

## **Attachment K**

### **Scope of Work**

Administrative Services for Maternal, Infant and Early Childhood Home Visiting (MIECHV) and Statewide Nurse-Family Partnership (NFP) Programming

#### **Procurement Description:**

The purpose of this procurement request is to select a vendor(s) that can satisfy the State's need administrative services to support data analysis services, continuous quality improvement (CQI) coordination services and event planning and management for Maternal, Infant and Early Childhood Home Visiting (MIECHV), the Indiana statewide home visiting referral system and statewide Nurse-Family Partnership (NFP) programming.

The overall vision of Indiana MIECHV is to improve health and developmental outcomes for children and families who are at increased risk of adverse health and developmental outcomes. This vision will be accomplished through the following goals:

- Provide home visiting services to expectant families and families with young children residing in Indiana who have lower incomes and are at higher risk of adverse health and developmental outcomes to improve their health and well-being.
- Develop a system of coordinated services statewide of existing and newly developed home visiting programs to provide need-based, targeted, and unduplicated services and locally coordinated referrals to all eligible children, caregivers, and families.
- Coordinate necessary services outside of home visiting programs to address needs of participants, which may include mental health, primary care, dental health, children with special needs, substance use, childhood injury prevention, child abuse / neglect / maltreatment, school readiness, housing, employment training and adult education programs.

It is the intent of Indiana Department of Health (IDOH) Maternal and Child Health (MCH) to contract with a vendor that provides quality data analysis for Indiana MIECHV and statewide NFP to support benchmark performance measures and reporting requirements, a vendor that provides quality CQI coordination to support local programming in quality improvement efforts through training, resources and individual coaching, and a vendor that provides event planning and management for training needs of home visiting programs in Indiana. The vendor(s) is not required to submit a proposal addressing all components, but may submit a proposal for only one, two, or all three layers, if desired.

### **A) Benchmark Reporting Services:**

As a Maternal, Infant, and Early Childhood Home Visiting (MIECHV) awardee, Indiana is required to meet rigorous benchmark reporting requirements. The future contractor, as selected as result of this RFP process will assist the Indiana MIECHV State Team and IDOH Home Visiting Program by analyzing and combining demographic, service utilization, and benchmark area-related data of MIECHV-funded local implementing agencies (LIAs) and statewide NFP programming. The selected data vendor must have knowledge and experience with the federal MIECHV performance measures and home visiting programs, in addition to technical expertise in data analysis, coding and reporting. The following are required of the future contractor for Indiana reporting:

#### **Data Collection/Analysis/Reporting**

- Work closely with database contractors to obtain data extracts for model specific databases and set up processes for quarterly receipt of data.
- Write protocol and SQL/Syntax for data analysis using the Indiana MIECHV Performance Measurement (Form 1,2, and 4), Data Collection, and Data Analysis Plan in preparation for quarterly and annual reports.
- Write and update the data analysis plan to define the logic for reporting elements comprising the MIECHV Performance Measurement (Forms 1,2, and 4).
- Work closely with and support the Indiana MIECHV State Team, IDOH staff, NFP program leadership and NFP Data Committee to assist in the interpretation of the data and troubleshoot data errors.
- Work closely with Indiana MIECHV state team & IDOH staff, as well the various MIECHV LIAs to determine additional areas for evaluation and conduct the appropriate related analysis.
- Work with data warehousing staff to identify data extract errors and work to address them.
- Coordinate with Indiana MIECHV State Team and IDOH staff to confirm children inclusion list with respect to child maltreatment performance measure.
- Conduct quarterly data analysis and report back to the Indiana MIECHV State Team, IDOH Staff and LIAs. These products must be cleaned, processed and integrated into the existing database. The reports must include demographic summaries and calculate performance measures based on the last 12 months. Reports must highlight any notable trends. The reports should be provided in Excel and PowerPoint formats including files for the Indiana MIECHV State team as well as files tailored for each of the LIA's. Indiana MIECHV Team specifically requests the following reports:
  - ♣ Conduct Form 4 data analysis quarterly and generate automated reports for MIECHV sites.
  - ♣ Conduct Annual Form 1 analysis including an unduplicated count of

enrollees; selected characteristics by race and ethnicity; socioeconomic data; other demographics; numbers of enrolled from priority populations; and service utilization across all models.

- ♣ Conduct Annual Form 2 analysis on benchmark data.
- Draft, review, and finalize MIECHV Annual Reports including: MIECHV Form 1: Demographic and service utilization and MIECHV Form 2: Benchmark Data Report
- Perform QA Review of annual and quarterly reports, verifying all data and updating report as needed.
- Review data files monthly and prepare for analysis.
- Provide additional assistance for continuous quality improvement, state plan priorities, disaggregated data analysis, and other ad hoc support.

#### **Collaborate in Technical Assistance Sessions and other data related meetings**

- Prepare necessary deliverables for monthly, quarterly, and regular meetings with various partners and teams.
- Conduct quarterly data reviews, following protocol and analysis plan used for annual reporting to identify data errors, unexpected outcomes, and missing data.
- Collaborate with a model specific technical assistance session as directed by the Indiana MIECHV State Team (typically occurring on a quarterly basis). Provide summary notes after meetings
- Collaborate and participate in other meetings on a monthly, quarterly and others as needed to report on progress on data analysis, present findings, and trouble shoot issues. Provide with summary notes after meetings.
- Collaborate with the Indiana MIECHV State Team and IDOH staff to create and update data materials to increase staff understanding of performance measures
- Conduct data and performance measure training as directed by IDOH staff
- Collaborate with quarterly NFP data committee meetings as directed by IDOH staff.
- Collaborate in office hours sessions monthly as directed by the Indiana MIECHV State Team and IDOH staff.

