**Instructions**: Provide detailed responses in the text boxes to the questions below. If additional attachments are required as specified below, submit the attachments in the order they are requested below. There is no page limit for this Appendix E – Technical Response to Questions or any associated attachments.

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| **Vendor Name** |  |

1. How does your organization’s leadership support an organizational culture and climate that enables the effective implementation of new programs, staff retention, and high-quality services delivery? Please include in your response your overall management structure and the experience of your senior leadership/management team.

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1. What is your experience providing the services requested in this RFP to CSHCN and their families?

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1. Describe your organization’s proposed staffing plan and supervisory structure and how that structure will advance the program’s objectives, including:

(a) Your anticipated supervisory ratio and caseloads/workloads (or how you will arrive at that);

(b) Estimated number of client contact hours you anticipate allocating to each family (can express as hours per week, month, by phase, etc.); and

(c) Activities outside of direct service to families (and estimated hours/week).

As part of this response, include a proposed organizational chart, for your program.

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1. Please provide a proposed Work Plan for year one (1) of the contract period, including, but not limited to, all proposed activities, individuals responsible for each step of the process, a schedule and timeline of services provided from the time of Department referral (work flow plan), and measurable performance goals identified by the Department in section 2.5, Performance Measures.

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1. How does your organization recruit, develop, and retain staff so as to ensure you can consistently deliver high-quality programs serving CSHCN and their families, in accordance with Domain 5 of the National Care Coordination Standards for CSHCN?

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1. How does your organization incorporate continuous quality improvement and performance measurement into projects?Share two examples of times that your organization has made a programmatic or organizational change designed to improve results based on data or information collected (e.g., quantitative or qualitative). For each example, please describe:

(a) How the problem was identified,

(b) What steps you took to make the improvement, and

(c) The impact of these changes.

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1. What systems, processes, and policies does your organization have in place, or will you establish, to ensure accurate and timely data collection? Please describe your experience with data quality assurance and how you will staff the data collection and reporting functions required in this RFP.

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1. Describe your plan for developing a Regional Family Council. Include recruitment, training and retention along with how the Health Care Coordinator will support the Council and its activities.

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1. How will you ensure that each child served has a family-centered shared care plan that specifies the required components, based on an assessment of strengths and needs? Describe your proposal for ensuring that services reflect evidence-based practices and goals.

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1. How will you incorporate communication and collaboration into your planning processes and service provision for children to avoid duplication in services? Please include letter(s) of reference from partners which demonstrate successful collaboration.

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