

RFA # 17782/ Grants Gateway # DOH01-RRDC-2018

New York State Department of Health
Office of Health Insurance Programs
Division of Long Term Care
Bureau of Community Integration and Alzheimer’s Disease

Regional Resource Development Centers
For Combined Administration of
Nursing Home Transition and Diversion
and
Individuals with a Traumatic Brain Injury
Home and Community Based Medicaid Waivers

Questions and Answers

Question #	Corresponding RFA Section	Applicant’s Question	Answer
1.	General	Can an applicant submit multiple applications? For example, could an applicant submit an application to serve 1 region and another application describing how it would serve 2 regions?	Applicants are permitted to submit multiple applications. Page 5 of the RFA in Section I. Who May Apply states: Applicants may seek to serve more than one region. However, separate RRDC applications must be submitted for each regional contract sought. Combined applications for two or more regions will not be evaluated. If an entity is the selected applicant for more than one region, for ease of administration, there may be one contract. Each application must stand on its own merits, using funding established for that region only. (Please refer to Section V – Completing the Application for a description of the process.)
2.	Section II: Who May Apply (Pages 4-5)	<p>Page 4 under Minimum Eligibility Requirements: “The contractor must have three (3) years’ experience in NHTD, providing services to seniors or people with disabilities, and/or TBI services.”</p> <p>Page 5 under Provider of Waiver Service Applications: “Current providers of waiver services, as well as any sub-corporation, foundation, or any legal entity under the control of the waiver service provider agencies may not apply.”</p> <p>Does this mean that only a provider that</p>	The applicant must have experience in providing services to the identified populations. This experience does not have to be in the capacity of an RRDC. Contract requirements restrict an RRDC from providing waiver services, as it presents a conflict of interest. In order to serve as the RRDC the contractor cannot provide any waiver services in any capacity (sub-contract/direct).

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		has discontinued service provision can apply?	
3.	Section II: Who May Apply (Pages 4-5)	What constitutes as 'experience'? The contractor must have three (3) years' experience in NHTD, providing services to seniors or people with disabilities, and/or TBI services.	Experience includes the provision of waiver services or professional work with direct contact and benefit to individuals with a physical disability, traumatic brain injury or seniors.
4.	Section III: Project Narrative/Work Plan Outcomes (Pages 6-11 of RFA)	Can you provide further clarification of the statement on pg. 8: "sufficient staff resources to address emergency situations and provide availability 24 hours per day accessible for all major languages and disabilities." Does this mean an organization needs to make a staff person available 24 hours per day or does the RRDC need to provide resources to its staff (hotline, cloud-based file storage, translation services) that they can access 24 hours per day in the event of an emergency?	Access must be provided in a way that ensures the needs of participants and providers will be addressed in a timely manner. It may be necessary that RRDC staff address emergency situations after routine office hours. Additionally, staff must be made available for emergency contact by NYSDOH and to relay critical information to NYSDOH before and after normal office hours. The mechanism developed by the potential contractor to address emergencies and after hour access to participants/providers must be included in the application. Additionally, the potential contractor must define how it will make the RRDC accessible to the public, address communication and language barriers and what resources it will allocate to address these needs (hotline, cloud-based file storage, translation services).
5.	Section III: Project Narrative/Work Plan Outcomes (Pages 6-11 of RFA)	In the "RRDC Staffing Requirements" section(pg 9) there is a statement related to "Two additional nurses employed directly or by contract to meet assessment and other clinical needs for both waivers". Is there a requirement that the RRDC for the TBI and NHTD Waivers have a minimum of three nurses employed (1 NE and 2 additional Nurses) or is this left to the discretion of the RRDC based upon current and future workload?	The applicant must employ a nurse evaluator directly who is available to both waiver programs (50/50) on a full-time basis. Additionally two nurses will be secured (either through direct employment or contract arrangement) each dedicated to one waiver program.
6.	Section III: Project Narrative/Work Plan Outcomes (Pages 6-11 of RFA)	In the "RRDC Staffing Requirements" section (pg9) there is an identified "Quality Assurance Coordinator/Trainer" position. What are the educational and/or related work experience requirements for this position? Is there a specific FTE equivalent that is required for this position?	There are no specific education or experience requirements for the Quality Assurance Coordinator/Trainer position. However, staff working in this capacity must demonstrate a specific skill set which includes, but is not limited to: ability to assess and analyze services, experience in

