Announcement of Request for Proposal (RFP): Family Home Agency (FHA)
Family Teaching Model
Fiscal Year 2019-2020

Summary of Project

The Westside Regional Center (WRC) is soliciting proposals for the following Community Placement Plan (CPP) contracted service:

Service Type: Family Home Agency (FHA)/Family Teaching Model

Posting Date: October 14, 2019

Start-up Funds Available

Start-up funds can only be used for non-recurring costs associated with initially establishing a service, which may include administrative components, licensing, household furnishings and supplies, personnel recruitment and training expenses, general equipment, and other costs as described per contract. Start-up funds are not intended to cover 100% of the development costs.

Location: 3874 W. 132nd St., Hawthorne, Ca. 90250.

Development Timeline: The program should be ready to provide services no later than February 1, 2020.

Service Description

A Family Home Agency (FHA) is a private, not-for-profit agency that is vendored to do all of the following: 1) recruit, approve, train, and monitor family home providers; 2) provide services and supports to family home providers; and 3) assist consumers in moving into or relocating from family homes. A "Family Teaching Home" means a home that has been approved by an FHA and is owned, leased, or rented by the family home agency, wherein the family home provider and the consumer(s) have independent residences, either contiguous or attached, and in which services and supports are provided to a maximum of three consumers regardless of their degree of disability, except for those consumers who require continuous skilled nursing care as defined by California Code of Regulations, Title 17, Section 56076, subsection (e)(3).

Westside Regional Center is seeking proposals from a not-for-profit agency (501-C3), for operation of a paradigm of service that features comprehensive family support to individuals who have exited developmental centers or who are at risk of being placed into a developmental center. This support model incorporates committed couples serving the role of “teachers” who live in close proximity to the persons for whom they provide support in a separate unit of a triplex or duplex. Key to the success of this approach is management that embraces the values of dignity and respect, protection of civil and human rights, and belief in the value and potential of all human beings as an all-encompassing approach to both families who provide support and individuals served.

The goal is that the family-couples provide the following to individuals:
• A sense of belonging to or membership with a family and enjoy relationships that are vibrant, durable and caring. ¹  
• A mechanism of support for self-discovery by supplying the tools for approximating patterns of everyday living and strategies to achieve personal goals and accomplishing visions and aspirations;  
• Assistance through facilitating, seeking, and developing community opportunities related to those aspirations, including opportunities for work, leisure, recreation and friendships;  
• A stable and dependable source for demonstration of responsibility, ethics, integrity and constructive social interaction to the individual;  
• Planned opportunities for skill development.  
• Teaching and demonstration of effective ways to live one’s life and solve life’s problems as they emerge.  
• A constant life partner and reliable source of validation for who one is, what one has accomplished and where one is headed.  
• A link to the community with the intent that individuals become known as neighbors, that they are recognized by name and face, and respected for their positive and reciprocal contributions to their neighborhood and appreciated for their strengths.  
• Concern and dedication to the health and welfare of the individual with willingness to research and be open to offerings by the community for alternatives to the traditional medical systems.  
• Availability during night hours to assist individuals if necessary.

A triplex and/or duplex will be owned and renovated by a Non-Profit Housing Organization (NPO) that will develop the property, under a separate grant process, to the specifications of this regional center. The successful applicant for this CPP grant will lease the property from the NPO. The start-up funds identified in this RFP are solely for the use of the service provider for activities integral to the establishment of the “family teaching home”, e.g. household furnishings and supplies, and personnel recruitment and development.

Potential providers must have prior demonstrable experience including:

• Supporting individuals with developmental disabilities, mental health, and forensic backgrounds;

• Owning or operating a Family Home Agency;

• Working with the court system(s);

¹ This model in no way is intended to supplant or replace the family support that is given by an individual’s actual family members. In fact, supportive couples should whenever possible be an adjunct and supportive arm as well to family members whose involvement with the individual may vary.
• Working with substance abuse prevention and/or treatment;
• Working with the mental health system.

A Provider must be able to work collaboratively with others in a multi-agency, interdisciplinary configuration (e.g. other regional centers, courts, mental health systems, probation) for the successful support of the individual. The family teaching homes will be available to a maximum of three individuals exiting developmental centers, or at risk of being placed into a DC/IMD/HMRC per home. The supportive families will live in one of the units of these triplex/duplexes with a salary, cash credits for meals, public utilities/phone/Internet and transportation expenses. Families are also provided regular time off for rest and leisure time covered by additional teaching staff.

