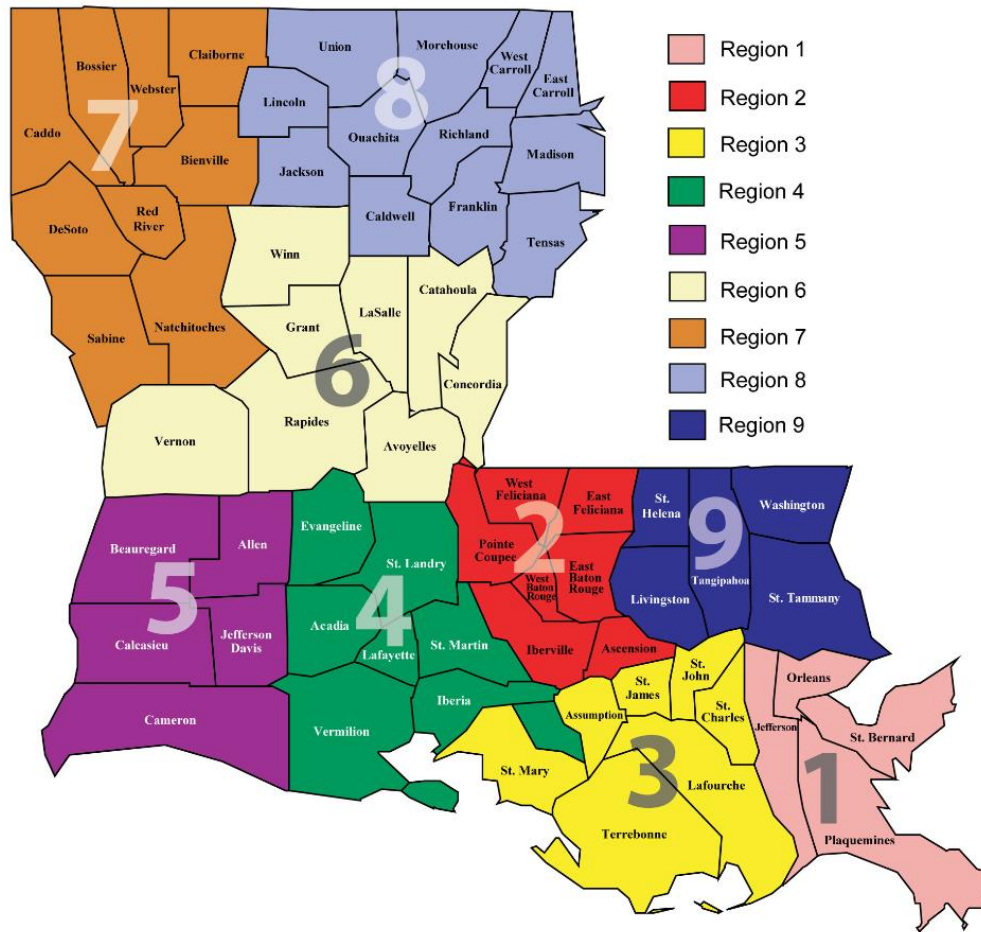
1.3. Program Overview

The program's Support Coordination Agencies (SCA) provide a connection between individuals and the services and supports they need. The support coordinator's role in the THSCI Trust Fund program is to assess individuals' needs as it relates to their injury and assist them in acquiring needed goods and services through the program. The support coordinator's role is to also ensure that these services meet reasonable standards of quality and lead to improved outcomes for the individuals. The most common goods and services requested are personal care attendant services, medical supplies and equipment, and home and vehicle modifications. The program currently serves approximately 560 individuals and there are approximately 240 individuals on the waiting list.

Active Participants by Region



■ Region 1
 ■ Region 2
 ■ Region 3
 ■ Region 4
 ■ Region 5
 ■ Region 6
 ■ Region 7
 ■ Region 8
 ■ Region 9



The Support Coordination Agencies (SCA) are required to perform the following core functions:

- Initial Interview and Needs Assessment: The foundation of support coordination is an accurate evaluation of the individual's needs as it relates to his/her injury.
- Service Plan Development: The SCA works with individuals and family members as appropriate to design an individualized service plan that enables them to meet their needs.
- Monitoring: The SCA will:
 - Follow up with the individual to ensure the satisfactory completion of planned and authorized services (from the initiation of the plan to the confirmation of receipt of goods/services).
 - Contact the individual every three months to ensure the individual does not have a new need.
 - Monitor and track the individual's ongoing services to prevent a lapse in services.
 - Monitor the individual's expenditure information to ensure that expenditures do not exceed yearly and lifetime maximums.
- Program Compliance: The SCA will maintain documents, case notes and any other activity related to the individual's request for goods/services, including program/agency-related complaints. All participant-related documentation must be retained for a period of five years after case closure.
- Program Continuity Plan
 - THSCI Trust Fund program services are vital to the individuals in the program and must be continued without interruption during emergencies and disasters. The SCA will maintain a business continuity and disaster recovery plan to ensure the SCA can perform its obligations under any agreement entered continuously through a declared disaster or emergency.
- Staffing Requirement
 - The SCA must have an adequate number of employees to dedicate to the regions they serve. The case manager or support coordinator must have a baccalaureate degree in a human services field such as counseling, rehabilitation, or social work, and at least six months of experience working with individuals with disabilities.

