**STATE OF MAINE**

**Department of Health and Human Services**

*Office of MaineCare Services*



**REQUEST FOR INFORMATION**

**RFI#201808153**

**Direct Support Workforce Training Program and Learning Management System**

|  |  |
| --- | --- |
| **RFI Coordinator** | *All communication regarding this RFI must be made through the RFI Coordinator identified below*.**Name:** Brandon Martin **Title:** Procurement Administrator**Contact Information:** brandon.martin@maine.gov  |
| **Submitted Questions Due** | *All questions must be submitted to the RFI Coordinator identified above by:***Date:** August 24, 2018, no later than 4:00 p.m., local time. |
| **Response Submission** | **Submission Deadline:** September 18, 2018, no later than 4:00 p.m., local time. **Electronic (e-mail) Submission Address:** brandon.martin@maine.gov |

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# **PUBLIC NOTICE**

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**State of Maine**

**Department of Health and Human Services,**

*Office of MaineCare Services*

**RFI#201808153**

**Direct Support Workforce Training Program and Learning Management System**

The State of Maine, Department of Health and Human Services, is seeking information regarding a potential training program that is focused on Maine’s Direct Support Workforce. The Department would like to receive information from parties interested in creating and delivering such a training program and on-line Learning Management System.

A copy of the RFI, as well as the Question & Answer Summary and all other related documents to this RFI, can be obtained at the following website: <https://www.maine.gov/dafs/procurementservices/vendors/rfps>

Responses must be submitted to the Department of Health and Human Services, via e-mail, to the following e-mail address: brandon.martin@maine.gov Submission must be received no later than 4:00 pm, local time, on September 18, 2018.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**RFI DEFINITIONS/ACRONYMS**

The following terms and acronyms shall have the meaning indicated below as referenced in this RFI:

|  |
| --- |
| **BASIC ACRONYMS** |
| **CMS** | Centers for Medicaid and Medicare Services, under the United States Department of Health and Human Services |
| **CRMA** | Certified Residential Medication Aide |
| **Department** | Maine Department of Health and Human Services |
| **DLC** | The Department’s Division of Licensing and Certification |
| **DSP** | Direct Support Professional |
| **FOAA** | Maine Freedom of Access Act |
| **KSA** | Knowledge, Skills, and Attitudes |
| **MaineCare** | Maine’s Medicaid Program |
| **MHRT-I** | Mental Health Rehabilitative Technician-I |
| **MHSS** | Mental Health Support Specialist |
| **OADS** | The Department’s Office of Aging and Disability Services |
| **PSS** | Personal Support Specialist |
| **RFI** | Request for Information |
| **RFP** | Request for Proposals |
| **OSAMHS** | The Department’s Office of Substance Abuse and Mental Health Services |
| **State** | State of Maine |

1. **Autism Spectrum Disorder (ASD):**

A diagnosis that falls within the category of Pervasive Developmental Disorders, as defined in the current edition of the *Diagnostic and Statistical Manual of Mental Disorders*, (American Psychiatric Association), that manifested during the developmental period.

1. **Direct Support Certification:**

A certification that indicates that an individual has demonstrated the skills and competencies through completion of the required DSW course work.

1. **Direct Support Workforce (DSW):**

A group of professionals who support persons with disabilities to work and live in the community of their choice.

1. **DSW Training Program (DSWTP):**

Educational courses and training modules focused on the Knowledge, Skills and Attitudes of members in the DSW.

1. **Disabilities:**

An umbrella term, covering impairments, activity limitations, and participation restrictions.

1. An impairment is a problem in body function or structure;
2. An activity limitation is a difficulty encountered by an individual in executing a task or action; while
3. A participation restriction is a problem experienced by an individual in involvement in life situations.

Disability is thus not just a health problem, it is a complex phenomenon, reflecting the interaction between features of a person’s body and features of the society in which he or she lives.

1. **Home and Community Benefits (HCB):**

Services for the elderly, adults with disabilities, intellectual disabilities, and other related conditions, that are in-home care and other services, designed as a package, HCB benefits assist eligible MaineCare members to remain in their homes, or other residential community settings, and thereby avoid or delay institutional care. Medical eligibility for HCB services is determined by medical eligibility criteria.

1. **Intellectual Disabilities:**

A diagnosis as defined in the current edition of the *Diagnostic and Statistical Manual of Mental Disorders,* (American Psychiatric Association), that manifested during the developmental period.

1. **Learning Management System (LMS):**

A software application used for the administration, documentation, tracking, reporting and delivery of educational courses and/or training programs.

