



# WESTSIDE REGIONAL CENTER

## **Announcement of Request for Proposals: CPP Adult Individualized Day Services**

**Fiscal Year 2017-2018**

### **Summary of Project:**

The Westside Regional Center (WRC) is requesting proposals for the development of Adult Individualized Day Services. This tailored & individualized day service will offer supported employment options to 25 individuals. The program will support those with significant behavioral challenges, mental health diagnoses, and/or possible mild forensic histories. The program will support persons that have the desire to work in the community but require substantial supervision and vocational training.

The program will serve 25 individuals. The rate of service is a negotiated rate. Start-up funds are included.

### **Justification:**

Individuals that have Intellectual Disability and substantial mental health diagnoses, including challenging behaviors, who desire competitive work opportunities in the community require specialized and individualized employment support to be successful and safe. Job coaches and support staff will need specialized training and support to ensure the success of the people they support in the community. Person-centered vocational training and psychoeducational support will be offered to increase the opportunities for successful employment and job retention.

Adult Individualized Day Services offer opportunities for adults with developmental disabilities to choose and customize day services to meet their individualized needs; have opportunities to further the development or maintenance of employment and/or volunteer activities; direct their services; pursue post-secondary education; and increase their ability to lead integrated and inclusive lives.

Adult Individualized Day Services shall:

- Include an individualized service design, as determined through the individual program plan and approved by the regional center that maximizes the consumer's individualized choices and needs. This service design may include flexibility on the duration and intensity of services to meet the consumer's individualized needs.
- Encourage opportunities to further the development or maintenance of employment, volunteer activities and/or pursuit of post-secondary education; and maximize consumer direction of the service; and increase the consumer's ability to lead an integrated and inclusive life.
- Include a clinical consultation support plan to assist in offering service options for those with pervasive support needs, requiring enhanced behavioral or medical/personal assistance.

The type and amount of tailored service shall be determined through the individual program plan process. The individual program plan shall contain, but not be limited to, the following:

- A detailed description of the consumer's individualized choices and needs and how these choices and needs will be met.

- The type and amount of services and staffing needed to meet the consumer's individualized choices and needs and unique health and safety and other needs.

Adult Individualized Day Services offer a variety of opportunities to adults with disabilities 18 years of age and older. Adult Individualized Day Services are provided with a maximum of 30 hours weekly. Services will be provided on a 1:1 basis and 1:2 basis as determined by individual client support need.

The intent of Adult Individualized Day Services is to choose and customize day services to meet the client individualized needs; have opportunities to further the development or maintenance of employment and volunteer activities; direct their services; pursue postsecondary education; and increase their ability to lead integrated and inclusive lives.

**Individualized Service Option Domains:**

- Employment & Volunteer Placement
- Post-Secondary Education
- Leading an Integrated and Inclusive Life
- Maximizing Self Direction

**Employment and Volunteer Placement**

**Individuals gain practical experience by participating in integrated paid or volunteer work in the community**

- Vocational assessments
- Career exploration
- Vocational training
- Job development, interviews, and placement
- Job coaching within allotted weekly hours
- Volunteer opportunities
- Volunteer placement with recognized non-profit
- Micro-Business or Self-Employment

**Post-Secondary Education**

- Adult Education, Vocational Certificates, GED
- Community College and C2C
- University (4-year)
- Supporting individuals in their pursuit of attending college, adult education programs, continued education, or trade schools.
- Enrollment and selection of courses and/or programs
- Accessing Disabled Student Services
- Participating in campus life
- Attending classes
- Completing course work and assignments

### **Leading an Integrated and Inclusive Life**

- Completing an ecological inventory of their community (mapping their community)
- Memberships in groups, clubs, or teams with non-disabled peers sharing the same interests
- Enrollment in classes through libraries or local Park & Recreation Centers
- Membership in local fitness centers
- Maintaining health & exercise
- Participating in community opportunities using natural environments, offering integrated socialization experiences.
- Assertiveness and initiative training
- Personal safety training
- Interpersonal relationship development
- Problem solving
- Money management
- Maintaining health by accessing health and wellness services
- Accessing community resources (using public transportation and generic resources)

### **Maximizing Self-Direction**

Participants fully engaging, as much as possible, in making decisions about their services should be an ISP goal regardless of whether they are pursuing employment, a volunteer position, post-secondary education or training, or a more inclusive, integrated life.

