

**Department of Health and Hospitals
Responses to Proposer Questions
RFP #305PUR-DHHRFP-SPOE-OCDD
Proposal Due Date and Time: August 19, 2011 4:00 PM CDT**

Question Number	Page	Section	RFP Language	Question	Response
1	8	I – General Information G - Schedule of Events	“Contract begins – August 1, 2011	Will OCDD require all personnel to start on August 1, 2011? (i.e. Evaluators and Teaming Facilitators)	No. Proposer should include a timeframe for hiring staff based on the award date in the revised schedule of events. The proposers’ work plan should meet the requirements outlined on page 33 item 5 of the RFP which will describe how the proposer will meet the requirements of the deliverables outline in Section II- Scope of Work.
2	9	II - Scoop of Work A – Project Overview		Can the contractor of the SPOE function also deliver the Family Service Coordinator function?	As indicated on page 9 of the RFP, the SPOE has the responsibility to provide intake service coordination during the intake and eligibility determination process <u>only</u> and is responsible for assisting the family in the selection of an ongoing service coordinator from the Service Matrix following determination of eligibility.
3	9	II - Scope of Work A – Project Overview		Is it expected that the contractor will also provide the Family Service Coordination function?	It is not expected that a SPOE contractor will provide ongoing service coordination following eligibility determination unless there is a shortage of ongoing service coordination as stated on page 7 of the RFP. Ongoing service coordination is turned over to an agency by the SPOE as soon as there is availability. The SPOE will be responsible for providing Intake Service Coordination only as outlined on page 9 of the RFP.
4	9	II - Scope of Work A – Project Overview		What are the reimbursement rates for Family Service Coordination services?	All reimbursement rates for EarlySteps services can be found at https://www.laeikids.com .
5	9	II - Scope of Work A – Project Overview- paragraph 2	“Early Intervention Providers (EIPs) will have the right to read their own child data electronically according to DHH OCDD policy”	Is this a SPOE responsibility? Is the policy available for review?	No. This is not a SPOE responsibility. Guidelines for early intervention provider data use are provided in the EarlySteps provider guide

**Department of Health and Hospitals
Responses to Proposer Questions
RFP #305PUR-DHHRFP-SPOE-OCDD
Proposal Due Date and Time: August 19, 2011 4:00 PM CDT**

\Question Number	Page	Section	RFP Language	Question	Response
					located at https://www.laeikids.com .
6	9	II - Scope of Work B – Deliverables – Outcome 1.1	“... intake coordination via face to face interview and/or telephone contact , screening of the child, review of referral information and concerns, access of other	Is this saying ASQ can be via phone conversation, is it also saying that you can do the health history via the telephone? Does this mean the child does not have to be present for the initial face to face?	As stated in the RFP, the contractor must conduct the face-to-face interview with the family in their natural environment unless otherwise arranged with the family and with appropriate documentation. Such documentation includes the family’s stated preference for anything other than a face-to-face interview.
7	9	II - Scope of Work B – Deliverables – Outcome 1.2	This outcome requires the SPOE to provide documents to the family in their native language.	Is the SPOE or EarlySteps State Office responsible for having these documents translated?	The EarlySteps central office will provide these documents to the SPOE contractor.
8	10	II - Scope of Work B – Deliverables – Outcome 1.6	Medicaid Eligibility Verification Insurance	Will the SPOE be responsible for completing the insurance section of the application for services with insurance information and verify the information?	The SPOE is responsible for verifying Medicaid eligibility according to the requirements specified in Chapter 4 of the Practice Manual located at http://www.earlysteps.dhh.louisiana.gov . Requirements regarding verifying insurance information will be specified in the contract timelines for years 2 & 3 of the contract.
9	10	II. Scope of Work B – Deliverables – Performance Indicators		Throughout the RFP several data sets are listed as performance indicators. Will the SPOE be responsible for collecting data on all of these old and new data sets? Reporting each month?	The contractor is responsible for meeting the timelines specified on page 10 and elsewhere. EIDS captures the data based on SPOE performance. Reports can be generated based on these activities. In addition the SPOE is responsible for submitting a monthly performance report which is included as Attachment VIII.