1. **Open Source Learning Management System:**

An LMS software product that is available to use free of charge. There are a variety of Open Source LMS products that offer dynamic and flexible eLearning platforms for delivering course content. Some Open Source LMS products are widely used by business, school, and university learning sites. Documentation supporting a specific product is available online.

1. **Respondent:**

Any individual or organization submitting a response to this RFI.

**State of Maine - Department of Health and Human Services**

*Office of MaineCare Services*

**RFI#201808153**

**Direct Support Workforce Training Program and Learning Management System**

# **PART I INTRODUCTION**

## A. Purpose and Background

This Request for Information (RFI) is an information gathering and market research tool, not a formal solicitation of a specific requirement (such as in a “Request for Proposals” document). The Department of Health and Human Services (Department) is seeking information regarding a potential training program that is focused on Maine’s Direct Support Workforce (DSW) and hosted in an on-line learning Direct Support Workforce Training Program (DSWTP). The Department seeks information from interested parties as defined in this RFI document. This is an opportunity for interested parties to help the Department better understand the marketplace for these services, and other relevant subject matter.

The Department intends to promote an environment in which Maine’s DSW can grow. Currently, Maine has a shortage in its DSW, but has an increasing need for direct support services. The primary goal of this RFI is to develop a training program that is straightforward for interested students/trainees, the Department, and providers to interact with and utilize, thereby facilitating the development, growth and retention of the DSW.

The Department envisions the DSWTP would contain educational courses and training modules, focused on building the Knowledge, Skills, and Attitudes (KSAs) of DSW. DSW professionals provide services and supports to many different populations, including:

* Older adults;
* Individuals with physical disabilities;
* Individuals with acquired brain injuries;
* Individuals with Intellectual/Developmental Disabilities; and/or
* Individuals with mental health needs and co-occurring substance abuse.

With regard to curriculum development, the following is an example of potential courses that could be offered under the DSWTP:

* Medical Law, Ethics and Professionals;
* Individual Rights, Autonomy and Choice;
* Community Integration and Community Engagement;
* Health and Safety in the Workplace;
* Basic Life Support;
* Fundamentals of Direct Support;
* Introduction to Acquired Brain Injury, Intellectual Disability, Autism or Other Related Conditions;
* Introduction to Human Physiology;
* Introduction to Cognitive Ability and Capacity;
* Assessing and Preventing Escalating Behaviors;
* Environment and Behavioral Impact;
* Behavioral Interventions;
* Techniques for Self-Protection and Escape;
* Assistive Technology;
* Personal Care and Home-based Health Care;
* Rehabilitation;
* Support Employment and Pre-employment Services;
* Medical and Psychosocial Conditions;
* Therapeutic Relationships and Human Relations;
* Medication Administration;
* Applied Behavioral Analysis;
* Complex and Co-Morbid Medical Diagnosis and Treatment;
* Effective Advocacy;
* Residential Management;
* Leadership and Management;
* Documentation;

Role of the Direct Service Worker;

Understanding the Effects of Trauma;

Understanding Mental Health and Mental Illness;

Understanding Substance Use Disorder;

Recovery and Resiliency;

Cultural Humility/Cultural Competency; and/or

Understanding Maine’s Social Support Systems.

Additionally, the Department is seeking information regarding an on-line LMS for the DSWTP that has the capability of constant (24/7/365) access for the administration, documentation, tracking, reporting, and delivery of educational courses and training programs.

## B. General Provisions

1. All contact with the State regarding this RFI must be made through the aforementioned RFI Coordinator. No other person/State employee is empowered to make binding statements regarding this RFI.
2. This is a non-binding Request for Information. Therefore, no award shall be made as a result of the RFI process.
3. Issuance of this RFI does not commit the Department to pay any expenses incurred by a Respondent in the preparation of their response to this RFI. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
4. Issuance of this RFI in no way constitutes a commitment by the State of Maine to issue a Request for Proposal (RFP).
5. All responses should adhere to the instructions and format requests outlined in this RFI and all written supplements and amendments, such as the Summary of Questions and Answers, issued by the Department.
6. All submissions in response to this RFI will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. §§ 401 et seq.).

<http://www.mainelegislature.org/legis/statutes/1/title1sec401.html>

1. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be Responder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.

# **PART II INFORMATION SOUGHT**

To facilitate an information-gathering process for the DSWTP, the Department would like interested parties to respond to the questions below, and provide relevant background materials.

**Please note: The Department welcomes information from all interested parties, including those whose expertise may only address a portion of the questions below (for example, from a technology provider offering a LMS, but no ongoing training program).**

1. **General Information**
	1. Provide a brief overview of your organization
		1. Please identify yourself and any organization you represent in this RFI.
			1. Name of respondent
			2. Organization and affiliation
			3. Address (organizational, if responding on behalf of an entity)
			4. Contact information (phone number(s) and email address)
2. **Educational Courses and Training Program**
3. Describe your experience providing training programs to the DSW.