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			implementing quality assurance standards and systems, ability to implement program recommendations and improvements, experience training staff in a group and individual setting, knowledge of 1915c waiver standards and performance measures, ability to analyze data with sufficient technology skills to implement quality assurance monitoring systems. This individual would be responsible, in large part, for ensuring RRDC and provider compliance with the performance measures contained in the approved TBI and NHTD 1915c applications available on the NYSDOH website.
7.	Section III: Project Narrative/Work Plan Outcomes (Pages 6-11 of RFA)	In the "RRDC Staffing Requirements" section there is an identified "IT Support Worker" position(pg 9). Are there specific educational and/or related work experience requirements for this position?	There are no specific education requirements for the IT Support Worker. The IT Support Worker must have sufficient experience and knowledge in the programs and systems that are required for the successful operation of the RRDC. Specifically, the IT Support Worker should have proficiency in ensuring cyber information security and Microsoft Office suite programs with a specific proficiency in Access databases. This individual must present sufficient skills to input and convey data on behalf of NYSDOH, develop and internal tracking systems, work collaboratively with NYSDOH staff in the exchange of data and support of the RRDC data system.
8.	Section III: Project Narrative/Work Plan Outcomes (Pages 6-11 of RFA)RFA)	Under "RRDC Staffing Requirements" on page 9 it states that in addition to hiring a Nurse Evaluator, the RRDC agency must have "Two additional nurses employed directly or by contract to meet assessment and other clinical needs for both waivers;" Is there any requirement as to the number of hours per week that these positions must work under the RRDC grant?	There is no requirement as to the number of hours, so long as nurse coverage is adequate to complete required assessments and meet the needs of the region.
9.	Section III: Project Narrative/Work Plan Outcomes	Under "RRDC Staffing Requirements" on page 9 it states that in addition to hiring a nurse evaluator the RRDC agency must have "Two additional nurses employed directly or by contract to meet assessment	The requirement is for two additional nurses - one who is assigned to TBI and one who is assigned to NHTD. This is to ensure sufficient coverage for assessments and other regulatory requirements as well as

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	(Pages 6-11 of RFA)	and other clinical needs for both waivers:" Can this be combined into a single position with a single nurse?	back-up coverage to ensure that the work of the RRDC is unimpeded in case of RN resignations and/or illness.
10.	Section III: Project Narrative/Work Plan Outcomes (Pages 6-11 of RFA)	The following statement is listed under "RRDC Staffing Requirements" on page 9: "Employing either directly or by contract a quality assurance coordinator/trainer to ensure compliance with program requirements;" Is there any requirement as to the number of hours per week that this position must work under the RRDC grant?	There is no requirement as to the number of hours that the Quality Assurance Coordinator/Trainer position must be staffed. However, staff allocation must be sufficient to meet quality assurance compliance and timely reporting. Please see question 8 below for further information on the position.
11.	Section III: Project Narrative/Work Plan Outcomes (Pages 6-11 of RFA)	The following statement is listed under "RRDC Staffing Requirements" on page 9: "Employing either directly or by contract a quality assurance coordinator/trainer to ensure compliance with program requirements;" Can this position be included in the responsibilities of other RRDC staff or must it be a separate oversight position?	No. The quality assurance coordinator/trainer must be a separate oversight position. This is required to ensure objective oversight and monitoring of the RRDC and providers. Please see question 8 above for further information on the position.
12.	Section III: Project Narrative/Work Plan Outcomes (Pages 6-11 of RFA)	The following statement is listed under "RRDC Staffing Requirements" on page 9: "Employing either directly or by contract a part-time information technology support worker to maintain RRDC compliance with data and reporting requirements of state programs." Is there any requirement as to the number of hours per week that this position must work under the RRDC grant?	There is no requirement as to the number of hours for this position. Sufficient staff allocation is required to meet the demands of the program and to ensure that the RRDC data systems remain operational and efficient. Please see question 9 above for further information on the position.
13.	Section III: Project Narrative/Work Plan Outcomes (Pages 6-11 of RFA)	Do the two additional nurses referred to in the "staffing requirements," (pg. 9) need to be full-time?	The additional nurses do not need to be full time, but must be sufficient to meet the program needs of the TBI and NHTD waivers.
14.	Section III: Project Narrative/Work Plan Outcomes (Pages 6-11 of RFA)	If an organization does have two full-time RN's on staff, one of whom is the Nurse Evaluator, would an additional RN be required? (pg. 9)	In addition to the nurse evaluator, there should be one nurse employed directly or by contract assigned to each of the waiver programs.
15.	Section V: Completing the Application	Is there a recommended ratio of RRDC staff to participants? (pg. 23, third paragraph under Program Summary)	There is no recommended ratio. Staffing at the RRDC must be maintained at a level that meets the needs of the region. An agency should determine an appropriate

