

State of Alaska
Department of Family and Community Services
Department of Health



AK | DFCS
ALASKA DEPARTMENT OF
FAMILY AND COMMUNITY
SERVICES

Request for Information
Complex Care Coordination and Services

Completed proposals can be emailed to: fcs.complexcare@alaska.gov
Proposals will be accepted for 30 days from original posting to the Online Public Notices website
If you have questions about this RFI or need additional assistance to submit a proposal please email
fcs.complexcare@alaska.gov

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Section 1 Request for Information

1.01 Notice

The Alaska Department of Health (DOH) and the Department of Family and Community Services (DFCS) are seeking input from community stakeholders, service providers, and individuals with lived experience navigating complex care needs across the state through a Request for Information (RFI). The goal is to better understand what tools, supports, and resources would be most useful to those delivering or coordinating complex care for Alaskans.

Potential RFI responses may include:

- the development of a resource toolkit via a web-based application,
- targeted training opportunities, or
- the formation of community/regional groups tailored to address the needs of their complex individuals.

Your insights will help shape a more responsive and supportive landscape.

Section 2 Program Information

2.01 Introduction and Program Description

The Complex Care Initiative is a collaborative initiative between the DOH and the DFCS, designed to triage and coordinate high-need cases that span multiple divisions and systems. Operating internally within DOH and DFCS, the Case Response Team (CRT) works across departmental boundaries to identify urgent needs, align resources, and support Alaskans whose care requires nuanced, cross-sector solutions.

While the CRT functions within state government, its effectiveness depends on the insights, expertise, and lived experience of those outside it. Community providers, tribal health partners, advocates, and individuals navigating complex care firsthand are essential to shaping a system that is responsive, respectful, and ensures that all Alaskans have access to quality medical and behavioral healthcare. This RFI is an invitation to help guide future efforts. Your input may inform the next steps to share awareness of complex care in Alaska, and potential development of resources for families, community members, and state entities.

We recognize the labor involved in responding to requests such as this one, and we acknowledge that similar input has been sought in recent years for related initiatives. At this time, the Complex Response Team (CRT) is operational and actively triaging individual cases. Given the nature of these meetings, which focus on case-level coordination, it is not feasible to include community members in the triage process. However, the CRT remains committed to being responsive to community concerns and welcomes advisory input that can inform broader system-level improvements.

2.02 Program Funding

This RFI is exploratory in nature and not associated with any current or future funding opportunity.

Section 3 Submission Requirements/ Criteria for Response

3.01 Submission Requirements

Submissions in response to this Request for Information (RFI) will be accepted for thirty (30) calendar days following the date of this posting.

To ensure relevance and clarity, each submission must include the following:

Identification of Submitter's Role in Complex Care

Please indicate how you are connected to complex care in Alaska. This may include:

- Lived experience (individuals or family members navigating complex care)
- Care coordination or case management
- Community-based service provision
- Advocacy, policy, or systems navigation

Please be aware submissions will be shared among personnel from both departments. Details regarding lived experienced that are sensitive or confidential in nature should not be included in the submission.

Proposal Overview

Provide a clear description of your proposed idea, resource, or recommendation. Include:

- The goal of the proposal
- The expected outcome or impact
- Any relevant context or background that supports your recommendation

Length and Format

Submissions may vary in length and format but should not exceed ten (**10**) pages in total. There is no minimum length requirement.

Cost Estimate (if applicable)

If your proposal includes a recommended product, service, or initiative that may incur costs, please include a general cost estimate or budget range.

Target Populations

Identify who your proposal is intended to support or serve. This may include specific populations (e.g., youth, elders, individuals with co-occurring conditions), professional roles (e.g., direct care workers, tribal health partners), or geographic regions.

3.02 Additional Submission Guidance

In addition to the guidance above, the following information may be useful for specific target populations and stakeholders.

For Tribal Health Partners and Regional Collaboratives:

- What culturally responsive or community-specific resources would strengthen your ability to support Alaskans with complex care needs?
- Are there existing tools or practices you'd like to see elevated or adapted statewide?

- What barriers do you face when coordinating care across systems (e.g., behavioral health, housing, medical, legal)?
- How could a resource toolkit or advisory group honor tribal sovereignty while supporting collaboration?

For Direct Care Workers, Case Managers, and Frontline Providers:

- When supporting someone with overlapping medical, behavioral, and social needs, what are the current unmet needs or resources?
- Are there trainings or tools that would make your work more sustainable or effective?
- What kinds of real-time support (e.g., decision trees, peer consults, app-based guidance) would help you navigate complexity?
- What's one change that would reduce burnout or moral distress in your role?

For Individuals and Families with Lived Experience:

- What helped you most when navigating complex care for yourself or a loved one?
- What was missing—or made things harder?
- If you could design a support tool, what would it include?
- What would make you feel seen, respected, and safe when seeking help?

For Policy Advocates, System Navigators, and Community Leaders:

- What patterns or gaps do you see in Alaska's current approach to complex care?
- What kinds of cross-sector collaboration feel possible—or impossible?
- How could a Complex Care Advisory Group be structured to ensure meaningful participation and impact?
- What would make a web-based resource or toolkit actually useful in your day-to-day work?

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