2. ADMINISTRATIVE INFORMATION

2.1. RFI Coordinator

Written inquiries regarding RFI content or the Scope of Services must be emailed to the RFI coordinator listed below:

Tonia Gedward, MBA
Program Manager
Louisiana Department of Health/Office of Aging and Adult Services (OAAS)
Tonia.Gedward@La.Gov

Any and all written inquiries and responses will be posted by the date specified in the Schedule of Events.

2.2. Schedule of Events

Activity/Event	Date
Public Notice of RFI	September 19, 2023
Deadline for Receipt of Written Inquiries	October 6, 2023 2 pm, CST
Deadline for LDH Response to Written Inquiries	October 20, 2023
Deadline for Final Response to RFI	November 3, 2023 2 pm CST

OAAS reserves the right to deviate from this Schedule of Events.

2.3. Response Content

The purpose of this Request for Information is to solicit interest from parties potentially willing and realistically able to provide support coordination services to individuals participating in the Traumatic Head and Spinal Cord Injury (THSCI) Trust Fund program who are not receiving support coordination services through Medicaid Home and Community-Based Services (HCBS) programs.

The response to this RFI must include the following:

2.3.1. Executive Summary

This section should serve to introduce the responding vendor or stakeholder. At a minimum, it should include administrative information including the name of the responder's point of contact, phone number, email address, and any other pertinent contact information.

Provide general information about your company: full legal name of the organization; the name of the CEO and other upper managers, country and full address of the headquarters; website address, email, telephone number, and other contact information; and name and contact information of the person responsible for responding to the RFI.

Limit this section to no more than one page.

2.3.2. Background and Experience

Responders should give a brief description of the company's history, organizational structure, and number of years in business. Responders should also describe areas of expertise and any experience in providing support coordination services to the population in Louisiana. Provide services and/or populations the responder has experience with. Provide results of prior experiences in providing support coordination services (i.e., how recipient outcomes have improved). Also include the capacity and willingness to carry out the requirements listed in the Program Overview.

Provide information regarding the structure and focus of your company, including, but not limited to, the following: background and history; size of the company; areas of expertise; organizational structure; vision and goals; services that are offered, quality/ies that set your company apart from its competition.

Limit this section to no more than two pages.

2.3.3. Approach and Methodology

Responder should provide the approach and methodology recommended to accomplish the scope of services described. Best practices garnered from previous experience with this scope of services should be described. Provide a list of issues/concerns that were not taken into consideration in the overview described herein that you think is important for the agency to consider. Provide alternative solutions for accomplishing the program objectives, if applicable, and any other additional pertinent information.

Limit this section to no more than two pages.

2.4. Response Instructions

2.4.1. Response Submittal

Vendors interested in providing the information requested by this RFI must submit responses containing the information specified no later than the Deadline for Receipt of the electronic RFI response as stated in the Schedule of Events.

2.4.2. Response Submittal Instructions

The responses must be received by electronic copy only to OAASContracts@la.gov on or before the date and time specified in the Schedule of Events. E-mail submissions are the only acceptable method of delivery. Fax, mail, and courier delivery shall not be acceptable, and will not receive additional consideration. Vendors should allow sufficient time to ensure receipt of their proposal via email by the time specified in the Schedule of Events. State servers limit email sizes to 30MB uncompressed and 10MB encrypted. If the vendor's email exceeds these sizes, it is the responsibility of the vendor to send multiple emails to avoid rejection and non-delivery.

Responses received after the deadline, corrupted files, and incomplete submissions (e.g. Partial submissions) will not be considered and will not be evaluated. Electronic submissions are the only acceptable method of delivery. Responders must email their responses to OAASContracts@la.gov.

2.5. Additional Instructions and Notifications to Responders

2.5.1. RFI Addenda/Cancellation

The State reserves the right to revise any part of the RFI by issuing an addendum to the RFI at any time. Issuance of this RFI, or subsequent addendum (if any), does not constitute a commitment by the State to issue an RFP or any other process resulting in an award of a contract of any type or form. In addition, the State may cancel this informal process at any time, without penalty.

2.5.2. Ownership of Response

The materials submitted in response to this request shall become the property of the State.

2.5.3. Cost of Preparation

The State shall not be liable for any costs incurred by responders associated with developing the response, preparing for discussions (if any), or any other costs incurred by the responder associated with this RFI.