#### **B) Continuous Quality Improvement services:**

As a Maternal, Infant, and Early Childhood Home Visiting (MIECHV) awardee, Indiana is required to meet quality assurance and improvement standards. The future contractor, as selected as result of this RFP process, will assist the Indiana MIECHV State Team and IDOH Home Visiting Program in quality improvement projects and reporting. The selected vendor must have knowledge and experience with the federal MIECHV grant and with home visiting programs, in addition to technical expertise in quality improvement methodology. The following are required of the future contractor for Indiana qualitative improvement services:

### **Support Local Implementing Agencies (LIAs)**

. The vendor will provide individual coaching to support each LIAs improvement efforts. This support will happen on an ongoing basis in-person/virtually through monthly coaching sessions and annual site support visits. Coaching will focus on immediate needs LIA teams have, as well as support participation in CQI activities. Support for participation in CQI activities includes, but is not limited to:

- Support in reviewing performance measurement data provided through the Benchmark Reporting Services contractors.
- Support in identifying opportunities for improvement within the performance measures, as applicable.
  - Support using data to inform and drive improvement efforts.
  - Developing Specific, Measurable, Achievable, Relevant and Time-bound (SMART) aims.
- Support to further growth along the continuum of family engagement in improvement efforts, including conducting regular every other year readiness assessment, action planning, and support to work through items developed in an action plan.
- Support integrating community needs and family perspective into improvement efforts.
- Documentation of quality improvement efforts (ex: via team charters, story boards, etc.).
- Support facilitated sharing and collaborative learning across improvement teams through documentation sharing via a shared space, peer-to-peer sharing events/conferences where LIAs is present, etc. Vendor will plan and facilitate two CQI sessions at the Spring Institute for Strengthening Families and one session at the Fall Institute for Strengthening Families. The Vendor will plan to attend the spring Institute for Strengthening Families in-person and the fall virtually.
- Vendor will also plan to conduct one CQI workshop annually (focus TBD) virtually or in-person.
- Vendor will maintain and deliver quality improvement training modules for a self-paced virtual foundations workshop.

### **Support to Indiana State Team**

Vendor will provide quality improvement efforts at the state level, including the Indiana MIECHV State Team, IDOH Home Visiting Program and the team supporting the Indiana Home Visiting Referral System.

- Vendor will provide regular communication and lead monthly meetings with the MIECHV State Team to provide updates of ongoing LIA support, including: a Quality Improvement Coaching Tracker, detailing LIA CQI efforts and progress to

date, will be maintained on an ongoing basis and shared in advance of monthly check-in meetings with the State MIECHV team.

- Vendor will assist the state MIECHV team on at least one annual PDSA cycle/improvement effort.
- Vendor will work with the IDOH Internal Communications Specialist Team to support QI efforts the team engages in supporting the home visiting referral system. This support will include an assigned vendor QI coach(es) who will provide direct, tailored coaching to the team(s) via participation in team meetings, review and feedback of documentation, and ongoing availability via email/phone, etc. to readily support the team(s).
- Vendor will work with the state MIECHV team to develop and facilitate presentations of improvement efforts and activities to stakeholders at all levels.
- Vendor will assist Indiana MIECHV State Team in meeting state priorities as detailed in the State MIECHV CQI Plan, including drafting the biannual plan and collaborating with LIAs to complete the necessary information.
- Vendor will assist in NFP policy development through regular review of policies and facilitation support for quarterly policy workgroup meetings
- Vendor will support home visiting programs that participate in the state home visiting referral system
- Vendor will support the State Team in identifying innovative ways to engage home visiting programs in QI efforts

Commented [BL1]: How detailed do we need this section to be?

### **C) Event Planning and Management Services:**

The future contractor, as selected as result of this RFP process will assist the Indiana MIECHV State Team, Indiana Home Visiting Referral System Team and IDOH Home Visiting Program in event planning and management to support the training needs of home visiting programs in Indiana. The selected vendor must have knowledge of home visiting programs, in addition to technical expertise in event planning and management. The following are required of the future contractor for Indiana event planning and management services:

#### **Quality Improvement Summit**

Vendor will work collaboratively with the Indiana State MIECHV, Indiana Home Visiting Referral System Team, and IDOH Home Visiting Program to design and carry out a one-day, in-person Quality Improvement (QI) Summit/Advanced Training on a biannual basis. The QI Summit/Advanced Training will be held in Indiana, at a TBD location determined by the state teams.

- The QI Summit/Advanced Training will be designed to meet training and learning needs, along with providing opportunities for peer-to-peer networking and sharing to foster a robust community of learning among home visiting professionals and practitioners in Indiana focused on QI efforts and nurturing their state/local cultures of quality.

**Indiana NFP Statewide Gathering**

- Vendor will work collaboratively with the IDOH Home Visiting Program to design and carry out a one-day, in-person Indiana Statewide NFP gathering on a biannual basis. The gathering will be held in Indiana on a TBD date and at a TBD location determined by the state team.

For each event, the vendor will:

- Secure the location by requesting at least three bids for reviewing and handling all logistical aspects of planning (communication with venue, hotel room block, registration, AV/tech needs, catering, room set-up, etc.);
- Incur venue and related hosting expenses for events, including venue space to accommodate large group and breakout rooms with technology, and catering (breakfast, lunch, snack);
- Work with the Indiana State Team to develop an agenda for each event that meets its purpose
- Develop and carry out sessions to support home visiting program needs around quality improvement as determined by the state teams.
- Travel to Indiana to manage all day-of logistics for the events, support facilitation of sessions and conduct determined training sessions.
- Oversee travel stipends for participants that meet state requirements for travel reimbursement. Stipends are intended to cover some of the expenses incurred by participants of the event(s)