

Dear Teresa Deaton-Reese,

Syra Health Corp. (Syra Health) is pleased to submit a comprehensive proposal in response to **RFP 24-78490** for the **State of Indiana Home and Community Support Professional (HCSP) Training Services**.

2.2.1 Summary of Ability and Desire to Supply the Required Products or Services

Syra Health's Understanding of the Scope of Work

The State of Indiana's Family and Social Services Administration is taking a pivotal, forward-looking step towards developing and implementing **HCSP Training Services** as part of the 2023 House Enrolled Act 1342. Developing and implementing a standardized set of training materials for HCSP professionals will satisfy the vision of the FSSA to ensure HCSPs, who serve any population under a Home and Community Based Settings (HCBS) waiver, have the required foundation of core competencies and training.

Our Solution

Diving into critical components such as curriculum development, competency assessment, a sophisticated learning management system (LMS), a robust training registry, and a dynamic quality improvement plan, this proposal reflects our dedication to providing a comprehensive and quality HCSP training services.

Guided by the application of the ADDIE model, Bloom's taxonomy, and other gold-standard learning models, our curriculum development team will utilize over 200 cumulative years of experience to formulate module-specific learning objectives and interactive activities across the foundational, fundamentals, medication administration, and micro-credentials curricula. These curricula, aligned with State-defined core competencies, seamlessly integrate health equity and cultural competency principles for versatile learning environments.

Our competency assessment team is driven by a commitment to validity and reliability. They craft web-based tests and skills demonstration checklists that seamlessly integrate with LMS platforms. Featuring pre-assessments, interactive elements, multimedia, and re-training paths, these assessments align precisely with learning objectives and content areas requested by the State.

The implementation of the YesLMS platform, known for its ease of use, accessibility features, and customizability, underscores our dedication to providing excellence in training. Ensuring simple learner registration, progress tracking, certification, and reporting capabilities, this LMS supports multimodal delivery methods for comprehensive educational experiences in addition to seamless integration with the publicly available training registry.

The training registry, conceived as a secure and auditable database with a carefully considered user experience, integrates with the LMS to facilitate efficient data management, retrieval, reporting, and certification verification.

Our quality improvement plan serves as a dynamic strategy to monitor and enhance program effectiveness. Incorporating feedback surveys, metrics, focus groups, and stakeholder interviews, and supporting continuous improvement, will ensure the enduring success of the HCSP training program.

In collaboration with the FSSA, Syra Health proudly presents this thoughtfully curated proposal. We look forward to partnering with the State of Indiana to transform this vision into reality and contribute significantly to positively influencing the experience and quality of life of all Hoosiers receiving care from HCSPs. Together, we embark on a journey to redefine healthcare education, shaping a future of excellence for Indiana's healthcare landscape.



Our Relevant Experience

Team Syra brings the following capabilities and experience to FSSA:

- Syra Health is an **Indiana-based, local publicly traded healthcare company** with active State Government contracts in **17+ states and a team of 180+ employees**, Syra Health provides comprehensive services and solutions in Health Education and Training.
- Our SMEs and technical writers bring in a **cumulative experience of 200+ years** and have delivered trainings to staff, leadership, and public-facing state personnel for state government clients. These sessions covered topics like **health equity and cultural competency, person-centered care**, foundations of public health, CLAS standards, trauma-informed care, social determinants of health, the 4Ms of aging, substance use disorders, behavioral and mental health, caregiver support resources, competency assessments for youth, and others.
- Our proposed LMS platform is one of the **most accessible LMS** available serving over **32,000 users across 100 different client accounts with nearly 8,000 courses in content libraries**. The largest **single client includes over 17,000 learners**.
- Our **current learners** include registered nurses (RNs), licensed practical nurses (LPNs), nurse practitioners (NPs), or other nursing specialties; allied healthcare professionals like physician assistants, physical therapists, occupational therapists; Home and community-based healthcare workers like home health aides, certified nursing assistants (CNAs), home caregiver, and personal care aides.
- We will bring commercial best practices from various federal and commercial clients. With our innovative approaches and proven processes, we were able to improve **15% to 20% efficiency and cost savings** across all our engagements.