Participant choices, while valued, need to result in specific measurable goals that can be defined and measured.

For individuals with challenging behaviors, planning and supports should ultimately lead to some level of integration and inclusion with non-disabled peers. For those with restrictive health conditions, planning and supports should lead to increased self-advocacy, self-direction, communication, and independence in self-care.

### **Service Guidelines:**

Adult Individualized Day Services are a community based service, to be provided in the community at the intended community activity/task and not in an agency provider building/program administration site. The intent of the service is to assist clients in accessing their communities and engaging in community inclusive, integrated activities with typical peers in natural settings. Adult Individualized Day Services should not be provided in a segregated setting or the provider's facility-based program environment.

If clients are in need of assistance with transportation, Adult Individualized Day Services support staff can meet the client at the home or another community location and support the client to learn how to use public transportation, which would include accompanying a client to register for Access and Dial a Ride or similar service, as well as using the local bus/public transportation. If transportation provision is required due to behavioral, supervision and/or medical support needs, this may be discussed with the support team, regional center and approved on a case by case basis, as appropriate.

All regional center vendored agencies must provide services in accordance with the specific service type and design approved by the vendoring regional center.

Adult Individualized Day Services should provide support and training that allows individuals to develop the necessary skills to live and thrive on their own, working towards goals to obtain higher education or employment.

Adult Individualized Day Services should provide support and training that allows individuals to develop the necessary skills to live and thrive on their own, working towards goals to obtain higher education or employment.

**Referrals and planning**

Structure of services, location of services, intensity of support, and actual number of hours needed will vary greatly.

Participants who face restrictive health conditions or other significant physical limitations or tolerances may be served in varying locations, based on the decision of the ID team.

**Deadline for Submission: Proposals must be received at the Regional Center by 5:00PM, Friday May 25, 2018.**

Applications that are submitted after the deadline or that are incomplete, or proposals that do not meet the basic requirements will be disqualified. No proposals will be returned.

This RFP does not commit WRC to procure or contract for services or supports. WRC may elect to fund all, part, or none of the project, depending on funding availability as approved by the Department of Developmental Services and the quality of the proposals received.

**APPLICANT QUALIFICATIONS**

The following qualifications will be sought in a potential provider and will be assessed by evaluating an applicant’s proposal, and responses to interview questions, if applicable. For finalists, assessment of these qualifications will also include the collection and evaluation of additional information utilizing, but not limited to, the evaluation procedures listed below:

**Qualifications Sought in a Provider**

Applicant has a proven history of financial responsibility, stability and soundness.

Applicant has a proven history demonstrating the ability to provide direct supervision or services/supports to persons with developmental disabilities or special needs.

Applicant has proven credentials, licenses, training and/or skills required and/or preferred for the proposed project or service.

**Evaluation Procedures**

- All *finalists* will be required to submit a Financial Statement form and attach business and financial records to substantiate the finalist’s adequate working capital. For finalists without business records, two years of tax returns will be requested and reviewed.
- Confer with Accounting Department and Fiscal Monitor at WRC, and the Community Services and Accounting Departments at other regional centers as applicable.
- Confer with Client Services and Community Services staff at WRC, and other regional centers as applicable.
- Complete unannounced visit(s) to existing programs, homes or services owned/operated by the applicant.
- Complete reference check to substantiate submitted resume(s) including applicable degrees, credentials, licenses or certificates, and descriptions of staff qualifications including specialized training and skills.

Applicant has a proven history of positive working relationships with the community and applicable government agencies. If applicant is a current vendor, applicant must be in good standing with the regional center and licensing agencies.