Following careful recruitment to match families with individuals, the families/couples will undergo pre-service training followed by extensive ongoing instruction. The curriculum will be relevant to the individuals to be supported—focused on quality of life, and being a part of the community. Families must achieve outcomes as prescribed, and go through extensive evaluation. Family members are trained and supported by the management of the service as well as consultants as necessary. Some of the supportive consultants may provide on-call response for emergencies.

General Requirements

• The Family Teaching Home will support 3 permanent residents;
• Prior to an individual residing in a family home, the following FHA staff shall attend the residential services orientation provided by the vendoring regional center pursuant to the requirements of Title 17, Section 56003 (a)(1)(A), (C), (D) and (E): The FHA administrator; all FHA staff responsible for the direct supervision of other FHA staff; and all FHA staff who have frequent and routine contact with the consumer. When there is a change in the FHA’s administrator or staff, the new administrator or staff shall attend the next scheduled residential services orientation provided by the regional center.

• The Department shall conduct a criminal record review of all persons specified in Welfare and Institutions Code Section 4689.2(c) and shall have the authority to approve or deny an application for vendorization as an FHA, or employment, residence, or presence in the family home based upon the results of such a review. All completed, signed and dated Department of Justice fingerprint cards shall be submitted directly to the Department. No individual shall move into a family home prior to compliance with Welfare and Institutions Code Section 4689.2(b).

• A Certificate of Approval must be issued to the family teaching home by the Family Home Agency once a criminal record review has been satisfactorily completed by the family couple, and prior to the provision of services;

• Program must meet all applicable Title 17 regulations;
• Administrator must have a minimum of 2 years full-time experience in a Family Home Agency that provides supports to persons with developmental disabilities, mental health, and forensic backgrounds.

• Direct Support Professionals (DSP) must speak the language of the people they support;

**Deadline for Submission:** Proposals must be received at Westside Regional Center by 4:00 P.M. on Wednesday, November 20th, 2019. 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.

**Start-up funding will be negotiated.** Start-up funds have been negotiated with the Department of Developmental Services. The applicant agency should propose to use start-up funds to renovate the homes to meet Universal Design requirements, to bring in consultation for development of the service, and for recruitment of families and consultants to establish the service. The actual amount of each award will be calculated in relation to reasonable and appropriate start-up.

**The applicant agency:**

• Will be required to meet all Title 17 requirements as applicable to this service model as prescribed by DDS;

• Will cooperate with DDS for certification as necessary;

• Will provide a plan for recruitment, pre-service and ongoing training, and provision of consultative support and respite to support couples that will best assure the outcomes of service and life goals of individuals are met;

• Will provide a plan for security and response to emergencies;

• Will achieve Universal Design modifications for each home (triplex and/or duplex), using an approved qualified analyst for consultation.

• Will develop a plan for evaluation of service success and quality of life outcomes by an objective third party;

• Must adopt a *no-reject/ no failure* policy toward individual service recipients and a commitment to have a creative and flexible approach to service, and to modify supports to ensure continued stability without requesting additional funding from the regional center.

• Must agree to a minimum of quarterly monitoring by Westside Regional Center. Families will be evaluated by a separate process and on a more frequent schedule.

• Become a CPI Certified instructor if not already certified, as well as any designated managers;
• Keep financial data for 3 years from date of contract. It is required to keep receipts and cancelled checks for 3 years from date of contract.

• The contracts for the project will require an agreement that the grantee will provide, at minimum, 120 months (ten years) of continuous services, based upon the date of the first admission. Failure to meet this term of service will require the awardees to re-pay a portion of the original start-up grant. i.e., 12 months re-pay 95% of original start-up grant; 24 months re-pay 85% of original start-up grant, etc.

• Applicants must disclose any potential conflicts of interest (Title 17, §54500). Proposals will NOT be accepted from employees of the State of California, employees of the regional center system, or their immediate family members. Eligible applicants may be either a non-profit corporation (501-C3) or proprietary, for-profit entities.

Additional Requirements

• Development of Program/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.

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 and Service Summary Content Guidelines
Please include all information requested below and submit in the same order in your documentation. For additional guidance in writing your service summary, please refer to Title 17 and Title 22 regulations. Each proposal must be comprised of (6) complete sets of the following components:

Application/Proposal Coversheet – Attachment A

Table of Contents

Professional Resumes and References – Attachment B

Statement of Obligation – Attachment C

Sample Financial Statement – Attachment D

Budget Summary – Attachment E
Mission, Vision and Value Statements: Provide any agency MVV statements and how these were developed for your agency.

Background and Experience: Summarize education, experience, and knowledge of key personnel in providing services to the target populations. Describe how the documented education, knowledge, and experience will be a good fit for developing this program.

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

Agency Outcomes: Describe anticipated outcomes of proposed service for people residing in the home and how achievement of outcomes will be measured.

