

**Questions and Answers**  
**Neurobehavioral Consultant RFA #0908031109**  
**December 10, 2009**

1. Question:

Is this a grant to do a study to determine best approach or a grant to actually offer services?

Department of Health (DOH) Response:

The RFA is to select an agency to provide direct services to individuals with Traumatic Brain Injury, waiver support staff and affiliated professionals. Accordingly, please see RFA Section 1. Introduction A. Program Description, paragraph: "The purpose of this Request for Applications (RFA) is to select a not-for-profit agency as a Statewide Neurobehavioral Resource Project contractor to assist the HCBS/TBI waiver staff in the **care of persons** whose TBI has resulted in neurobehavioral challenges to their ability to remain in the community.

2. Question:

Can you define the population served by this grant?

DOH Response:

The RFA describes the population served by the Medicaid (MA) waiver for Individuals with Traumatic Brain Injury who, if needed, would receive services through this Neurobehavioral consultant contract. Accordingly, please see RFA Attachment 6: that states to be eligible for the HBCS/TBI Medicaid waiver an individual must meet all of the following criteria:

- a. Have a diagnosis of traumatic brain injury (TBI) or related diagnosis.
- b. Be eligible for nursing facility level of care.
- c. Be enrolled in the MA Program.
- d. Be between the ages of 18 and 64 (upon application to the waiver).
- e. Be given a choice of living in the community or in a nursing facility.
- f. Have or find a living arrangement which meets the individual's needs.
- g. Be able to be served with funds and services available under the HCBS/TBI Waiver and New York State MA State Plan.

Please refer to the New York State Department of Health website:

[http://nyhealth.gov/facilities/long\\_term\\_care/](http://nyhealth.gov/facilities/long_term_care/) for further information about the Traumatic Brain Injury Waiver. Additional information describing the needs of waiver participants is provided on page 5, Section C., Problem/Issue Resolution of the Request for Applications.

3. Question:  
What services do the individuals need?

DOH Response:

As stated in the RFA, page 4, Section B. Background/Intent: "... in the evaluation and development of behavioral support plans for individuals whose challenging behaviors may jeopardize their ability to remain in the community. The Project provides crisis intervention and behavioral assessment for the statewide TBI provider network."

Additionally, Attachment 6 describes services available through the TBI Waiver Program and other State and Federally Funded Services. Attachment 7 of the RFA describes available/applicable NYS MA State Plan services.

4. Question:  
What is the number of individuals that need service?

DOH Response:

As stated in the RFA, page 5, Section C. Background/Intent: "Since 1996, the Statewide Neurobehavioral Resource Project has worked with approximately 2,000 TBI waiver participants with at-risk behavior, and has trained over 1,000 service professionals. The Project receives approximately 20 new referrals per month, and works with more than 200 participants throughout the State on an annual basis."

5. Question:  
Where are these individuals currently receiving services?

DOH Response:

Services are provided in various community based settings. Individuals may reside at home, or in nursing and rehabilitation facilities pending return to community care. Liaison work with out-of-state facilities providing services to New York State residents may also be required.

6. Question:  
What is being spent currently to care for these individuals?

DOH Response:

Participants in the TBI waiver program receive a range of services tailored to their individual needs. The federal Centers for Medicare and Medicaid Services authorization of the waiver requires cost neutrality of the waiver participants as a group compared to comparable services for the group if received in an institutional setting. As stated in the RFA, Attachment 6 explains the use of a Regional Aggregate Budgeting System to determine the amount of funds available for waiver services. Accordingly, the cost of services identified in the participant's service plan must be cost neutral in the aggregate when compared to statewide nursing home costs.

7. Question:  
Are these individuals eligible for reimbursement? If so, through what agency? Medicaid, etc.?

DOH Response:

All participants in the Traumatic Brain Injury waiver must be eligible for MA reimbursable services. However, neurobehavioral services provided through this contract are not reimbursable through direct billing to MA or third party payment systems. As stated in the RFA, page 3, Section 1., Introduction, A. Description of Program of the RFA: "The grant is for an initial one year period, expected to begin January 1, 2010, renewable for four (4) additional one year periods, ending December 2014.

