



State of West Virginia

Department of Administration, Purchasing Division

Optum response to Request for Information - Child Welfare Information System

Solicitation No.: CRFI 0511 BSS2300000001

Date
April 18, 2023

Contact
Mike Miller
VP, Business Development
(508) 308-2085
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Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Centralized Request for Information
 Info Technology

Proc Folder: 1199403			Reason for Modification: ADDENDUM 1 TO EXTEND RESPONSE DATE AND ANSWER VENDOR QUESTIONS
Doc Description: REQUEST FOR INFORMATION-CHILD WELFARE INFORMATION SYSTEM			
Proc Type: Request for Information			
Date Issued	Solicitation Closes	Solicitation No	Version
2023-04-06	2023-04-18 13:30	CRFI 0511 BSS2300000001	2

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Customer Code: 000000184667
Vendor Name : OptumInsight, Inc.
Address : 11000 Optum Circle
Street :
City : Eden Prairie
State : Minnesota **Country :** USA **Zip :** 55344
Principal Contact : Mike Miller
Vendor Contact Phone: 508-308-2085 **Extension:** N/A

FOR INFORMATION CONTACT THE BUYER
 Crystal G Hustead
 (304) 558-2402
 crystal.g.hustead@wv.gov

Vendor Signature X *[Signature]* **FEIN#** 41-1858498 **DATE** April 18, 2023

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

REQUEST FOR INFORMATION

THE WEST VIRGINIA PURCHASING DIVISION IS ISSUING THIS REQUEST FOR INFORMATION FOR THE AGENCY, WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES (DHHR), BUREAU OF SOCIAL SERVICES (BSS), FOR THE PURPOSE OF GATHERING INFORMATION TO DEVELOP SPECIFICATIONS FOR A CHILD WELFARE INFORMATION SYSTEM. INFORMATION PROVIDED WILL ASSIST THE WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES IN DEVELOPING SPECIFICATIONS AND WILL ASSIST IN THE PROCUREMENT PROCESS.

***QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING INFORMATION.

ONLINE RESPONSES FOR THIS SOLICITATION ARE PROHIBITED

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Child Welfare Information System				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description:

Child Welfare Information System

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	VENDOR QUESTION DEALINE	2023-03-31

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: BSS2300000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

OptumInsight, Inc.

Company



Authorized Signature

4/18/2023

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

A photograph of a diverse group of five children of various ethnicities and ages, all smiling and looking towards the camera. They are positioned behind a light blue horizontal bar that contains text.

State of West Virginia

Department of Administration, Purchasing Division

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Solicitation No.: CRFI 0511 BSS2300000001

Date
April 18, 2023

Contact
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April 18, 2023

Bid Clerk
Department Of Administration
Purchasing Division
2019 Washington St E
Charleston, WV 25305
Attention: Crystal G Husted

RE: Optum response to Request for Information-Child Welfare Information System,
Solicitation No.: CRFI 0511 BSS230000001

Dear Ms. Husted:

On behalf of Optum, I'm pleased to provide this response to the Request for Information for a Child Welfare Information System. We have partnered with the Department of Health and Human Resources (DHHR) since 2016 through our operation and modernization of your Recipient Automated Payment and Information Data System (RAPIDS). Optum also supports Medicaid and Department of Health programs to transform performance through care management, technology, analytics, program, and policy consulting services for state Health and Human services programs since 1994.

Thank you for this opportunity to outline our approach for your Foster Care communication solution. We are available for further discussion or a presentation of our suggested approach as requested by the State.

By signing below, I certify that I have reviewed this Request for Information in its entirety; understand the requirements, terms and conditions, and other information contained herein; and that I am submitting this information for review and consideration.

OptumInsight, Inc.

(Company)

Mike Miller, Vice President Business Development

(Representative Name, Title)

(508) 308-2085

(Contact Phone/Fax Number)

April 11, 2023

(Date)

Best regards,

Mike Miller

Table of Contents

1. 3.1. General Information Being Sought	1
2. 3.2. Specific Questions	2
3. 3.3. Documents Being Sought.....	4

List of Figures

Figure 1: Example Learning System.....	5
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Optum

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DISCLAIMER

1. 3.1. General Information Being Sought

3.1.1. A description of a web-based communications system which shall facilitate communications between individuals providing services to foster children, including, but not limited to, requests from foster parents and responses to requests from staff of the Bureau for Social Services and its contractual designees; updates regarding foster child movement, visitation, and travel; schedules for court hearings, guardian ad litem meetings, and multidisciplinary team meetings; and other communications that may improve care for the foster child amongst designated parties with legal responsibilities to care for the foster child.