Our Team

Syra Health has strategically teamed with world-class companies to support and enable the State with innovative solutions, current and relevant experience, technical qualifications, and requisite corporate resources. Team Syra is comprised of Syra Health as the Prime Contractor, **RADcube (MBE)**, **Briljent LLC (WBE)**, **YesLMS**, and **Bingle Research Group (IVOSB)**.

Syra Assures Technical Excellence and World Class Delivery		
Company	Brief	Role
Syra Health 	Leading Indiana-based Health Tech Company. Key focus areas include Digital Health, Population Health Management, Health Education.	Prime Vendor in leading and providing the comprehensive development of HCSP training system.
RADcube 	Indiana-based, MBE certified, and partner of Microsoft providing technology solutions to State & Federal agencies for over a decade. RADcube has provided expertise in global digital transformation for Indiana FSSA and other Indiana government agencies.	Design and seamlessly integrate a Training Registry to be publicly available and incorporate automatic update capability from the LMS to the training registry.

State of Indiana
Department of Administration
Family and Social Services Administration
Home and Community Support Professional (HCSP) Training Services

Briljent LLC 	Indiana-based & WBE certified. Developing and delivering top-notch training, project management, change management, staffing, and professional service solutions.	With expertise in instructional development for training of government projects and in change management. Briljent is perfectly poised to develop comprehensive training solutions as well as assist in Change Management.
YesLMS 	As a leading LMS organization, YesLMS built their cloud-based system from the ground up to provide equitable learning opportunities to all. YesLMS currently serves the State/FSSA for other projects.	Provide LMS integration, implementation services, and training to roll out the LMS platform across Indiana. Additionally, to ensure accessibility and effective integration of all applicable training services.
Bingle Research Group BINGLE RESEARCH GROUP, INC.  BUILDING BRANDS THROUGH RESEARCH	Bingle's depth of experience in marketing research design, data retrieval methodologies, and marketing consulting services has effectively provided research and evaluation services for State & Federal agencies, including Indiana's FSSA.	Bingle will be providing research services to assess the effectiveness of HCSP training modules and satisfaction of HCSP learners.

Team Syra is a firmly integrated, agile team of skilled professionals assembled specifically for this opportunity. We represent the best value to provide and deploy critical capabilities and resources expeditiously.

2.2.2 Signature of Authorized Representative

Principal Contact Name	Deepika Vuppalanchi
Address	1119 Keystone Way #201 Carmel, IN, 46032
Telephone Number	(463) 345-8983
Fax Number	(866) 896-0246
Email	deepikav@syrahealth.com

Signature of Authorized Representative

2.2.3 Respondent Notification

Syra Health will make sure to notify the Procurement Division of any changes in any address that may occur at the origination of this solicitation.

2.2.4 Secretary of State

Syra Health Corp is registered and holds an active status and is in good standing with the Indiana Secretary of State.

202203241578057	SYRA HEALTH CORP.	FOREIGN LEGAL NAME	Foreign For-Profit Corporation	1119 KEYSTONE WAY, STE 201, CARMEL, IN, 46032 - 3356, USA	DEEPIKA VUPPALANCHI	Active
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Being an MBE/WBE and a **BUY INDIANA-certified company**, we support the State of Indiana to maintain its position and play a key and pivotal role in advancing and promoting healthcare, economic development, and prosperity. We are committed to the success of this program and agree with all terms, conditions, and deliverables and to furnish all items included in the solicitation. We are assured that our expertise and dedication to quality care make us the ideal partner for providing robust and effective HCSP training materials to FSSA. With our dynamic leadership and supervision, we are confident that we are ideally suited to fulfill your HCSP training needs within the stipulated budget. If you have any questions or need additional information, please contact our primary point of contact, Dr. Deepika Vuppalachchi, at 463-345-8983, or e-mail at deepikav@syrahealth.com.

Respectfully,



Dr. Deepika Vuppalachchi, PhD

CEO of Syra Health