- Confer with Client Services and Community Services staff at WRC, and other regional centers as applicable.
- Confer with licensing agencies (e.g., Dept. of Public Health or Community Care Licensing), as applicable.

Applicant has a proven history in the area of project development, including the ability to complete projects, meet project timelines and manage a project of this size and scope.

- Confer with Community Services staff at WRC, and other regional centers as applicable, regarding applicant's track record on managing and completing projects and meeting project timelines.

Applicant has the administrative capacity to complete the project and/or implement the service in a timely fashion.

- Confirm the number of programs/projects applicant currently operates and/or has in development, and ensure that the applicant's administrative capacity is not over stretched or that the applicant has competing or conflicting responsibilities with services vendored or in development with other regional centers.

### **On-Going Service Specifications**

1. The service provider must have a working relationship or knowledge of specific programs and supports.
2. Services must be provided in a community setting.
3. The service provider agency must employ a BCBA on staff.
4. The service provider must describe a plan to utilize BCBA for direct support staff training, on-going client assessment and planning.
5. Direct support staff must be CPI certified.
6. Direct support staff must participate in on-going enhanced training, such as training relevant to supporting adults who have been dually diagnosed with an intellectual or other developmental disability and a co-occurring mental health disorder.
7. The service provider lead staff must have completed Universal Enhancement Course.
8. Direct support staff must have prior experience providing support to individuals with significant behavioral challenges and forensic histories.
9. Job developer and job coach must possess certification, training and experience in community integrated employment support.
10. The service provider applicant must include in the proposal:
  - A statement outline of the applicant's plan to serve diverse populations, including, but not limited to, culturally and linguistically diverse populations;
  - Examples of the applicant's commitment to addressing the needs of those diverse populations; and
  - Any additional information that the applicant deems relevant to issues of equity and diversity.

### **Required Education, Experience, Credentials, Skills and/or Training for On-Going Services**

The applicant(s) selected must provide the following:

**Program Manager/Director must have:**

- Bachelor's degree in Human Services field and a minimum of two years' experience working with people who have developmental disabilities OR a combination of education and experience equivalent to a minimum of six years in the field of developmental disabilities.
- Supervisory experience, including at least 1 year of full-time work history in a comparable program.
- Prior experience working as a direct support professional in the field, for at least two years.
- Demonstrated understanding of the IPP process and the legal rights of people with developmental disabilities in California.
- Demonstrated knowledge of the principle and philosophy of inclusion.
- Completion of Universal Enhancement Training that is provided by WRC annually.

**Mentor/Coach must have:**

- Bachelor's degree in Human Services field and experience working with individuals with a wide range of disabilities OR six years combination of specialized training and demonstrated experience in the field of disabilities. Other relevant training or experience will be considered.

**Preferred Education, Experience, Credentials, Skills and/or Training for On-going Services**

- Experience working with adults with developmental disabilities in a comparable setting.
- Enhanced training, such as training relevant to supporting adults who have been dually diagnosed with an intellectual or other developmental disability and a co-occurring mental health disorder.
- Experience recruiting staff with the technical skill to assist clients in a variety of settings and situations.
- Experience supporting clients in a community educational and employment setting.

**Service Start Date**

Services will commence immediately upon vendorization.

Successful applicants to this RFP project must adhere to the RFP writing guidelines outlined in this RFP and complete each attachment enclosed in this RFP.

**APPLICANT ELIGIBILITY AND RESTRICTIONS**

**Eligibility**

Any individual, partnership, corporation, association or private-for-profit or not-for-profit agency may submit a proposal.

- For partnership submissions, all partners should have full knowledge of the contents of the proposal submitted, and must demonstrate commitment to the project during start-up as well as ongoing operations.

**Ineligibility**

Under the following conditions, an individual or entity is ineligible to be a regional center vendor, and therefore may not submit a proposal.