Optum currently leads the modernization of RAPIDS, the legacy eligibility system we maintain and operate. We are using our knowledge of RAPIDS to provide a modular integrated eligibility solution for the West Virginia People's Access to Help (PATH). We recommend a web-based communication system that builds on our current work and integrates with PATH. This will provide your desired functionality and be the most successful and cost-effective solution for your Foster Care communications over the long term.

We recommend leveraging existing capabilities of PATH and the West Virginia Comprehensive Child Welfare Information System (CCWIS). Current capabilities to leverage include:

- Identity management and security frameworks
- Reporting via the Cognos platform
- Training via the PATH Learning Community (PLC) training module
- Bi-directional, real-time data exchange
- Public and Provider portals

While there are commercial products available for Foster Care communication system, leveraging the tools you have in place provides the following benefits to the State:

- Builds on the existing security and identity management frameworks
- Avoids disparate reporting solutions
- Minimizes training time for DHHR staff and other users
- Avoids introducing a new product into the enterprise
- Supports CMS Conditions and Standards

We explain these elements of our approach in our responses to Section 3.2.

2. 3.2. Specific Questions

3.2.1. How would the web-based communication system ensure that access to utilize the child welfare information technology system is available to only those parties with legal responsibilities to care for and support the foster child? Access must be automated with the existing comprehensive child welfare information system (CCWIS) in order to avoid information being entered into two separate systems.

Integration of PATH and the CCWIS is essential for limiting availability of the communication system to only those parties with legal responsibilities to care for and support the foster child. This will also reduce dual entries into two systems. For example, a bi-directional interface between the CCWIS and the communication system would relay information about placements, travel, schedules for court hearings, guardian ad litem meetings, and multidisciplinary team meetings. Those items and others could be added to the CCWIS as needed, while simultaneously importing requests from foster parents directly to the CCWIS for review and consideration by caseworkers and other DHHR staff.

WV PATH incorporates an existing interface framework which includes bi-directional connectivity with both a public and provider portal. As opposed to creating net new interfaces to and from third-party portals, DHHR may wish to build upon existing capabilities already contained within WV PATH.

Leveraging the current technology platform and security model developed for PATH and the CCWIS will provide an appropriate enablement strategy for the web-based communication system. We recommend that DHHR avoid the risks associated with introducing a new product into the PATH environment, and instead extend existing capabilities. This strategy supports a key CMS guidance to leverage existing capabilities.

3.2.3. How would the web-based communication system archive communications for the purpose of running reports on responsiveness by parties utilizing the system?

The web-based communication system would archive communications in a database. We will design it with a high degree of standardization among fields and values, supporting meaningful and timely reporting in a way that is comparable across participants. The existing CCWIS Cognos platform would be leveraged to provide reporting to avoid disparate reporting solutions while minimizing training time for DHHR staff and other users.

3.2.4. How would the web-based communication system complement the existing CCWIS for the purposes of controlling access to those parties with legal responsibilities to care for and support the foster child and to archive the communications for purposes of discovery or other reasons?

Because the CCWIS is operational, the ideal approach is to design the communication system in a manner that uses existing CCWIS functionality, while allowing for DHHR and foster families to provide input to the design process. In contrast to a commercial off-the shelf (COTS) product, this approach will deliver seamless integration with the CCWIS. At the same time, it will accommodate the unique configurations needed to serve West Virginia foster families. The communication system could be founded on the current PATH provider or public portals and build on the existing security and identity management frameworks. As an example, a foster family with an existing OptumID could use the same ID for access to the communication system. In so doing, families could avoid yet another user ID and password and the Department could minimize access approvals.

3.2.5. In what jurisdictions is this software currently being utilized?

Versions of the CCWIS are currently in place in Ohio, Tennessee, and Michigan. Because the CCWIS includes portals for both the public and providers, incorporating the communication system will take full advantage of the identity management, reporting, and training modules already in place.