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	(Pages 22-23 of RFA)		ratio based upon the geographic makeup and population of the region(s) and current program enrollments for the area the potential contractor is seeking to serve.
16.	Section V: Completing the Application (Pages 22-23 of RFA)	<p>Under Budget and Justification on page 24, the directions state – “THIS FUNDING MAY ONLY BE USED TO EXPAND EXISTING ACTIVITIES OR CREATE NEW ACTIVITIES PURSUANT TO THIS RFA. THESE FUNDS MAY NOT BE USED TO SUPPLANT FUNDS FOR CURRENTLY EXISTING STAFF ACTIVITIES.”</p> <p>a. Does this statement mean existing RRDCs can only utilize the grant funds to expand their activities or create new ones?</p> <p>b. Should existing RRDCs begin to shut down existing activities or look for new funding since there is no funding to continue operations.</p>	<p>a. Current RRDCs must apply in order to serve as the RRDC under the new contracts. The current RRDCs operate under contracts implemented as a result of the previous RFA. The contracts resulting from this RFA will begin upon the termination of the existing contracts, meaning there would be no overlap in funds for the services of the RRDC at an former RRDC contractor awarded a new contract from this RFA.</p> <p>b. RRDCs should not begin to shut down existing activities as the RRDCs are contractually obligated to continue serving as RRDCs through the term of the contract.</p>
17.	Section V: Completing the Application (Pages 22-23 of RFA)	<p>In the “Program Activities” section there is a statement related to “how the proposed RRDC will be staffed to support sufficient community access and resources on a 24-hour basis and in emergency situations”(pg 23). Is it possible to get clarification re: the expectation related to the 24 hour basis staffing? Is the expectation for a 24 hour on-call coverage model, regular/periodic monitoring of messages left on an identified voice mail box or an alternative coverage method</p>	<p>Access must be provided in a way that ensures the needs of participants will be heard and, if appropriate, addressed by an RRDC staff member 24 hours a day. Access to the RRDC 24 hours a day can come in whatever form the applicant determines best suits the needs of the region for which they are applying. Access to whatever services (hotline, cloud-based file storage, translation services) would be required for staff to meet the emergency needs of the population the RRDC intends to serve should be provided. Additionally, staff must be made available for emergency contact by NYSDOH and to relay critical information to NYSDOH before and after normal office hours.</p>
18.	Section V: Completing the Application (Pages 22-23 of RFA)	<p>Attachment C – Workplan – The RFA directions indicate an applicant must copy and paste the Overview summary into the Grants Gateway. Do we need to add any other information such as tasks or performance measures to the Grants Gateway.</p>	<p>The workplan is grant defined. Applicants are not permitted to submit additional tasks or performance measures.</p>

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19.	Section V: Completing the Application (Pages 22-23 of RFA)	Under Review & Award Process on page 25 – Is the RFA mistaken when it states any application must be received by 4:00Pm, July 23, 2018?	Please review Addendum #1. Applications must be received by 4:00 PM November 1, 2018.