**Department of Health and Hospitals
Responses to Proposer Questions
RFP #305PUR-DHHRFP-SPOE-OCDD
Proposal Due Date and Time: August 19, 2011 4:00 PM CDT**

Question Number	Page	Section	RFP Language	Question	Response
11	11	II. Scope of Work B – Deliverables -2 Conduct Eligibility Determination Process		Library showing disciplines represented for each region for 2009-2010 so that appropriate evaluators may be hired is not available	An addendum was posted to http://new.dhh.louisiana.gov/index.cfm/newsroom/detail/1782 which included revisions to Attachment VII giving the number of evaluations conducted in 2009/2010 by region. In addition a proposer may review disciplines of eligibility evaluators in EarlySteps by going to the Service Matrix at https://www.laeikids.com .
12	11	II - Scope of Work B – Deliverables Performance Indicators	Parent CQI results are consistent with largest...	Is this CQI conducted by the SPOE? Is data reported quarterly or monthly?	No. The data is reported by the State annually.
13	11	II - Scope of Work B – Deliverables – 2 Conduct Eligibility Determination Process	Conduct Eligibility... with the IC eligibility and assessment provider...	Shall” Does this mean the IC and the Evaluator and others described complete the evaluation together at one meeting?	The RFP states “the contractor shall complete the eligibility determination process for each child who enters the process following screening with the intake service coordinator, eligibility and assessment provider, early intervention consultant, family, and other multidisciplinary team members <u>as appropriate</u> as outlined.” The evaluation will not necessarily be completed at one meeting with everyone present. Multiple meetings maybe required based on child and family needs identified during the intake process.
14	11	II - Scope of Work B – Deliverables – Outcome 2.2		If a SPOE/bidder chooses to hire an in house team and budget accordingly and another bidder/SPOE chooses to use	As specified in the RFP page 11, “evaluators may be employees of the Contractor or may be subcontracted employees of the Contractor.” Evaluation of the cost proposal is conducted

**Department of Health and Hospitals
Responses to Proposer Questions
RFP #305PUR-DHHRFP-SPOE-OCDD
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				<p>EarlySteps enrolled (The Matrix); are the budgets graded equally?</p> <p>Or does this mean that all evaluators are hired or contracted and the matrix is only used when there is an overload on the hired/contracted evaluators?</p>	<p>according to the process outlined on page 36 of the RFP.</p> <p>Yes. In addition, additional evaluators may be necessary for their expertise.</p>
15	11	II - Scope of Work B – Deliverables – Outcome 2.2		In what situation is it acceptable to utilize evaluators from the matrix who are not employed/subcontracted by the SPOE?	As specified in the RFP page 11, “evaluators may be employees of the Contractor or may be subcontracted employees of the Contractor.” In addition, additional evaluators may be necessary for their expertise or to assist in meeting timeline requirements. The SPOE contractor will determine when additional evaluators may be necessary based on child/family needs discussed during the intake process. Since part of the change from the current process is to implement cost savings, expenditures for evaluations using providers from the service matrix will be monitored by DHH.
16	11	II. Scope of Work B – Deliverables – Performance Indicators		There is additional data collection required by SPOE. Will this information be part of the monthly report? If yes, is the SPOE responsible for the development of a new report?	There are no additional data collection requirements in the current RFP as compared with current SPOE contract requirements.
17	11	II - Scope of Work B – Deliverables – Outcome 2.3		Provided the child is over the age of 18 months and the family agrees; does the SPOE evaluator complete all autism screenings or can the current ongoing provider complete autism screenings?	For an initial evaluation the SPOE evaluator will conduct the autism screening. Ongoing autism screening will be conducted according to the autism screening protocol, which includes an option for the ongoing service provider to complete the autism screening.

