

**Announcement of Request for Proposals (RFP): Crisis Team
Fiscal Year 2018 - 2019**

Date: April 23rd, 2018

Location: Westside Regional Center catchment area

Service Description:

Crisis Team - Evaluation and Intervention Services are designed to support and stabilize the people served by the regional center within their current living arrangement or other setting (e.g. day program and community respite). These crisis intervention services are also designed to minimize the possibility of persons served being incarcerated or transferred to an inpatient facility by deescalating crisis situations and assisting with implementation of additional services. Additional expectations for this service include, but are not limited to:

- 24/7 availability
- Consultation with family/primary caregiver, the individual, and/or providers of services to develop and implement individualized treatment as well as supplemental crisis intervention services.
- Crisis team will be an active participant and follow up with the interdisciplinary team and/or team members to provide input in alternative service delivery needs.

General Requirements:

- Service must meet all applicable Title 17 regulations.
- Vendor must provide services throughout WRC's catchment area.
- Staff must be trained in and maintain current certification in approved non-violent crisis intervention techniques.
- The service provider will provide face-to-face and phone crisis intervention service to be available twenty-four (24) hours per day, seven (7) days a week, 365 days a year
- The service provider is expected to have a live staff person available to answer all phone calls for crisis assistance. If there is an extenuating circumstance and the service provider does not have someone available to take the call, service provider must respond within five (5) minutes to a missed call or have an alternative response arrangement.
- In the event there is a crisis that requires face-to-face assistance response within thirty (30) minutes is expected, however, it is understood that response time could take up to one (1) hour based upon the location, weather, traffic and multiple requests being received concurrently. In the event safety of the individual or the responder(s) is an issue, Service Provider may involve law enforcement in the response.
- The Service Provider must employ Spanish-speaking staff when needed. The Service Provider must also provide access to interpretation services when necessary.
- Applicants responding to this RFP who are currently vendored providers for WRC or any other regional center must have services in good standing. Providers with Substantial Inadequacies (SI) or Type A

CCL deficiencies in the past 12 months and providers who have had numerous SIR's, deficiencies and/or other disciplinary actions taken against them historically shall not be considered for this service. Applicants must disclose any past, present, or pending licensure revocation, probation or denials, including, but not limited to Community Care Licensing, Public Health Licensing, or any other agency providing services to people with disabilities, children, or the elderly.

Equity & Diversity Statement: Please see list below. Applicants will describe how they will:

- Serve diverse populations, including but not limited to culturally and linguistically diverse populations. (W&I code 4648.11)
- Address the needs of those diverse populations.

Provide additional information that the applicant deems relevant to issues of equity and diversity.

Service Summary Content Guidelines:

Please include all information requested below and provide in the same order in your document. For additional guidance in writing your Service Summary, please refer to Title 17 regulations. Each proposal must be comprised of five (5) complete sets of the following content:

Overview of the services your agency will provide

a) Provide a brief overview of the services that will be provided by your agency. Include:

- The purpose and goals of the service you plan to provide.
- Describe the anticipated outcomes of the proposed service.
- Describe how you have already established, or plan to establish and maintain relationships with generic, community resources. Provide specific examples of who/what these resources are. Include how you see this benefiting the work your agency will do.

b) Service Delivery Timelines

- Briefly describe the timelines for responding to emergent and non-emergency situations.
- Describe how response times might vary in certain geographic areas (provide specific examples of what these areas might be) and how your agency would work to minimize a delay in responding.
- On a per incident basis, describe the involvement of the crisis team and when that involvement would end. (e.g. when police get involved, placement in an in-patient facility, etc.)

c) Overview of Planning Process

- Briefly describe how you may be involved in the WRC planning team process. Describe your role in determining the supports that may be needed and how each individual's needs will be anticipated and addressed by your service.

d) Data Recording, Reporting and Communication

- Service provider will provide WRC an approved data collection form that will be utilized by the provider for services.
- Describe the reporting process to WRC on an emergent and ongoing basis. Include what types of reports will be submitted and how, when and to whom the reports/information will be submitted.
- Describe how the agency will communicate with families/primary caregivers and care providers.
- Describe the process for communication with families/primary caregivers, care providers and WRC after the team responds to a crisis call. Describe how and when you plan to report the crisis team's recommendations on how to better support the person served. Provide a timeline for when the information and recommendations will be provided to the IPP team.

