

**Request for Information
Case Management Agencies
for
Traumatic Head and Spinal Cord Injury Trust Fund Program**

This Request for Information (RFI) is for Louisiana Department of Health and Hospitals (DHH) planning purposes only and should not be construed as Request for Proposals (RFP).

Background

The Traumatic Head and Spinal Cord Injury Trust Fund (THSCI) program was created by the Louisiana Legislative in 1993 with Act 654. The THSCI program was created to provide services in a flexible, individualized manner to Louisiana citizens who survive traumatic head or traumatic spinal cord injuries. The THSCI program assists individuals to return to a reasonable level of functioning and independent living in their communities.

Traumatic Head Injury: An insult to the head, affecting the brain, not of a degenerative or congenital nature, but caused by an external physical force that may produce diminished or altered state of consciousness which results in an impairment of cognitive abilities or physical functioning.

Spinal Cord Injury: An insult to the spinal cord, not of a degenerative or congenital nature, but caused by an external physical force resulting in paraparesis/plegia or quadraparesis/plegia.

The Office of Aging and Adult Services (OAAS) administers the THSCI program. The mission of OAAS is to deliver a system of long-term care services and supports that provide the elderly and persons with adult onset disabilities a safe and healthy environment, quality services, and a choice of service options

Purpose of the RFI

The purpose of this RFI is to gather information from qualified organizations that can demonstrate the capacity to provide case management services to adults participating in OAAS-operated THSCI program for DHH regions 5 and/or 6.

Case Management Services

Case management is a professional service provided to eligible consumers in accordance to the THSCI policy and procedure. The Case Manager's role in THSCI is to assist the consumer to identify needed goods/services, and to tap into the Trust Fund to finance these needs if policies are met. Case management agencies must provide a connection between individuals and the services and supports they need and assure that these services meet reasonable standards of quality and lead to improved outcomes.

The Case Manager performs the following core functions:

- **Initial Interview and Needs Assessment:** The foundation of case management is an accurate evaluation of the participant's needs.
- **Service Plan Development:** The case manager works with participants and family members as appropriate to design a service plan that enables them to meet their needs.
- **Monitoring:** The case manager will follow-up with the consumer to ensure satisfactory completion of planned and authorized services. The case manager will periodically contact the consumer. The case manager will monitor the consumer's funds to ensure they stay within their annual/lifetime budget limitations, and are using the funds to increase their function within the community.
- **Program Compliance:** Complete the case management functions necessary to keep the program in compliance with this policy as well as state purchasing regulations.

Requirements

- Enter into a contract with OAAS
- Case managers must be or become MDS-HC certified.
- Compliance with all applicable rules/regulations

Responding to the RFI

If you are interested in providing information in response to this RFI, please submit a description of the Case management Agency that includes:

- Experience working with survivors of traumatic head and spinal cord injuries
- Experience providing case management services
- Geographical area covered
- Capacity (administrative, staffing) to provide case management services

Responses must be limited to 5 pages. Responses should be submitted via mail or email to:

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Questions may be directed in writing to the above address or email. All interested organizations must respond by 2:00 pm on December 11, 2015.