**Department of Health and Hospitals
Responses to Proposer Questions
RFP #305PUR-DHHRFP-SPOE-OCDD
Proposal Due Date and Time: August 19, 2011 4:00 PM CDT**

Question Number	Page	Section	RFP Language	Question	Response
18	11	II - Scope of Work B – Deliverables – Outcome 2.2		Can Eligibility Evaluators still provide ongoing services for EarlySteps?	The state did not specify requirements for this in the RFP. It is the intention with the inclusion of eligibility evaluators to be under the SPOE operations for the purpose of streamlining the eligibility determination process, supporting team function, and cost savings. Therefore, EarlySteps intends that eligibility teams employed by or contracting with the SPOEs <u>only</u> conduct eligibility evaluations. When “additional EarlySteps evaluators not employed or subcontracted by the SPOE, but who are enrolled as EarlySteps providers and who are selected from the service matrix are utilized, these evaluators may also provide ongoing services.
19	12	II - Scope of Work B – Deliverables –Outcome 3.3	“Shall consist of the following... service providers as appropriate...”	Will this data be collected in a monthly report?	EarlySteps is not planning to collect this data for monthly reporting as shown in Attachment VIII of the RFP.
20	12	II - Scope of Work B - Deliverable 2 Performance Indicators		How long does it typically take for a new consumer/family to move through the initial service coordination, eligibility, enrollment, and IFSP process/steps?	The contractor is required to complete the activities associated with referral, eligibility determination, and initial IFSP within 45 days.
21	13	I - Scope of Work B – Deliverables – 4		Can team facilitators employed/subcontracted by the SPOE provide ongoing direct services?	No.
22	13	II - Scope of Work B – Deliverables –3 Performance Indicators	Average costs of services within service guidelines.	What does this mean?	EarlySteps utilizes Service Guidelines called IFSP Team services process found in Chapter 6 of the Practice Manual which outlines a process based upon 24 hours of services in 6 months. These are

**Department of Health and Hospitals
Responses to Proposer Questions
RFP #305PUR-DHHRFP-SPOE-OCDD
Proposal Due Date and Time: August 19, 2011 4:00 PM CDT**

\Question Number	Page	Section	RFP Language	Question	Response
				How is it calculated?	the service guidelines referred to in the RFP from which average per child costs can be determined. Variations from this guideline are allowable according to the defined process. SPOEs are required to follow the guidelines in the development of the initial IFSP so that cost effectiveness is demonstrated.
23	13	II - Scope of Work B – Deliverables –3 Monitoring Activities	Monthly report including self-assessment submitted to regional and central office staff. Evidence of team process in IFSP development according to signatures.	What is the self- assessment reporting? Is this an additional data set that the SPOE will collect and analyze to submit each month	Attachment VIII of the RFP outlines the data that EarlySteps requires for monthly reporting by the SPOE. The monthly report is sometimes referred to as a self –assessment.
24	13	II - Scope of Work B – Deliverables – 4	The job description for the Team Facilitator is included in Attachment V.	Where do we find this information?	Attachment V is found in the RFP beginning on page 51. The job description for the teaming facilitator begins on page 54.
25	13	II - Scope of Work B – Deliverables –4 Performance Indicators	Percent of IFSP team meetings attended by the Teaming Facilitator. Percent of IFSP outcomes appropriately addressed using the TSD	Is this information reported monthly? Is this a new report and who is responsible for developing this report?	The role of the team facilitator is new in EarlySteps and the state will be working with the contractors to develop the implementation of this item. The reporting process will be developed through this interaction with the contractors.
27	13	II - Scope of Work B – Deliverables –Outcome 4.1		Is there a recommended ratio of Teaming Facilitators to the number of Family Support Coordinators as supposed to the number of Family Support Coordinator agencies in a	Proposers may use attachment VII and the EarlySteps Service Matrix to project a number of team facilitators that would be necessary to meet these outcomes. The state has not established a ratio from which to make the decision. Attachment

**Department of Health and Hospitals
Responses to Proposer Questions
RFP #305PUR-DHHRFP-SPOE-OCDD
Proposal Due Date and Time: August 19, 2011 4:00 PM CDT**