Are your methods for DSW recognized Nationally?

In which states have you operated a DSWTP?

1. Describe how your approach to a DSWTP would serve to increase the pool of workers.
2. Describe your organization’s knowledge of core competencies relating to the DSW across the different service populations listed in Part I.A. of this RFI.
3. Describe how your DSWTP:
4. Enhances advancement opportunities within the current DSW workforce; and
5. Allows individuals to gain competencies and move across service sectors.
6. Describe the role of technical and subject matter experts in the development of educational courses, training programs, and certifications, where required, for:
7. Direct Support Professional (DSP);
8. Person Support Specialist (PSS);
9. Mental Health Support Specialist (MHSS);
10. Mental Health Rehabilitative Technician (MHRT) certification;
11. Certified Residential Medication Aide (CRMA); and
12. Job Coach certification.
13. What marketing strategies would you use to promote this DSWTP?
14. What criteria have you used to validate your:
15. Educational courses; and/or
16. Training programs?
17. What training methods have you adopted to attract workers when:
18. English is a second language; and/or
19. The individual has a hearing impairment?
20. What would be a reasonable timeframe:
21. For developing and submitting a curriculum for approval by the Department;
22. To have your LMS system ready to accept new learners; and
23. To transition to a new program?
24. How would individuals access the training platform?
25. How would you propose tracking individuals who have participated in training modules?
26. How would you release training transcripts for individuals?
27. What would be an example of:
28. A basic Direct Support Professional (DSP) course; and
29. Lessons that would be included in the DSP course?
30. Describe examples of trainings and training methods you have incorporated for supervisors of the DSW.
31. **Learning Management System (LMS)**
	1. Given that Maine currently has several systems in use to administer, document, track, report, and deliver courses and training programs, describe how you would incorporate Maine’s systems into one LMS.
	2. Maine would like to explore using an Open Source LMS software product.
32. Can your training program, curriculums and services be provided using an Open Source LMS platform?
33. Describe how this could operate; and
34. List the Open Source products that are compatible with your training programs.
	1. How would individuals enroll in your LMS?
	2. Describe how your LMS tracks each individual, specifically:
35. Enrolled profiles;
36. Work history in multiple agencies;
37. Certifications/certificate generation; and
38. Storage.
	1. Is your LMS available on a continuous (24/7/365) basis?
	2. Describe how your LMS could be used by individuals such as:
39. Families;
40. Community case managers;
41. State employees; and
42. Others who need access to training programs.
	1. Describe your LMS’s ability to:
43. Customize courses;
44. Update;
45. Edit existing courses; and
46. Convert face-to-face live trainings to online courses.
	1. Describe your LMS’s reporting functionality.
		1. The Department is particularly interested in functionality that assists the State in meeting CMS reporting requirements for assuring that all MaineCare (Medicaid) HCB waiver services are provided by qualified providers and delivered to members with:
47. Disabilities,
48. Intellectual Disabilities,
49. Autism Spectrum Disorder; and
50. Older adults.
	1. To what extent can your LMS can be used on a mobile-device platform, such as a smartphone or iPad.
	2. Does your LMS have the ability to interface with other case management software?
51. If so, do you have any examples of interfaces (in other states, for example) that can “flag” if services are provided by someone who does not have a valid Direct Support Certification?
	1. Some individuals receiving services from the Department opt to use a self-directed service model of care. Could those individuals use your LMS as an open registry to identify a qualified DSW?
	2. Maine currently has training curriculum for the DSP, PSS, MHSS, and certifications in MHRT-I, CRMA, and Job Coach.
		1. Describe how your LMS would support these training modules and others that may be part of your comprehensive training package.
	3. Describe how the LMS could be used to survey the DSW workforce on such issues as current employment, skills needed, etc.
	4. Describe how the LMS might be used to evaluate:
52. Enrollment in training,
53. Completion of training;
54. Achieving core competency standards; and/or
55. Others
56. Describe the training modalities used in your LMS, including static and asynchronous web-based, face-to-face and hybrid modalities and how learning verification occurs.
57. Describe how the Department could track individuals who have completed trainings.
58. To what extent is your LMS scalable to accommodate various numbers of total learner enrollment?
59. **Financial Information**
	1. While the Department does **not** seek any customized price proposal for the services and products listed above, the Department is interested in receiving general information on the budgetary requirements for a DSWTP. With the foregoing in mind, please provide any details and approximated costs for similar training programs or LMS deployments that your organization has provided elsewhere.

