

**PBH Request for Intent
Innovations Waiver Community Guide Service
January 16, 2008**

Purpose of RFI:

PBH will select an existing In-Network Contracted PBH Provider(s) in the five county LME catchment area to operate the Community Guide service under the PBH Innovations C Waiver Service Definition. Each prospective PBH provider that responds to the RFI must demonstrate the capacity to begin providing services no later than April 1, 2008 and demonstrate the clinical competence to provide the service to the priority population through the selection process.

Initiative:

Community Guide Services assist participants in all LME catchment counties locating and coordinating community resources and activities. These services also support participants, representatives, employers and managing employers who direct their own waiver services by providing direct assistance in their participant direction responsibilities. Community Guide Services are intermittent and fade as community connections develop and skills increase in participant direction. Community Guides assist and support (rather than direct and manage) the participant throughout the service delivery process.

Specific functions are:

- (1) Informing and coordinating community resources including coordination among primary, preventative, and chronic care providers
- (2) Assistance in locating and accessing non-Medicaid community supports and resources that are related to achieving Individual Support Plan (ISP) goals
- (3) Assistance in locating options for renting or purchasing a personal residence, assisting with purchasing furnishings for the personal residence
- (4) Instruction and counseling which guides the participant in problem solving and decision making
- (5) Advocacy on behalf of the participant
- (6) Supporting the person in preparing, participating in and implementing the Individual Support Plan
- (7) Providing training on the Individual and Family Directed Supports Option, if the participant is considering directing services and supports
- (8) Guidance with management of the individual budget
- (9) Coordinating of services with the Financial Supports Services provider, if the participant is self-directing services under the Employer of Record Model, including guidance on use of the individual and family directed budget (self-directed budget)
- (10) Providing information on recruiting, hiring, managing, training, evaluating, and changing support staff, if the participant is self-directing services
- (11) Assisting with the development of schedules and outlining staff duties, if the participant is self-directing services
- (12) Assisting with understanding staff qualifications and record keeping requirements, if the participant is self-directing services

- (13) Providing on-going information to assure that participants and their families/representatives understand the responsibilities involved with self-direction, including reporting on expenditures and other relevant information and training
- (14) Coordinating services with the Agency with Choice if the participant is directing services under the Agency with Choice Model

Note: This service does not duplicate administrative case management services. Administrative case management services (support coordination) includes assisting the participant in the development of the ISP, completing or gathering evaluations inclusive of the re-evaluation of the level of care, monitoring the implementation of the ISP, choosing service providers, coordination of benefits and monitoring the health and safety of the participant. This service is solely provided by People Driven Supports, a Division of PBH.

Target Population:

- Innovations C Waiver participants.

Staffing Qualifications:

- **Employee in a self directed arrangement**

NC G.S. 122C as applicable;

Approved by Employer of Record or recommended by Managing Employer and approved by Agency with Choice;

At least 18 years old;

Able to effectively read, write, and communicate verbally in English, understand instructions and perform record keeping;

If providing transportation, have a valid North Carolina driver's license, a safe driving record and an acceptable level of automobile liability insurance;

Required criminal history and background checks present no health and safety risk to participant;

Required North Carolina Health Care Abuse Registry check do not list person;

Qualified in CPR and First Aid and the customized needs of the participant as described in the Individual Support Plan;

High school diploma or equivalency and supervised by the Employer of Record or Managing Employer;

Clinical oversight by a qualified professional or associate professional under the supervision of a qualified professional in the field of developmental disabilities employed by Agency with Choice, if electing Agency with Choice model;

Meets Community Guide Competencies as specified by the PIHP.

- **Provider agencies**

NC G.S. 122C, as applicable;

Credentialed as a provider in the PIHP network;

Agency staff that work with participants:

Are at least 18 years old;

Able to effectively read, write, and communicate verbally in English, understand instructions and perform record keeping;

If providing transportation, have a valid North Carolina driver's license, a safe driving record and an acceptable level of automobile liability insurance;

Required criminal history and background checks present no health and safety risk to participant;

Required North Carolina Health Care Abuse Registry check does not list person;

Qualified in CPR and First Aid and the customized needs of the participant as described in the Individual Support Plan;

High school diploma or high school equivalency and supervised by a associate/qualified professional in the field of developmental disabilities OR associate professional under the supervision of a qualified professional in the field of developmental disabilities OR a qualified professional in the field of developmental disabilities;

Meets Community Guide competencies specified by the PIHP.