Question Number	Page	Section	RFP Language	Question	Response
				region?	VII has been revised and will be posted as an amendment to the RFP at http://new.dhh.louisiana.gov/index.cfm/newsroom/detail/1782 .
28	13	II - Scope of Work B – Deliverables – Outcome 4.1	Indicates Team Facilitators should be staffed based on the number of support coordination agencies enrolled in EarlySteps.	Is there a recommended ratio of Team Facilitators to FSC agencies?	Proposers may use attachment VII (revised) and the EarlySteps Service Matrix to project a number of team facilitators that would be necessary to meet these outcomes. The state has not established a ratio from which to make the decision.
29	14	II - Scope of Work B – Deliverables – 5 Performance Indicators	IFSP services fully authorized for initial service provision to occur within 30 days of parent consent.	Is this collected and reported monthly by the SPOE?	Through the activities conducted by the SPOE, EIDS generate reports on timely service authorizations within 30 days of development of the IFSP. This data is collected and reported by the state not the SPOE.
30	14	II - Scope of Work B – Deliverables – 5 Performance Indicators	Service providers able to provide timely services following access to service authorizations.	Is this collected and reported monthly by the SPOE?	Through the activities conducted by the SPOE, EIDS generate reports on timely service authorizations within 30 days of development of the IFSP. This data is collected and reported by the state not the SPOE.
31	16	II - Scope of Work B – Deliverables – Outcome 7	Hire and train staff.... The exception of the eligibility evaluators and teaming facilitators for whom some training will be provided by DHH/OCDD.	Describe "some." Will additional training be the responsibility of the SPOE to define and finance?	EarlySteps will provide specific training that is related to the role of an Eligibility Evaluator and a Teaming Facilitator. Outcome 8 on page 17 identifies the training responsibilities of the contractor. Training costs are a consideration in the cost proposal.
32	21	II - Scope of Work B – Deliverables – Outcome 9	Written QEP developed within 90 days of contract initiation and approved by OCDD	Does a current SPOE have to submit the current approved plan?	Current SPOE contractors were required to develop QEPs for approval by OCDD. Current contractors are not required to submit the approved plans as part of their proposal submission to DHH, but will be required to submit revised plans to OCDD which

**Department of Health and Hospitals
Responses to Proposer Questions
RFP #305PUR-DHHRFP-SPOE-OCDD
Proposal Due Date and Time: August 19, 2011 4:00 PM CDT**

Question Number	Page	Section	RFP Language	Question	Response
					address changes in SPOE operation resulting from changes in this RFP.
33	21	II - Scope of Work B – Deliverables – Outcome 10		For a new SPOE provider, would a letter of intent suffice for the purposes of identifying a proposed use of office space and location?	Proposer should include activities regarding use of office space and location in their work plan. Contract terms will require the establishment of an office “within 90 days for any new SPOEs awarded a contract” as outlined on page 21 of the RFP.
34	22	II - Scope of Work C – Liquidated Damages K - ii		Will the state accept a bond vs. the retainage?	No.
35	22	II - Scope of Work C – Liquidated Damages K - ii		Will the office allow a letter of credit or is the only option a retainage?	The only option is retainage.
36	34	III – Proposals O – Proposal Content 6 - Relevant Corporate Experience	Proposers should give at least two customer references for projects completed in at least the last 24 months.	What is the definition of “customer references.”	As indicated on page 34 - 6a; A “customer reference” these individual persons who could provide a reference regarding successful experience of implementation of similar activities performed by the proposer for the customer providing the reference.
37	35	III - Proposals O – Proposal Content 10 – Cost and Pricing Analysis		What is the established fee schedule/rates for the deliverables of the SPOE, inclusive of the initial service coordination function, eligibility determination, enrollment process, and completion of the Initial Family Service Plan?	Services to be performed under this contract are not reimbursed according to a “fee for service” schedule. Proposer is responsible for specifying anticipated cost for all deliverables in accordance with the RFP -see Attachment IV page 47.
38	36	III – Proposals	“the proposer with the lowest total cost in	Please provide a sample of this	An example of an application of this formula is as