3. 3.3. Documents Being Sought

3.3.1. Training materials, preferably viewable online.

Our approach is built on the ADDIE methodology to deliver training that is focused on your staff's specific training needs. Using ADDIE, our training experts will build an engaging and effective training curriculum. In our experience with state government clients, we have found that successful training allows for collaborative and multi-faceted content delivery. ADDIE includes the following phases:

- **Analyze:** We work with you as we review training content to make sure it aligns with your objectives. As we evaluate the scope of the project, we will analyze your specific training needs and plan the most effective training delivery for trainees. We will look at user types, the groups that need training, the required content, and the delivery methods for the training.
- **Design:** Based on the analysis performed, our team will determine the purpose and desired outcomes of the training and design a customized training program.
- **Develop:** Instructional designers will work with our SMEs to create training materials. These may include facilitator guides, participant guides, visual aids, computer-based training (CBT), videos, trainee activities, and other materials needed to support the training.
- **Implement:** We will deliver training using different methods, such as self-study, CBT, and instructor-led training (ILT). We will work with you to select the best delivery method for your staff and stakeholders.
- **Evaluate:** The Agency, instructional designers, trainers, and our SMEs will work together to evaluate training effectiveness and modify training as needed over the course of the contract.

In addition to using industry best practices, standards, and trends for training, we consider survey comments or recommendations into our training materials and methods. For example, if participants comment that they liked our method of incorporating materials into training delivery, we include that method as a best practice. By using a collaborative approach and incorporating our best practices, we will make sure that your user-specific knowledge needs are met.

Figure 1 shows an example of the current PATH learning community that can be leveraged for the Foster Care communications portal.

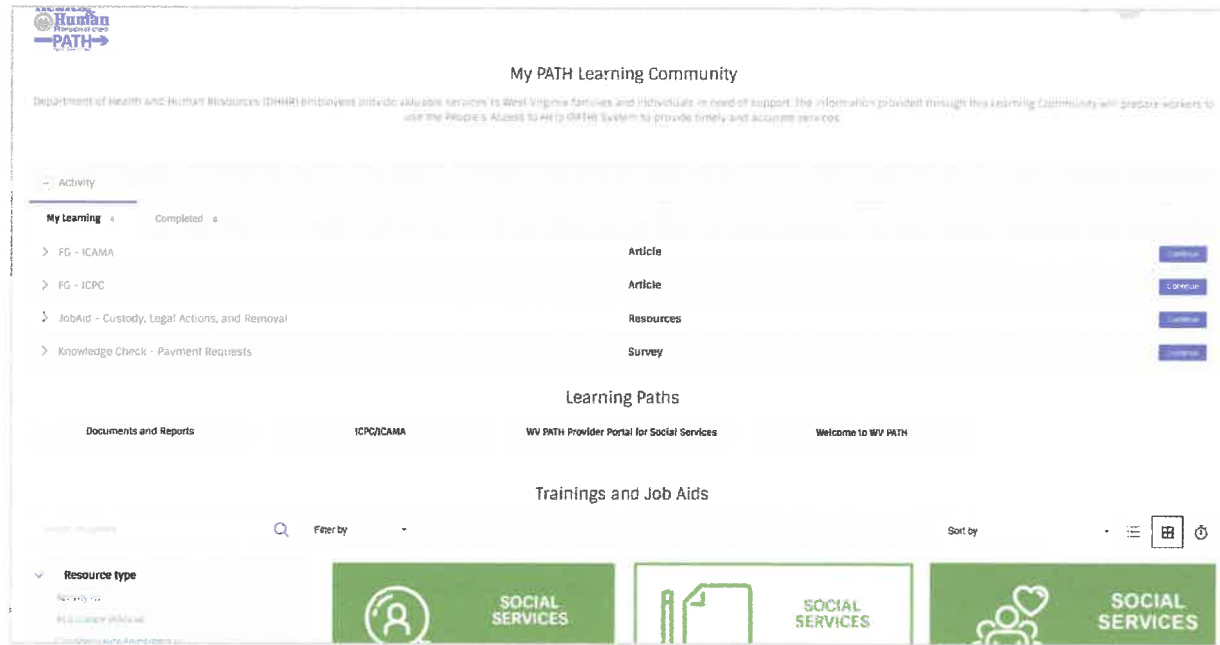


Figure 1: Example Learning System

We would provide the same type of job aids, online training, and other learning tools used for PATH.