Prospective Provider Requirements:

To be considered for providing this service a Provider must meet the following requirements as noted in the RFI and;

- Be a contracted PBH provider in good standing with PBH and the State of North Carolina; and
- Be able to offer the service in the PBH catchment area; and
- Be fully operational, in preparation to begin providing the Community Guide Service Definition no later than April 1, 2008; and
- Not have any type A or pending sanctions with DFS; and
- Not have a current investigation of Medicaid fraud or judgment involving Medicaid fraud within the past five (5) years that would constitute grounds for disqualification from the process; and
- Implement Policies and procedures which reflect Principles of Self-Determination; and
- Develop and implement a competency based training program for Community Guides, subject to PBH approval, that address Community Guide competencies; and
- Develop and maintain a data base on community resources that may be accessed by Community Guides and Participants, families, and representatives, subject to PBH approval. Data Base must be specific to the county that the participant is living; and
- Provide Updates to Community Guides on emerging technologies, resources, policies, changes and other information as needed; and
- Ensuring that there is back-up for Community Guide functions when the Participant's Community Guide is unavailable; and
- Must disclose any potential conflict of interest, i.e. provider of other types of services; and
- Must comply with Relatives as Providers Policy; and
- May only additionally provide Community Transition, Individual Goods and Services, and Financial Support Services to the waiver participants; and
- Must be able to meet the following competencies for Employed by Employer of Record or Employed by Agency:
 - Completion of approved Circles of Support Training within one year of date of employment, including the ability to assist Participants and family members in developing Circles

- Knowledge of and able to guide Participants in using natural, public, community resources, and implementation of the Individual Support Plan
- Knowledge of Innovations Waiver Goals, Policies and Procedures, including Individual and Family Directed Supports
- Understands the role of the Community Guide and the role of the Support Coordinator
- Effective interpersonal skills that consistently respect Participants and family members and their ability to make choices and take risks
- Ability to develop and maintain positive relationships with community agencies, and to guide the Participant in making connections in the community
- Understands Principles of Self-Determination
- Ability to support Participants and Employers in managing Individual Budgets, including the Self-Directed (Individual and Family Directed) Budget
- Understands the similarities and differences in the two Models of Individual and Family Directed Supports, Employer of Record and Agency with Choice
- Ability to train Participants, Employers and/or Representatives in Individual and Family Directed Supports
- Ability to train and support participants in hiring, managing, and if necessary, firing employees
- Ability to train participants in record keeping, billing, and time keeping
- Ability to assist Employers of Record in completing start-up packages, including assistance with and confirmation that Workers Compensation Application is in place
- Ability to train and assist Employers in submission of employee hiring packages
- Ability to train and assist Employers in locating resources or developing training for employees
- Understands the role of the Financial Manager or Agency with Choice, and able to maintain effective working relationships with the Financial Manager or Agency with Choice
- Ability to assist Employers in developing and/or completing Agreements as required by the model of Individual and Family Directed Supports elected by the Employer
- Trained or experienced in conflict resolution and/or mediation
- Trained in developing strategies for goals, including the ability to train Employers in developing strategies
- Trained in and adherence to North Carolina Client Rights Rules in Community Training, including ability to assist Employers in complying with Client Rights Rules
- Trained in North Carolina DMH/DD/SAS Incident Reporting, including ability to assist Employers in complying with Incident Reporting requirements
- Trained in Health Insurance and Portability and Accountability Act (HIPAA)
- Trained in Cultural Diversity
- Ability to work flexible hours to meet the needs of Participants/Employers

Reimbursement:

- Rate-\$36.20/per hour
- As per the Community Guide Service Definition; and
- Services shall be authorized by PBH prior to service delivery; and

- The amount of Community Guide Services is subject to the amount of the participant's individual budget

Reporting:

Data on the CONTRACTOR'S services are necessary for the LME to fulfill its statutory responsibilities, and an expeditious exchange of information is necessary for the effective and efficient operation of the program. Therefore, the CONTRACTOR shall submit all reports and electronic data as specified in the Contract and within the timeframes established to the LME. Contracts shall be fully executed and all required documents and reports should be submitted within required time frames for the CONTRACTOR to remain in "good standing". Payment for services provided shall be contingent upon timely submission to LME of complete and accurate information in the required formats.

Upon request, the CONTRACTOR shall provide to the LME data regarding Clients for research and study; such data, excluding Client names, may be further transmitted to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services for research and study.

Timeline:

RFI application shall be posted on www.pbhcare.org on January 16, 2008

Prospective Providers must submit in writing their letter of intent to file including their ability to meet all requirements in the RFI announcement by no later than the close of business (5:00 P.M.) on January 23, 2008. The PBH Provider may submit it either electronically to reidt@pamh.com or in writing to:

**H. Reid Thornburg
Network Operations Department Provider Relations Manager
PBH
245 LePhillip Court NE
Concord, North Carolina 28025.**

Mandatory Bidders Conference will be held on January 29, 2008 from 2PM until 4PM at the Copperfield Meeting Facility.

Application shall be due to PBH by no later than 4:00 PM on February 8, 2008. Late applications shall not be accepted. Two tabbed, sectioned copies of the application shall be submitted via hand delivered to:

**Ms. Rachelle Armstrong
Network Operations Department
PBH
245 LePhillip Court NE
Concord, North Carolina 28025.**

Interviews for the finalists will be conducted on February 13, 2008 at the Lake Concord PDS building.

Service will be awarded to providers on or by February 22, 2008.