**Department of Health and Hospitals
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RFP #305PUR-DHHRFP-SPOE-OCDD
Proposal Due Date and Time: August 19, 2011 4:00 PM CDT**

Question Number	Page	Section	RFP Language	Question	Response
		P – Evaluation Criteria 4a - Cost evaluation	a region for all three years shall receive 25 points. Other...	formula or explain further.....	follows: 3 proposals are received by DHH, proposal 1 is for \$100,000.00, proposal 2 is for \$150,000.00 and proposal 3 is for \$200,000.00. LPC equals 100,000.00. Proposer 1 has the lowest score and receives all 25 available points. To determine the points awarded to other proposers, divide 100,000 by the amount proposed and multiply by 25. CPS for proposal 2 equals 16.66 (100,000 divided by 150,000x 25). CPS for proposer 3 equals 12.5.
39	37	IV – Contractual Information C - Retainage		Does OCDD intend to withhold retainage? Will there be monitoring at the end of each contract year so that retainage can be released timely?	Yes. As stated on page 37 of the RFP, the department will make the decision upon successful completion of contract deliverables.
40	47	Attachment IV Cost Template		If independent contractors are utilized, and their contracted rate is all inclusive (benefits, travel, phone, etc.) do these expenses need to be broken down by detail category or is listing the contracted rate under "contracted staff" sufficient?	The proposer may show a contracted rate and provide cost and pricing analysis according to item 10-B page 35 of the RFP.
41	51	Attachment V – Job Descriptions	Fingerprinting/verification of background check	Do all personnel need fingerprints on file or just those times when the State Police require them for further identification when performing the background checks?	As of the release date of this RFP, fingerprints are only required when the State Police requires them for further identification. If changes in state law occur requiring additional fingerprinting DHH will notify the SPOE contractors regarding these changes. EarlySteps requires criminal background checks for all EarlySteps providers as well as SPOE staff.
42	51	Attachment V – Job Descriptions		May someone be an evaluator and also spend part of their time being either an Early Intervention Consultant or teaming facilitator?	Proposers should submit the number of positions required to be filled/subcontracted according to the guidelines offered in the RFP. It is possible that these positions could be combined but sufficient coverage must be for evaluations and for team

**Department of Health and Hospitals
Responses to Proposer Questions
RFP #305PUR-DHHRFP-SPOE-OCDD
Proposal Due Date and Time: August 19, 2011 4:00 PM CDT**

\Question Number	Page	Section	RFP Language	Question	Response
				What about combining EI consultant with any of the other positions?	meetings in order to meet strict 45 day time requirements for completion of eligibility and IFSP. Proposers may offer filling of positions such that all deliverables can be met as efficiently and as cost effectively as possible with adequate justification.
43	51	Attachment V Job Descriptions		If you were grandfathered in as Speech language pathologist with only a bachelor's degree for which of the new positions could you qualify?	If by new positions you are referring to Eligibility Evaluators and Team Facilitators, the qualifications for both positions could possibly be met by the "grandfathered" SLP assuming that the individual is fully licensed and meets the other specified qualifications. Eligibility Evaluator – the criteria would allow for an individual who is "grandfathered" and has a full SLP license. Teaming Facilitator – the qualifications on page 55 of the RFP specify that additional experience in EarlySteps may substitute for a Masters Degree upon approval of EarlySteps Administration.
44	52	Attachment V B – Intake Service Coordinator Supervisor		Are there case load size restrictions on the eligibility, enrollment, and initial service coordination coordinators?	See page 52 under the "Qualifications" section for the Intake Service Coordinator Supervisor caseloads, etc.
45	52	Attachment V B – Intake Service Coordinator Supervisor		In the event that FSC's are not available for ongoing FSC's and the SPOE provides ongoing FSC services, is there a maximum caseload for the SPOE intake Coordinators?	See page 52 under the "Qualifications" section for the Intake Service Coordinator Supervisor caseload, etc.
46	52	Attachment V B – Intake Service Coordinator Supervisor	Maximum caseload of 50 referrals per month	Does that maximum refer to referrals assigned in a single month or an active caseload including	It is based on a caseload including carryovers.

