



STATEMENT OF NEED FOR SSI ADVOCACY AND APPLICATION MANAGEMENT SERVICES

Section 1 – Introduction

The Division of Family and Children Services (DFCS) is the part of DHR that investigates child abuse; finds foster homes for abused and neglected children; Provides assistance to low income and out-of-work parents; assists with childcare costs for low income parents who are working or in job training; and provides numerous support services and innovative programs to help families challenged with different problems. In partnership with local communities, DFCS assists individuals and families in achieving safe, healthy, independent and self-sufficient lives. Our belief and values on strengthening Georgia families inspire us to deliver, create and develop resources within our agency/community that will eliminate critical barriers to self-sufficiency. Please refer to DHR website at <http://dhr.georgia.gov> for more information about the Department, its responsibilities/functions and organizational structure etc.

Section 2 – Background

The Department of Family and Children Services plans to expand services to TANF recipients with disabilities for whom full-time sustainable employment is not an option. These services are provided to enhance their chances to become self-sufficient through receipt of SSI disability benefits.

Section 3 – Purpose

The purpose of this Statement of Need (SON) is to solicit the services of SSI Advocacy and Application Management through contracted entities to increase the receipt of SSI among TANF recipients with disabilities by assisting them through the initial application process, and to assist TANF recipients that have been denied for SSI benefits through the appeals process.

Section 4 – Scope of Work

The scope of work for SSI Advocacy includes the following:

- A. Assist those persons who have applied for or perhaps should apply for SSI with the initial application process, and with obtaining the medical and psychological documentation required to support the application.
- B. Educate customers on the disability benefits system.
- C. Document needs assessment and all successes or failures regarding the recipient's efforts toward receiving SSI eligibility and services.
- D. Provide transportation to the appointments related to the SSI application.
- E. Become the applicant's representative at meetings, hearings, and appointments related to the SSI application.
- F. Collaborate and work closely with community medical providers, and other partnerships to create a coordinated network of community services. Linking TANF recipients with community resources while awaiting the SSI decision.
- G. Function as a liaison to the Social Security Administration and advocate on behalf of the clients for SSI eligibility.
- H. Reach out to hospital and clinic medical records departments to facilitate access to medical records for the TANF recipient, representing attorneys, and the Social Security Administration.

- I. Track outcomes of applicants, and report results to DHR. Provide DHR and County DFCS offices with a monthly report regarding service delivery, case status (open/close) and if recipient becomes SSI eligible or if benefits are denied.

- J. Provide a report to the County DFCS at case closure, identifying the recipient and the outcome of the service.

Section 5 – Expected Results

At the minimum, DFCS expects to realize the following results from this effort:

- a. Increase in the number of approved SSI applications.
- b. Decrease in the number of days required to get SSI application approval.
- c. Decrease in the number of days required to get current SSI applications in the appeals process approved for eligible clients.

Section 6 – Performance Measurement

Some of the key performance indicators that will be used to determine the effectiveness of this program will include:

- Approval rates of 65-95% on initial application for SSI applicants.
- 50% Approval rate for SSI appeals.

Section 7 – Pay-for-Performance Service Fee

- Up to \$50.00 per client/per day

Section 8 – Requirements

DHR is offering to contract with () for the purpose of providing SSI Advocacy services to TANF recipients with disabilities. DFCS' contracting process requires that prospective contractor must submit:

- a. A proposal describing in detail how it will perform the tasks listed in section 4 – Scope of Work.
- b. An all-inclusive cost proposal, which must include e.g. general and administrative costs, margins/markups, travel, per diem and all other costs, associated with this project. The cost proposal must also identify payment thresholds e.g. unit cost per service, progress payment/deliverable based or at completion of project etc.



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MEMORANDUM

TO: DFCS Regional Directors
DFCS OFI Regional Managers
DFCS County Directors

FROM: Martha Okafor, Deputy Director
Programs and Policy

SUBJECT: Statement of Need for SSI Advocacy and Application Management and Job Coaches Services

DATE: December 08, 2006

DFCS is interested in purchasing services from various profit or non – profit organizations for SSI Advocacy and Application Management and Job Coaches Services. Included with this memo are Statements of Need for each of these services.

These Statements of Need have been developed to be used as a ‘guideline’ for the services we want to purchase. They also have been created as an effort for us to ensure uniform contracting throughout the state so that we may diminish variances in performance measurements and data analysis. Therefore, this information should be used to assist you in selecting an appropriate provider and in developing the deliverables for the actual contracts that you will execute.

It is our expectation that the Scope of Work, the Performance Measurements and the Expected Results will be included in your deliverables with the addition of specific timeframes as needed in order to meet the unique needs of your clients and contract goals. It is also our expectation that all contracts will be pay-for-performance, which means that invoicing will occur using unit costs per services rendered.

- In the Job Coaches Statement of Need, we provided a range of fees for the performance benchmarks as a guideline for the negotiated cost for the services we are requesting. It was our hope that these ranges would be broad enough to include the cost for service provision throughout the state. Please negotiate wisely, based on your region/county makeup.
- In the SSI Advocacy and Application Management Services Statement of Need, we determined that a per client/per day fee would be the most efficient way to invoice for this service.

We recommend that Regional Management review all contracts prior to final sign off to ensure that they are in line with the Statements of Need.

If you have any questions or need any additional information, please contact Sharlene Herron at saherron@dhr.state.ga.us or 404-657-7807, Ann Carter at ancarter@dhr.state.ga.us or 404-657-7818, or Donna Gunter at degunter@dhr.state.ga.us or 404-657-3737.

Attachments

cc: Mary Dean Harvey
Clifford O’Conner
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