



**List of Questions Received for  
Invitation for Proposal 2021-HCS-5000  
Best Practices in Case Management**

1. (General) Would it be considered a conflict of interest for a current provider of case management/support coordination services to respond to this invitation for proposal?

**Answer: No.**

2. (Background on Issue) This section states, “Self-advocates and family members often receive conflicting advice and duplicative interventions through individuals serving in these positions as each system may have different eligibility requirements and access to different community services. The quality of service coordination being provided is inconsistent across individual service providers, agencies, and systems.” Question: If this request is to propose the unity of service delivery systems and consistency, why is the stakeholder workgroup focused on Medicaid Waiver Support Coordinators and Agency for Persons with Disability (APD)?

**Answer: The Scope of Work and Services to be Provided states, “Establish a stakeholder workgroup that *minimally* includes representation from individuals with I/DD, families, the Agency for Persons with Disabilities (APD), the Agency for Health Care Administration (AHCA), and support coordinators from the public and private sectors to build stakeholder will for the system and develop a framework for implementation.” The Purpose states that this will be done by “bringing together representatives from multiple agencies that provide case management services to individuals with I/DD to work together in the development of a tool to evaluate case management services received to ensure a more uniform quality of case management across agencies and service systems in Florida.” The project is not solely focused on support coordination through APD for HCBS recipients.**

3. (Background on Issue) If question #2 above is correct and the focus is on the IDD community being supported by Support Coordinators, why then is there a need for this grant less than 6 months after implementation of APD new training, accountability, and consistency strategies being implemented?

**Answer: As answered in question 2, the project is not solely focused on support coordinators through APD programs.**

4. (Scope of Work and Services to be Provided) How long of a pilot period would be needed?

**Answer: This contract award is for approximately 18 months. It is up to the proposer to develop a timeline of work to be provided in the response to the IFP. The pilot should be long enough to determine whether the competency tool assesses all of the areas that the workgroup determines are important to effective case management.**

5. (Scope of Work and Services to be Provided) How many individuals will the pilot need to represent?

**Answer: The Scope of Work and Services to be Provided states, "Pilot the competency tool with a minimum of three private case managers, three support coordinators, three individuals with I/DD, and three family members." Therefore, the *minimum* total in the pilot group would be 12.**

6. (Scope of Work and Services to be Provided) Would we need to pilot the proposed process with agencies outside Support Coordination of the Medicaid Waiver?

**Answer: Since the project is defined to develop a tool that crosses agencies and programs, the pilot should also ensure a sampling that includes case managers/support coordinators from other agencies and organizations as well as individuals with I/DD and families that receive services from other organizations representative of public and private sectors.**