**Department of Health and Hospitals
Responses to Proposer Questions
RFP #305PUR-DHHRFP-SPOE-OCDD
Proposal Due Date and Time: August 19, 2011 4:00 PM CDT**

Question Number	Page	Section	RFP Language	Question	Response
				carryovers (if it counts referral from each month without taking into account carryovers, an Intake Coordinator could have up to 80-90 working caseload at one time)?	
47	53	Attachment V B - Intake Service Coordinator Supervisor		How is this defined and for how long a time?	The Intake Service Coordinator Supervisor supervision responsibilities are listed on pages 52 and 53. Implementation of these activities is verified by the supervisor's signature of review of activities of active cases being carried by the intake coordinator.
			The supervisor shall sign all case record documentation	Would the intake coordinator supervisor sign the chart once when reviewing or each document?	The SPOE contractor Intake Service Coordinator Supervisor is responsible for reviewing and signing case record such that supervision is adequately documented. This could include signing each document or using a form which shows what was reviewed and supervised.
48	53	Attachment V C – Early Intervention (EI) Consultant(s)		How do we calculate the number of recommended EI Consultants by using SPOE referral numbers?	The number of anticipated EI consultants per region was inadvertently omitted in Attachment VII. An amendment to the RFP will be posted to state that each proposer is expected to have 1 EI consultant per SPOE or may offer filling of positions such that all deliverables can be met as efficiently and as cost effectively as possible.
			The number of EI Consultants will depend on the number of referrals for the SPOE (See Attachment VII) for recommended number of EI Consultants...	What is the ratio?	There is no ratio.
49	53	Attachment V C – Early Intervention (EI) Consultant(s)		Is this position required to be full-time?	See Question 48 above
				Is the EIC still primarily involved	The job description of the Early Intervention

**Department of Health and Hospitals
Responses to Proposer Questions
RFP #305PUR-DHHRFP-SPOE-OCDD
Proposal Due Date and Time: August 19, 2011 4:00 PM CDT**

Question Number	Page	Section	RFP Language	Question	Response
				only with children who are found not eligible on BDI and other "issues" OR is he/she assisting with all children?	Consultant includes activities as defined in the job description (see page 53).
50	54	Attachment V D – Team Facilitator		Can the Teaming Facilitator conduct the BDI-2 evaluation if qualifications are met?	See question 42 above
51	54	Attachment V D – Team Facilitator		Can we have more specific information on the job duties, roles, and expectations of the Teaming Facilitator?	The state feels that the job description outlined in the RFP page 54 adequately provides information regarding the role of a Teaming Facilitator.
52	54	Attachment V D – Team Facilitator		Assuming qualifications are met; can the Team Facilitator also conduct evaluations?	See question 42 above
	54	Attachment V D – Team Facilitator		What is a Teaming Facilitator?	EarlySteps is committed to a team model of service delivery as evidenced by information from chapters 7, 9 and 10 of the EarlySteps practice manual as well as training modules which have been developed regarding Teaming. In order to enhance the quality of the teaming activities being conducted, the position of the teaming facilitator will be added to the SPOE contracts. The job description on page 54 of the RFP outlines the intent of the state in the role of the Teaming Facilitator.
53	54	Attachment V D – Team Facilitator		Can the duties of the Team Facilitator and the EI consultant be combined?	See question 42 above
54	55	Attachment V E – Eligibility Evaluator		Will qualifications be relaxed for Eligibility Evaluators if not enough Evaluators have the recommended qualifications?	Eligibility Evaluators must meet required qualifications. If a SPOE contactor has questions about a particular provider/individual, questions can be discussed with EarlySteps on a case by case basis.
55	55	Attachment V		Can Eligibility Evaluators still	No, eligibility evaluators who are employed by or