e) Locations and Business Operations

- If known, provide the proposed administrative office location(s)
- List the days that this service may be unavailable, if any, and reasons why this would occur
- As an additional attachment, include an organizational chart for the agency showing all positions and include any affiliated agencies or consultants. Include names of staff that are associated with each position. If a position is vacant, please note that as well.

f) Plan to Recruit and Retain Qualified Staff

- Describe your strategies to recruit and retain qualified staff.
- Describe the required qualifications, credentials and duties of all professional staff and consultants.
- Include brief job descriptions for all staff and consultants
- Describe the health and criminal background screening procedures for your agency. Staff must pass the DOJ background check.

g) Staff Training and Supervision

- Describe the content and frequency of initial and ongoing training for both supervisory and direct staff, including required certifications
- Describe who will be providing the training and include their specific experience and qualifications.
- Describe the training that will be provided to staff prior to contact with individuals served by WRC.
- Describe specialized training for providing behavior support to individuals with potentially dangerous behaviors, including data collection and knowledge of behavior plans.

h) Staffing

- Employee Screening. Service Provider shall ensure that all staff having contact with persons-served and parent(s)/legal guardian(s) are fingerprinted and cleared through the United States Department of Justice (DOJ) and any other applicable screening agencies prior to providing services. Service Provider will further screen all employees by contacting personal references and prior employers. Service Provider shall not employ any person with a felony conviction or record of physical, sexual, or fiduciary offenses to provide direct services to persons-served and parent(s)/legal guardian(s) referred by WRC. Service Provider shall also conduct a Department of Motor Vehicles (DMV) background check at the time of hire and at least once annually for every staff. Staff shall have a valid California driver license and proof of insurance.
- As an additional attachment, provide a sample monthly schedule for all staff and consultant hours. Include all information regarding what staff positions make up each crisis team and how many teams are available during peak and non-peak hours.
- Specify if there will be a behavior consultant on-duty or on-call. Include all times that the consultant will be available to the teams.
- Describe the experience and qualifications the behavior consultant will possess, specifically within the field of crisis intervention.
- Describe the protocol for handling multiple crisis calls that occur concurrently when a crisis team is already dispatched.

i) Staff Positions

- Clinical Manager shall possess qualifications that meet Title 17 requirements for service codes 612 Behavior Analyst and/or 620 Behavior Management Consultant and/or a master's degree in in psychology, education, social work, counseling or allied health field and five (5) years' experience with administrator duties and responsibilities. Minimally the crisis team should consist of a clinical management component whom oversees crisis support staff.
- Crisis Prevention Counselors shall have a bachelor's degree in psychology, education, social work, counseling or allied health field, a minimum of three (3) years' experience working with individuals who have developmental disabilities and / or mental health issues, and one (1) year experience in direct intervention with assaultive/aggressive behavior, successful completion of pre-service training program and references specific to the candidate's ability to successfully and ethically manage a volatile situation. Crisis Prevention Counselors are considered lead intervention staff and shall respond to emergency phone calls, face-to-face crisis situations and will provide follow-up as needed. Responsibilities include, but are not limited to, the following: assessing the individual's ability to maintain placement or the need to access emergency community mental health services, accurate documentation and reporting of each response incident, identifying possible antecedents, and assessing current viability/status of placement and support services.
- Crisis Team Support staff shall have a bachelor's degree in psychology, education, social work, counseling or allied health field, one (1) to two (2) years' experience (preferred) supporting or assisting individuals with developmental disabilities or mental health needs, and

a minimum of one (1) year experience in direct intervention with assaultive/aggressive behavior, successful completion of pre-service training program and references specific to the candidate's ability to successfully and ethically manage a volatile situation. Crisis Team support staff shall support Crisis Prevention Counselors by providing back-up for safety purposes during crisis visits, shall provide translation services, assist in completing documentation and assist in locating generic services and ancillary assistance.

j) Transportation

- Describe the transportation services that would be provided.
- Describe under what circumstances staff will transport a person served.

k) When transporting, describe the staffing structure.

