

STATE OF ALASKA REQUEST FOR INFORMATION



RFI 0619-144 Dementia Caregiver Tool

ISSUED February 6th, 2019

THE STATE OF ALASKA, DEPARTMENT OF HEALTH AND SOCIAL SERVICES, DIVISION OF SENIOR AND DISABILITIES SERVICES (SDS) IS SEEKING TO OBTAIN INFORMATION FROM QUALIFIED PARTIES FOR A DEMENTIA CAREGIVER ASSESSMENT AND CARE PLANNING SOLUTION.

ISSUED BY:

DEPARTMENT OF HEALTH & SOCIAL
SERVICES
DIVISION OF SENIOR AND DISABILITIES SERVICES

PRIMARY CONTACT:

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SECTION 1: INTRODUCTION AND INSTRUCTIONS

SEC. 1.01 PURPOSE OF THE REQUEST FOR INFORMATION

The purpose of this Request for Information (RFI) is to obtain information from interested parties to assist the State of Alaska (SOA), Department of Health and Social Services (DHSS), Division of Senior and Disabilities Services (SDS), to understand what types of Dementia Caregiver Assessment and care planning solutions are available. The state is gathering information to establish a statewide caregiver assessment and planning solution for the purpose of supporting dementia caregivers to extend the amount of time they are able to care for a family member at home.

The purpose of this RFI is to:

1. Identify companies that offer a package of tools designed to screen, assess, and assist with support planning; measure outcomes to improve the lives of dementia caregivers and their care recipients; provide a package of ongoing training for State users; are able to provide evidence of effectiveness and quality; and are able to accommodate multiple cultural caregiver characteristics and needs.
2. Collect information from companies to understand the types of Caregiver solutions offered including, how they are structured, what services are offered, and the cost associated with training and on-going utilization and expansion of the tool.
3. Gain an understanding of the market to determine the best practices, procedures, and standards that are best suited to the State's varying geographic service delivery structure.

Companies who submit a response to this RFI **must include** a description of the solution including the following items:

- Theory of caregiving driving the approach;
- Screening and assessment process;
- Support planning;
- Ongoing support;
- Training infrastructure;
- Data points and collection;
- Automation;
- Licensing requirements;
- Costs associated with initial and ongoing licensing and initial an ongoing training and any other costs;
- Evidence of effectiveness; and
- Marketing and outreach materials.

Proposals must also include contact information such as: name of the company, point of contact name(s) and titles, physical and mailing addresses, phone and email address.

SEC. 1.02 NON-BINDING PROCESS

The sole purpose for this RFI is to collect relevant information that may be beneficial to SDS in the solicitation of a vendor to provide SDS a tool by which it will implement a Dementia Caregiver Support program that will result in reducing caregivers perceived burden and allow them to extend the amount of time they can continue caring for their loved ones. Respondents claiming any portion of their response as proprietary or confidential must specifically identify what documents or portions of documents they consider confidential and submit an additional copy of the response with this information redacted. DHSS shall make the final decision as to whether the documentation or information is confidential.

Responses to this notice are not offers and will not be accepted by the State to form a binding contract.

SEC. 1.03 COST OF PREPARING RESPONSES

All costs incurred for response preparation and participation are the sole responsibility of the respondent. The State will not reimburse any respondent for any such costs.

SEC. 1.04 RETURN INSTRUCTIONS

Responses may be submitted in paper or electronic format. Please send one copy of your paper response to the following address:

Department of Health and Social Services
Division of Finance and Management Services
Attention: Matt Meienberg
RFI Number: 0619-144
RFI Title: Dementia Caregiver

If using U.S. mail, please use the following address:

Department of Health & Social Services
Division of Finance & Management Services
P.O. Box 110650
Juneau, AK 99811-0650

If using electronic format, please use the following email:

hss.procurement.proposal@alaska.gov

If a paper response is submitted, please also send an electronic copy via email to hss.procurement.proposal@alaska.gov. Please submit electronic copies in Microsoft Word or Adobe PDF format.

SEC. 1.05 DEADLINE FOR RECEIPT OF RESPONSES

Please provide responses no later than **2:00 PM Alaska Standard Time Friday, February 22nd, 2019.**

SECTION 2: BACKGROUND INFORMATION

SEC. 2.01 BACKGROUND INFORMATION

The State of Alaska has been awarded a grant from the Administration of Community Living to pilot an effort to make Alaska's home and community-based services (HCBS) delivery system more dementia-capable by improving supports for caregivers so that individuals with dementia can remain in their homes longer and experience better quality of life.

The objectives for this grant are to:

- 1) Build a reliable and valid dementia screening for the Aging and Disability Resource Center (ADRC) intake process;
- 2) Blend an evidenced-based practice with a dementia specific caregiver tool to identify dementia caregivers at the greatest risk of burnout; and
- 3) Provide these caregivers with a package of supports and coaching tailored to their specific type of burden.