**Department of Health and Hospitals
Responses to Proposer Questions
RFP #305PUR-DHHRFP-SPOE-OCDD
Proposal Due Date and Time: August 19, 2011 4:00 PM CDT**

\Question Number	Page	Section	RFP Language	Question	Response
		E – Eligibility Evaluator		supervise assistants providing services for EarlySteps?	contract with the SPOE will not also supervise assistants.
56	55	Attachment V Qualifications – Eligibility Evaluator		Assuming qualifications are met; can the evaluator or EIC take on the role of a team facilitator at an IFSP meeting?	An EIC may facilitate a team meeting. DHH is also adding the position of the team facilitator to the Scope of Work to provide additional support and training to FSC agencies to improve the facilitation role of the FSC in all team meetings.
57	55	Attachment V E – Eligibility Evaluator	Number of evaluators needed will be determined based upon number's of evaluations per SPOE in Attachment VI....	Attachment VI is an example of a SPOE monthly invoice. Where can we obtain this information?	Page 55 reference to Attachment VI is an error. Reference is intended for Attachment VII which has been amended to provide the number of evaluations provided per SPOE.
58	59	Attachment VII		Assumption, Ascension, Allen, Bienville, Caldwell, and Livingston Parishes are omitted. Seeing that this would affect calculations for proposers, would this be changed to include the missing parishes?	Attachment VII located on page 59 has been amended to include the missing parishes and will be posted to http://new.dhh.louisiana.gov/index.cfm/newsroom/detail/1782 .
59	59	Attachment VII		2004, 2005, and 2007 referral totals are listed. Are these the intended numbers for proposers to use?	The numbers for each of those years on the original version of Attachment VII represent live birth data by parish. This data is used to calculate a 3 year total of the number of children between the ages of birth to three in each parish and each region. These years were used for the calculations since there was live birth data available for each parish. This population set is used to set the 1.4% and 2.6% targets for EarlySteps eligible children by region. The Attachment has been revised and the birth data

**Department of Health and Hospitals
Responses to Proposer Questions
RFP #305PUR-DHHRFP-SPOE-OCDD
Proposal Due Date and Time: August 19, 2011 4:00 PM CDT**

Question Number	Page	Section	RFP Language	Question	Response
					removed as it is not pertinent for the proposer.
60	59	Attachment VII		Attachment VII is referenced for the recommended number of EIC positions. Referral Information for Bienville parish in Region 7 is not provided. Can you provide referral information for this parish? Is there a preferred method to determine the number of EIC positions?	Attachment VII located on page 59 has been amended to include the missing parishes and will be posted to http://new.dhh.louisiana.gov/index.cfm/newsroom/detail/1782 .
61	59	Attachment VII		Referral data by region, lists the years 2007, 2005, and 2004. Is there a reason 2006 is not included?	See above question 59.
62	59	Attachment VII		Are the numbers in 2007, 2005, and 2004 the total number of births throughout the regions? Or, are these births of individuals already involved with OCDD?	See above question 59. As stated above these are the total numbers of live births by parish for those birth years unrelated to individuals receiving services from OCDD.
63	59	Attachment VII		The referral table, the column for "Referrals," are these referrals to the regional SPOE, is this a 3 year total? Or, a 1 year (most recent year?) total?	The number of referrals represents those referrals by region for the year 2009/2010.
64	59	Attachment VII		Is the "Target" column the number of desired referrals to SPOE? Is this a 3 year target or a 1 year target?	Yes. This is the annual target.
65	59	Attachment VII		What is the 1.40% and the 2.60% columns?	These numbers are the target number of children by region. Additional explanation is provided in the amended version of Attachment VII.

**Department of Health and Hospitals
 Responses to Proposer Questions
 RFP #305PUR-DHHRFP-SPOE-OCDD
 Proposal Due Date and Time: August 19, 2011 4:00 PM CDT**

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66				Does direct services include IFSP/Eligibility meetings? Specifically, is it ok to complete one or two evaluations and three IFSP meetings in one day?	The state is not certain what the proposer is asking but it would be up to the SPOE to establish scheduled staff which allow for timely completion of timelines.