1. **Conflict-of-Interest:** Any individual or entity that has a conflict-of-interest as established in DDS Regulations, Title 17, Sections 54314 and 54500 et seq., unless a waiver is permitted and obtained, including:
  - Regional Center employees and Board members, and their family members

## **SELECTION PROCEDURES**

All proposals received by the deadline will undergo a preliminary screening. Late or incomplete applications will not be accepted for review and rating. Any proposal may be disqualified if it deviates from the submission instructions in the RFP.

WRC will seat the RFP Selection Committee. The evaluation process will include individual committee member evaluation and rating of each proposal, followed by committee discussion and ranking of proposals.

### **Proposals will be reviewed and evaluated for:**

- Completeness and responsiveness of the proposal
- Sound and detailed explanation for use of start-up funds
- Relevant experience and qualifications of the applicant
- Reasonableness of timeline and cost to complete each project
- Demonstrated financial responsibility, stability and soundness of the applicant

Proposals may be eliminated from further consideration due to inconsistency with state and federal guidelines, failure to follow RFP instructions, incomplete documents, or failure to submit required documents.

In addition to evaluating the merit of the proposal, applicants will be evaluated and selected based on previous performance, including timely completion of projects, and a history of cooperative work with the regional center. (Please refer to the section titled *Applicant Qualifications* for details.)

After preliminary rating and ranking of proposals, interviews may be scheduled with finalists, particularly if two or more proposals are closely rated and/or more information is needed. References will be contacted for all finalists. All finalists will be required to complete and submit a Financial Statement. (Please see section titled *Applicant Qualifications* for details.)

The final recommendation of the RFP Selection Committee will be submitted for approval by the WRC Executive Director and is not subject to appeal. All applicants will receive written notification of WRC's decision regarding their proposal, and an announcement of the applicant awarded the project will be posted on the Center's web site, [www.westsiderc.org](http://www.westsiderc.org)

Additional information may be required from the selected applicant prior to the awarding of the project.

Any information withheld or omitted, or failure to disclose any history of deficiencies or client abuse shall disqualify the applicant from award of the project and/or contract.

WRC reserves the right not to select an applicant for project implementation if, in its determination, no qualified applicant has applied or is sufficiently responsive to the service need.

In the event that no proposal is selected, WRC may elect to either not develop the service pending further analysis of alternatives to meet the expressed need, or to issue a new RFP to attempt to expand the pool of potential respondents.

### **\*Additional Requirements**

- Development of Service Design: The selected applicant will be required to complete a service design within thirty (30) days of award of the contract.
- Proof of Liability Insurance: The selected applicant will be required to maintain general and professional liability insurance for all work performed on behalf of regional center clients and their families, and to name the regional center as an additional insured on all such policies.

## **RESERVATION OF RIGHTS**

WRC reserves the right to request or negotiate changes in a proposal, to accept all or part of a proposal, or to reject any or all proposals. WRC may, at its sole and absolute discretion, select no provider for these services if, in its determination, no applicant is sufficiently responsive to the need. WRC reserves the right to withdraw this Request for Proposal (RFP) and/or any item within the RFP at any time without notice. WRC reserves the right to disqualify any proposal which does not adhere to the RFP guidelines. This RFP is being offered at the discretion of WRC. It does not commit WRC to award any grant.

## **COSTS FOR PROPOSAL SUBMISSION**

Applicants responding to the RFP shall bear all costs associated with the development and submission of a proposal.

## **SUBMISSION INSTRUCTIONS**

### **Proposal Content**

Each proposal must be comprised of **three (3) complete sets** of the following components:

- Application/Proposal Coversheet – Attachment A
- Development Questionnaire – Attachment B
- Professional Resumes and References – Attachment C
- Budget Summary – Attachment D

### **Formatting Requirements**

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

- All submissions must be on white, standard size (8 ½" x 11") paper, single-sided only.
- Attachments/Forms must be type written. Include additional pages as needed.
- Questionnaire must be type written in 12-point, Times New Roman or Arial font.
- FAX and E-Mail copies will NOT be accepted.
- Do NOT use hardcover binders.
- Submissions will NOT be returned.