# **PART III KEY RFI EVENTS**

## Questions

**1. General Instructions**

1. It is the responsibility of each interested party to examine the entire RFI and to seek clarification, in writing, if they do not understand any information or instructions.
2. Interested parties should use **Appendix B** – Submitted Questions Form – for submission of questions.
3. The Submitted Questions Form must be submitted by e-mail and received by the RFI Coordinator, identified on the cover page of this RFI, as soon as possible but no later than the date and time specified on the RFI cover page.
4. Submitted Questions must include the RFI Number and Title in the subject line of the e-mail. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.

**2. Question & Answer Summary**

Responses to all questions will be compiled in writing and posted on the following website: <https://www.maine.gov/dafs/procurementservices/vendors/rfps>. It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

## Submitting the Response

1. **Responses Due:** Responses must be received no later than 4:00 p.m. local time, on the date listed on the cover page of this RFI.
2. **Delivery Instructions:** Responses are to be submitted to the Department of Health and Human Services, via e-mail, to the e-mail address provided on the RFI cover page.

# **PART IV SUBMISSION REQUIREMENTS**

This section contains instructions for Respondents to use in preparing their responses. It is requested that all responses follow the outline below, including the numbering, section and sub-section headings as they appear here. The Department seeks detailed yet succinct responses that demonstrate the Respondent’s experience and familiarity with the subject matter.

## Response Format

**1.** For clarity, the response should be typed or printed, and submitted electronically in a PDF or MS Word format.

**2.** All pages should be numbered consecutively beginning with number 1 on the first page of the narrative (this does not include the cover page or table of contents pages) through to the end, including all forms and attachments. For clarity, the Respondent’s name should appear on every page, including Attachments. Each Attachment should reference the section or subsection number to which it corresponds.

**3.** Respondents are asked to respond to each question and instruction listed in the “Information Sought” and “Submission Requirements” section of this RFI. Number each response to correspond to the relevant question or instruction of the RFI.

**4.** Include any forms provided in the package or reproduce those forms as closely as possible. All information should be presented in the same order and format as described in the RFI.

**5.** Please provide all information requested in the RFI package at the time of submission.

##

## B. Response Contents

## Section I. Organization

* 1. Complete **Appendix A** (Response Cover Page).
	2. Provide Respondent’s location(s).
	3. Provide a brief description of Respondent’s main products/services (including those not specifically requested through this RFI).
	4. Provide a brief description of years in business.
	5. Provide a description of the management structure.
	6. Describe any licensure required for any services described in the “Information Sought” section.
	7. Provide clients that are using comparable products or services (including contact information).

## Section II. Response to Information Sought

1. Describe the “Information Sought” section referenced above in Part II of this RFI and what the Respondent offers related to the goods and/or services described. Please respond to all questions in this section and give particular attention to describing the methods and resources necessary to accomplish the tasks involved. Respondents are also encouraged to share their knowledge and/or insight of the marketplace and of the specific goods and/or services in general for which information is being sought.

##

# **PART V REVIEW OF RESPONSES RECEIVED**

# **General Information**

# The Department will review responses received for the purpose of gathering information and market research. The Department will not score or rate responses received.

# The Department reserves the right to communicate and/or schedule interviews/presentations with Respondents, if needed, to obtain clarification of information contained in the responses received.

# **PART VI LIST OF RFI APPENDICES AND RELATED DOCUMENTS**

1. Appendix A – Response Cover Page
2. Appendix B – Submitted Questions Form

**APPENDIX A**

**STATE OF MAINE**

**Department of Health and Human Services**

*Office of MaineCare Services*

## RESPONSE COVER PAGE

**RFI#201808153**

**Direct Support Workforce Training Program and Learning Management System**

|  |  |
| --- | --- |
| **Lead Point of Contact Name:** |  |
| **Lead Point of Contact Title:** |  |
| **Organization Name (if applicable):** |  |
| **Tel:** |  | **E-mail:** |  |
| **Website (if applicable):** |  |
| **Street Address:** |  |
| **City/State/Zip:** |  |

**APPENDIX B**

**State of Maine**

**Department of Health and Human Services**

*Office of MaineCare Services*

**SUBMITTED QUESTIONS FORM**

**RFI#201808153**

**Direct Support Workforce Training Program and Learning Management System**

|  |  |
| --- | --- |
| **Organization/Responder’s Name:** |  |

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| --- | --- |
| **RFI Section & Page Number** | **Question** |
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*RFI, state “N/A” under “RFI Section & Page Number”.*

*\*\* Add additional rows, if necessary.*