Anticipated outcomes include:

- 1) Screening of approximately 400 dementia caregivers with approximately 200 receiving an assessment, services and coaching;
- 2) Lower levels of caregiver burden;
- 3) Better quality of life for individuals with dementia;
- 4) Information about individuals with dementia and their caregivers that will inform decisions about whether and how to change Medicaid HCBS programs so that support can be provided before caregivers burnout; and
- 5) A sustainability plan that expands the project statewide and applies lessons learned to individuals eligible for Medicaid HCBS.

Expected products include:

- 1) Intake protocol and training materials that include dementia caregiver burden screening;
- 2) Dementia specific assessment and training materials.

The SDS is piloting this process in Anchorage Alaska and partnering with the Alzheimer's Resource Agency, South Central Foundation (SCF) Elders Program, and the Municipality of Anchorage Aging and Disability Resource Center (ADRC).

Alzheimer's Resource Agency provides care coordination, education and training for providers, caregivers and individuals, caregiver support services including the Savvy Caregiver, and other support and information for individuals with and without dementia.

SCF is a tribal health organization that provides care coordination, family caregiver support, health promotion, and information and assistance for tribal beneficiaries and their caregivers.

The Municipality of Anchorage ADRC serves as single point of entry for information, referral and assistance for state programs and provides a Person Centered Intake (PCI) screening prior to Medicaid Waiver applications.

a priority in Alaska because of the following:

- Alaska's fast-growing population of people ages 65 and older is driving a projected 47% increase in persons with ADRD per capita from 2018 to 2025; this is the largest increase in the nation (National Alzheimer's Association, 2018 Alzheimer's Disease Facts and Figures).
- Alaska's nursing facility level of care (NFLOC), which is used to determine access for Medicaid waiver services, limits access to these services for people with ADRD who only require supervision and cueing support. A lack of data about who is excluded by these criteria and the impact of that exclusion, notably whether family caregivers burn out earlier causing a need for more intensive supports sooner, is a major barrier to changing these criteria.
- Declines in oil revenues have created huge budget issues and intense pressure to reduce State spending on long term services and supports (LTSS). Given the central role that families play in providing LTSS, preventing burnout among family caregivers may be a cost-effective way of obtaining better, more affordable outcomes than relying solely on publicly-paid staff or placing the person with dementia in a nursing home. Alaska recently visited Washington State to study its implementation of a caregiver support program, which uses a caregiver tool. Washington expects that this program will result in at least \$7.5 million in savings during the 2017-2019 biennium.

To address these challenges in Alaska, the state is proposing to pilot an intervention aimed at preventing burnout among caregivers of people with ADRD. This intervention includes the following components:

- 1) an enhancement of the Person-Centered Intake (PCI), which is conducted by the ADRCs, to identify caregivers of individuals with dementia at risk of caregiver burnout;
- 2) a standardized in-person assessment of these high-risk caregivers; and
- 3) a package of coaching and services tailored to reducing the caregiver's burden and risk of burnout.

A caregiver tool with empirical evidence that reduces caregiver burden and the need for publicly-paid services will be the central component of this pilot. The pilot will help determine whether the State should: 1) expand the dementia screen and caregiver assessment statewide, including offering these services under Medicaid and 2) amend the criteria used to determine eligibility for Medicaid HCBS waiver services (the nursing facility level of care) to include more people with ADRD.

This effort will complement Alaska's other initiatives to make all access and support delivery processes more dementia-capable. ADRD trainings available to both professionals and caregivers in Alaska are being enhanced. The statewide nonprofit Alzheimer's Resource of Alaska provides information, education and training to people with dementia, their families, and professional caregivers using evidence-based curriculum including the Savvy Caregiver curriculum, Dementia Care Essentials, and others. These curricula are being adapted so that they are culturally relevant to Alaska Native elders and caregivers and available in rural areas of the state.

This effort will help extend these training efforts to the State's No Wrong Door (NWD) system. Alaska has made dramatic progress in building a network of ADRCs that act as the State's entry point for publicly-funded LTSS and provide guidance on accessing privately funded services. The ADRCs are currently implementing a standardized intake process, the PCI, to ensure that individuals can make an informed choice about their LTSS options. This effort will make these processes more dementia-capable by providing tools and training to the ADRC staff so that they are better able to identify individuals with dementia and their caregivers and provide helpful referrals and supports.

SECTION 3: RESPONSE EXPECTATIONS

SEC. 3.01 RESPONSE EXPECTATIONS

Responses should not exceed 25 pages, and should briefly address the following areas:

- Theory of caregiving driving the approach;
- Screening and assessment process;
- Support planning;
- Ongoing support;
- Training infrastructure;
- Data points and collection;
- Automation;
- Licensing requirements;
- Costs associated with initial and ongoing licensing and initial an ongoing training and any other costs;*
- Evidence of effectiveness; and
- Marketing and outreach materials

* Submitted estimated budgets in this RFI are intended for information gathering purposes. Any potential future formal solicitations arising from this RFI will allow respondents to submit updated detailed budgets.

SEC. 3.02 QUESTIONS

Any questions concerning this RFI may be directed to the procurement officer below. Please submit questions in writing prior to **2:00pm Alaska Standard Time Wednesday, February 13, 2019**, to the attention of:

Matt Meienberg
Procurement Specialist III
Department of Health & Social Services
PH: 907-465-5293
matt.meienberg@alaska.gov