### **Contact Person**

The letter of intent that includes responses to all items in the attachments and narrative addressing all of the sections are **due to Westside Regional Center by 5:00 p.m. on Friday May 25, 2018.** Letters of Intent may be mailed to:

Attn: Pamela Arturi, HCBS Manager  
Westside Regional Center  
5901 Green Valley Circle Suite 320  
Culver City, CA 90230

<b>Timeline:</b>	<u>May 3, 2018</u>	RFP Release Date
➤	<u>May 25 at 5pm</u>	Deadline for receipt of proposals
➤	May 28-June 1	Evaluation of proposals by Selection Committee



- June 4-8 Interviews with highest-ranking applicants, if applicable
- June 11-15 Notice of selection mailed to applicants
- June 18 Notification of project award posted on WRC web site
- June 20 Start up contract signed

Attachment – A

**APPLICATION/PROPOSAL COVERSHEET**

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

Attachment – B

## DEVELOPMENT QUESTIONNAIRE

Name of Applicant/Organization: \_\_\_\_\_

1. Background and Experience: Summarize your education, knowledge and experience in providing services to the *target population(s)*. Describe how your documented education, knowledge and experience will be a good fit for developing this program.

2. Development Experience: Briefly summarize your current and previous development of services or programs. Highlight similarities between current or previous program(s) developed, and your proposed program for this RFP.

3. Staff Qualifications: Do you, your staff and/or your organization currently possess the credentials, skills, training and/or years of experience noted in the Project Requirements Section as: 1) required for this RFP and/or 2) preferred for this RFP? (Briefly explain)

4. Staff Recruitment, Training and Retention: Describe your plan for recruiting, training and retaining quality staff. What is your average annual staff turnover rate?

5. Summary of Program Plan: Provide a summary description of the specialized residential treatment program you are proposing. At a minimum, your summary is to address the following: the bullets listed in the program requirements section of this RFP, your philosophy on providing services to persons with developmental disabilities, and a description of your proposed treatment and stabilization plans.

6. Financial Resources: What financial resources do you bring to the project (e.g., line of credit, cash or fluid capital reserves, etc.)?

\_\_\_\_\_

Attachment – C

**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 Manager/Director, if known.

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

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: \_\_\_\_\_

Attachment – D

**BUDGET SUMMARY**

Name of Applicant/Organization: \_\_\_\_\_

Submit budget projections using estimates that are both reasonable and realistic uses of funds.

	<b>Physical Plant (Office)</b>	<b>Start-up Expense</b>	<b>Ongoing Monthly</b>
1.	Lease/Insurance (3 months lease)		
2.	Utilities (gas, electric, water, phone/media)		
3.	Vehicle Lease		
4.	Vehicle Maintenance/Gas/Insurance		
5.	Furnishings/Maintenance		
6.	<b>Total Physical Plant (add Lines 1-5)</b>		
	<b>General Administration</b>	<b>Start-Up Expense</b>	<b>Ongoing Monthly</b>
7.	Admin Overhead		
9.	Office Supplies/Equipment/phone		
10.	Insurance(s)		
11.	Other-CCL fees, etc.		
12.	Staff recruitment		
13.	Training & Staff Development		
14.	<b>Total Gen. Administration (add lines 7-13)</b>		
	<b>Staffing</b>	<b>Start-Up Expense</b>	<b>Ongoing Monthly</b>
15.	Salary – Manager/Director		
16.	Direct Staffing		
17.	Program Consultants		
18.	Employee Benefits		
19.	Payroll Taxes		
20.	Worker's Compensation		
21.	<b>Total Staffing Expenses (add lines 15-20)</b>		
22.	<b>Total Start-up Expenses (add lines 6,14 &amp; 21)</b>	\$	
23.	<b>Total Monthly Rate Per Person (divide Line 22 by 15 clients)</b>		\$