8. Question: Who will regulate? OMRDD?

DOH Response:

This service is provided through the New York State Department of Health. As stated in the RFA, page 3 Section 1. Introduction Description of Program: "The New York State Department of Health (DOH) is responsible for delivering programs and services to individuals diagnosed with traumatic brain injury (TBI)." This RFA is issued by the NYS Department of Health, Office of Long Term Care, Division of Home and Community Based Services, Bureau of Medicaid Waivers, Traumatic Brain Injury Program. The Department is responsible for the requirements specified in the RFA.

9. Question:  
On page 5, Section C, you refer to the project currently employing 3 full time behavioral specialists. Does this refer to the Project Director and 2 Project Associates? Are there current positions that are part time? Is it possible that the Project Director position could be part time?

DOH Response:

The current contract staffing levels include one Project Director and two Project Associates. This information is reflective of the staffing history of the Project, and provided for informational purposes only. The staff configuration for the next contract should be developed by the applicant in accordance with the Minimum Eligibility Requirements established in the RFA.

As stated in the RFA, page 6, Section B., Preferred Eligibility Requirements: "The applicant/contractor shall have the ability to identify for employment, either directly or by contract, qualified individuals with the education, training and experience specified in this RFA (as designated in Appendix A-2) to fulfill the appropriate functions and activities." It is the expectation of the DOH that the Project Director and a sufficient number of staff will be assigned to the project on a full time basis to address the duties and activities outlined in the RFA and will be available after hours for crisis intervention situations.

10. Question:  
Could all or part of the staff be out based, at least in part, from the main location of the applicant agency?

DOH Response:

Staff must be located so that services can be provided on a statewide basis, and are able to respond to TBI waiver participants and providers in a timely, efficient, and cost effective manner. It is the prerogative of the applicant to locate staff within New York State in a manner that will satisfy this contractual obligation.

11. Question:  
On page 7, 5<sup>th</sup> paragraph, you refer to training clinical staff in best practices. Are there criteria or sources you expect Project staff to draw on for best practices?

DOH Response:

There are no set criteria or sources from which the contractor staff must draw training materials. It is expected that the applicant will demonstrate the employment of staff with the qualities and caliber sufficient to offer effective technical assistance and consultation, consistent with current research findings and professional practice in the field of behavioral analysis and intervention. Staff must be able to adequately present this information to colleagues, professionals and para-professionals working in the field of traumatic brain injury.

12. Question:  
On page 5, section C, you refer to having trained over 1,000 service professionals. Can you give an overview of where these staff are currently located, and if there are any underserved areas in the state?

DOH Response:

Previously trained staff are located statewide. However, due to the turnover in professional staff, the applicant must be available to train professionals throughout the State.

13. Question:  
On page 6, in the last paragraph, when you refer to conducting comprehensive clinical assessments, approximately what percentage of these are currently done on site, and how many through off site consultation and gathering of information? Are there set expectations for this?

DOH Response:

The majority of staff time is spent off site, working directly with service recipients, families, support staff, and advocates.

14. Question:

On page 7, second paragraph, when you refer to investigating special situations and/or providing crisis intervention upon request, how often on average does this occur in a given year?

DOH Response:

As described in the RFA, such services are central to the RFA and contract deliverables. The applicant should demonstrate ability to respond to crisis cases and requests for technical assistance on an “as needed” basis.

15. Question:

Referring to the above 2 items, approximately how many days of offsite travel have been used in an average year?

DOH Response:

The majority of staff time is spent off site working directly with service recipients, families, support staff, and advocates. Available information indicates that approximately forty percent of current TBI waiver participants reside in the greater New York City metropolitan area.

16. Question:

Referring to the list of Project Expectations beginning on page 6, is there any estimate of what percentage of the Project’s time each of the seven responsibilities might involve in a given year?

DOH Response:

Current data regarding contract workload indicates that the average time dedicated on an annual basis to the RFA responsibilities include:

- 1000 hours of clinical assessment;
- 3000 hours of ongoing technical support was offered to individuals, family members and providers;
- 1300 hours of apprenticeship training;
- 1100 hours of workshops and staff training; and
- 500 hours of technical support related to court testimony, developing parole and probation plans, and working with law enforcement in the effort to support individuals involved with the legal system.

This information is provided for informational purposes to establish current service levels. It is expected that the successful applicant will explore opportunities to expand the State’s capacity to serve TBI waiver participants with neurobehavioral challenges to their ability to receive community based care.