**IFP 2021-HCS-5000**

**Best Practices in Case Management Work Plan Template**

**(Must be submitted with proposals)**

***Timeline, Person Responsible, Offeror’s Response to Planned Scope of Work and Services to be populated by offeror.***

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| **Scope of Work Prescribed Tasks** | **Timeline** | **Person Responsible** | **Offeror’s Response to Planned Scope of Work and Services** |
| 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. |  |  |  |
| Identify and/or develop a case management competency tool for use with providers of support coordination/case management to identify opportunities for improving their system of care and delivery of services. |  |  |  |
| Pilot the competency tool with a minimum of three private case managers, three support coordinators, three individuals with I/DD, and three family members.1. Identify the primary competencies that individuals providing case management perceive to be practical and sustainable for use with individuals with I/DD based on the pilot.
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| Facilitate adoption of the competencies for state-wide use. |  |  |  |
| Evaluate the short- and long-term outcomes, including direct impact on individuals with intellectual and developmental disabilities and their families. |  |  |  |