Community outreach:

- Describe plans for community outreach to include trainings and collaboration with law enforcement, regional center vendors and staff, hospitals, and mental health agencies.

l) Assessment and Person-Centered Planning: Briefly describe your agency's approach to the person-centered planning process.

FORMATING REQUIREMENTS:

Applicants must adhere to the following formatting requirements when submitting preproposals:

- All submissions must be on white, standard size (8 ½” X 11”) paper. Single-sided only, in hard-copy to Sarah Williams-Katuli at Westside regional Center. Address provided below.
- Attachments/Forms must be type written, collated, and page numbered.
 - Attachments should include Application/Proposal Coversheet (see attachment-A), table of contents, professional resumes and references (see attachment-B), statement of obligation (see attachment-C), and Sample financial statement (see attachment D).
- Questionnaire must be type written in 12-point Times New Roman or Arial font.
- The “Application/Proposal Coversheet” (see attachment- A) must be the first page of the proposal.
- The proposal must include a table of Contents
- As applicable, include appendices for documents, such as resumes, certifications, curricula, schedules, letters of recommendation, letters of support for agencies, consultation expected to provide program services, etc.
- Fax copies will NOT be accepted.
- Do NOT use hardcover binders.

INQUIRES/REQUESTS FOR ASSISTANCE

All additional inquiries regarding the application or requesting technical assistance regarding this RFP should be directed to Sarah Williams-Katuli. Technical assistance is limited to information on the requirements for preparation of the application packet. Applicants are expected to prepare the documentation themselves or retain someone to provide such assistance. If an applicant chooses to retain assistance from another party, the applicant must be able to thoroughly address all sections of the proposal during the interview process and/or demonstrate that the party assisting with the application will have a continuing role in the ongoing operation of the program.

Inquiries/Submittal Contact:
Westside Regional Center
Attn: Sarah Williams-Katuli, Quality Assurance Specialist
5901 Green Valley Circle, Ste. 320
Culver City, CA 90230 (310) 258-4286

TIMELINE:

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|--------------------------|-------------------------------|--|
| <input type="checkbox"/> | April 23rd, 2018 | Request for proposals release |
| <input type="checkbox"/> | May 25th, 2018 by 5:00 | Deadline for receipt of proposals |
| <input type="checkbox"/> | June 11 – June 15, 2018 | Interviews with highest-ranking applicants |
| <input type="checkbox"/> | <u>June 29th, 2018</u> | Final notification |

Strict adherence to the deadlines above will be followed, to the best of the team’s ability.

APPLICATION/PROPOSAL COVERSHEET

Attachment – A

Name of Applicant or Organization Submitting Proposal			
Name of parent corporation, if applicable			
Applicant's mailing address			
Contact person for project			
Contact phone number		Contact fax number	Contact e-mail address
Author of proposal or consultant assisting with proposal			Author/consultant phone number
<u>List all Regional Centers with which you have vendored programs or services</u>			
Reg. Center	Name of Program/Service	Type of Program/Service	Vendor Number
<u>List all Regional Centers with which you have programs/services in development</u>			
Reg. Center	Type of Program/Service in Development		Service Start Date

Application submitted by:

Signature (person must be authorized to bind organization)

Date

PROFESSIONAL RESUMES AND REFERENCES

Name of Applicant/Organization: _____

Submit a professional resume for all staff and consultants identified or referenced in application, including individuals who will be administrator, if known.

<u>List all staff and/or consultants for whom a resume is attached</u>	
Name	Job Title/Type of Consultant

List three references, including job title and agency affiliation, who can be contacted in regard to applicant's qualifications, experience and ability to implement this proposal. References must be professional in nature. References from members of the applicant's governing board and/or applicant's family members are excluded from consideration.

Name: _____ Phone: _____

Job Title: _____

Agency Affiliation: _____

Name: _____ Phone: _____

Job Title: _____

Agency Affiliation: _____

Name: _____ Phone: _____

Job Title: _____

Agency Affiliation: _____