



# Attachment 17: Work Plan Response Form

Independent Developmental Disability Ombudsman Program  
RFP OPD-2023-09

## WORKPLAN RESPONSE DOCUMENT

Vendor Name: \_\_\_\_\_

For the sections below provide a detailed and complete response. The response must include either a solution, policy, or program you have in place, you propose, or plan to create. This must have a detailed description including volume or capacity, ability to expand as needed, and the ability to adjust your solution as requested by OPWDD. In addition, you must include key performance metrics, and your expected timeline in each section for implementation as well as including those timelines within the overall Gantt® Chart. Please note the text boxes below do not limit your response size. Your response plan is to be attached separately.

### Component 1:

#### Establish and oversee a statewide Ombudsman network.

a. Establish and oversee a toll-free hotline available to answer calls and receive complaints/referrals a minimum of 40 hours per week, 52 weeks per year.

b. Establish and oversee an interactive website available to receive complaints/referrals.

c. Accept complaints/referrals via email and other modalities as needed to serve the needs of individuals with developmental disabilities.

d. Ensure that all educational programs, outreach and meetings related to Ombudsman services are held in fully accessible spaces and any necessary modifications and/or accommodations for individuals with disabilities are ascertained and provided if in-person is deemed necessary. Adequately staff the program with an emphasis on hiring individuals with experience working with individuals with developmental disabilities.

e. Adequately staff the program with an emphasis on hiring individuals with experience working with individuals with developmental disabilities.

f. Ensure all staff are adequately trained to perform required job duties and provide regular training updates responsive to emerging trends/issues.

g. Create and maintain policies and procedures to collect, investigate, and resolve complaints/referrals.

h. Provide individuals with necessary support to resolve complaints/issues up to and including legal referrals.

i. Ensure that professional and legal standards of client confidentiality will be strictly maintained by the contractor and/or any subcontractors or designees per federal and state public health and mental hygiene law including, PHI and HIPAA.

j. Collaborate with community-based organizations, advocacy groups, and individuals as necessary to achieve the Ombudsman program objectives. The Contractor may elect to subcontract with community-based organizations to provide services as part of this program, however all subcontractors must meet Conflict of Interest Standards outlined in Section 6.10 and be approved by OPWDD.

k. Ensure compliance with NYS Mental Hygiene Law § 13.34 by referring any complaints submitted by or on behalf of individuals residing at a NYS Center for Intensive Treatment (CIT) to the on-site Ombudsman.

l. The Ombudsman must provide language assistance translation services and coordinate with OPWDD's Language Access Coordinator to assist with, at minimum, but not limited to, compliance with New York Executive Law §202-a as needed. Bidder must ensure accuracy of translations and specifically address the needs of individuals with developmental disabilities to access services and preserve rights. Accessibility supports must include auxiliary aids and services upon request, such as providing interpreter services and toll-free numbers that have adequate TTY/TTD and interpreter capability. The method of translations services provided must be described in the program plan and approved by OPWDD.

## Component 2:

**Provide appropriate support to individuals to assist in resolving complaints, including but not limited to education on services and rights, assistance completing forms/paperwork, help accessing records, referral to legal services as necessary, and other activities as approved by OPWDD.**

a. Provide individualized support to advocate on behalf of individuals seeking Ombudsman services.

b. Establish and maintain a network of legal representatives able to provide additional support or representation beyond the scope of the Ombudsman program. A particular emphasis should be placed on identifying legal representatives with prior experience working on issues/cases related to NYS Public Health and Mental Hygiene Law, Medicaid eligibility and services, OPWDD services, and/or representing individuals with developmental disabilities.

### Component 3:

#### **Develop and implement a comprehensive community education and outreach plan designed to increase awareness of and utilization of Ombudsman services by or on behalf of individuals with developmental disabilities.**

a. Develop and implement an annual education and outreach plan designed to educate individuals on their rights and responsibilities associated with accessing services provided or funded by OPWDD and/or its designees.

b. Increase awareness and utilization of Ombudsman services through education and outreach to individuals with developmental disabilities, families of individuals with developmental disabilities, service providers, advocates, and/or priority populations as identified by OPWDD. Education and outreach may include both in-person, if needed, and online training, informational sessions, participation in community events, and/or use of social media marketing. Additional education or outreach activities not already defined here must be approved by OPWDD prior to implementation.



c. Ensure that all education and outreach materials, programs, and activities are designed to be accessible to individuals with developmental disabilities as well as socioeconomic, racial, ethnic, linguistic, and cultural needs and perspectives of the population being served, subject to review at the discretion of OPWDD.

**Component 4:**

**Collect and analyze data on Ombudsman program activities to identify common themes, issues, and trends, and use that information to support ongoing quality assurance and improvement activities.**

a. Develop and implement a comprehensive data system to collect all required Ombudsman data as outlined in Exhibit 1: Data Collection Requirements.

b. Submit monthly data reports on program activities which include the required data outlined in Exhibit 1: Data Collection Requirements. In addition, quarterly programmatic reports which may contain further data elements, must be submitted to OPWDD for the duration of the Ombudsman Program as a condition of payment.

c. Identify common themes and trends based on data collected and share with OPWDD annually to help inform strategic planning, potential policy, program, and/or operational changes.

d. Develop an internal quality assurance program to oversee the program and ensure acceptability of Ombudsman services.

**In addition to the above, the bidder will submit a full resource plan which must include but is not limited to:**

Provide a full staffing plan.

- Including resumes of key staff

A Gantt® Chart which must include all the elements above and additionally include:

- Task precursors
- NYS OPWDD action points
- All go/no go points
- And any other applicable items.