Assessment and Planning: Briefly describe the person-centered planning process. Discuss how individual goals and objectives will be determined and progress measured.

Administrative/Consultant Roles: Describe roles of Administrator, additional staff, and proposed involved consultants. Provide qualifications of any certified or licensed staff or consultants. Attach resumes.

Methods and Procedures: Please see list below. Applicants will describe how they will:
- Involve and plan for activities leading to the transition of individuals from the developmental center(s) and/or community.
- Address the mental health treatment needs of participants, as well as evidence-based therapeutic approaches.
- Address the development of positive behavioral support plans for participants.
- Address the close supervision needs of proposed participants with an emphasis on mitigating risk to the individual, the community, and staff.
- Address education and evidence-based treatment approaches for substance abuse issues frequently presented by the individuals who will utilize these resources.
- Teach social skill development to assist individuals in learning pro-social behaviors as alternatives to sexual/physical aggressive or assaultive behaviors.
- Train staff to support individuals who have involvement with the criminal justice system. This will include recognizing and managing the types of manipulative behaviors sometimes presented by the individuals who will utilize these services.
- Systemically address participant motivation issues through the use of incentive systems to promote cooperation and participation in the treatment and educational aspects of the services.
• Describe how psychiatric needs of individuals will be addressed, how staff will be trained to recognize, document, and report symptoms of psychiatric conditions and medication effectiveness.

**Staff Recruitment and Retention:** Describe your plan to recruit and retain quality staff. Include the following:
• Desired characteristics for all staff positions.
• Health and criminal background screening procedures.
• Initial and ongoing training, including required certifications. Include any specialized training for providing behavior support and crisis intervention to individuals who have potentially dangerous behaviors.
• Discuss what typical staff turnover is for your organization/agency.
• Provide information on salary levels and benefits. Direct care staff must be paid at a set minimum.
• Attach an organization chart that includes this project and maps the supervisory hierarchy.
• Provide job descriptions and qualifications for the primary staff and consultant positions.

**Staffing Schedule:** Provide a sample one-week staffing schedule including the administrative staff, direct support professionals, consultant(s), and program prep time.

**Transportation:** Describe how transportation will be provided for day/work services, therapy and medical appointments, court requirements, or recreation and other activities.

**Financial Resources:** Discuss what financial resources you bring to the project (e.g. line of credit, cash or fluid capital reserves, etc.).

**Continuous Quality Improvement (CQI):** Describe how the service agency will use data, such as agency outcomes, stakeholder satisfaction, or other existing data (e.g. incident reports, medication logs) to identify service problems pursuant to corrective changes such as revised staff training curriculums, staff training procedures (e.g. supervision, medication management, recruiting, etc.). Providers shall describe the feedback loop by which problem procedures will be identified, corrective through revised practices, and further monitored to measure the effectiveness of those changes in agency practice.

**DS 1891 Applicant/Vendor Disclosure Statement:** Complete and include this document:
[http://www.dds.ca.gov/Forms/docs/DS1891.pdf](http://www.dds.ca.gov/Forms/docs/DS1891.pdf)

**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, in hard-copy to Daniel Hoyos at Westside Regional Center. Address provided below.

All submissions must also include an electronic version sent to: RFP@WestsideRC.org. Electronic submissions cannot exceed 15 megabytes per email. Multiple emails per RFP submission can and will be accepted. An email acknowledgement of each submission received will be sent to the applicant.

Attachments/Forms must be type written. Include additional pages as needed. All proposals must be complete, typewritten, collated, and page numbered.

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, certificates, curricula, schedules, letters of recommendation, letters of support from agencies, consultants expected to provide program services, etc.

Fax copies will NOT be accepted.

Do NOT use hardcover binders.

Submissions will NOT be returned.

No proposals will be accepted after the deadline.

INQUIRIES/REQUEST FOR ASSISTANCE

Questions related to the application guidelines may be directed to Mary Lou Weiss-Stusser, Director of Community Services, 310-258-4042, or to Jesus Bernal, 310-258-4044. 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 Contact:  Westside Regional Center  Attn: Jesus Bernal, Quality Assurance Specialist
Timeline requirements:

- October 14, 2019---Request for proposals release
- November 20, 2019, 4:00 PM---Deadline for receipt of proposals
- November 21-27, 2019---Evaluation of proposals by selection committee
- December 2-6, 2019---Interviews with highest-ranking applicants, if applicable
- December 9, 2019---Notice of selection mailed to applicants
- December 13, 2019---Notification of Project Award posted on WRC website.
- December 20, 2019---Start-up contract signed
APPLICATION/PROPOSAL COVERSHEET

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<th>Name of Applicant or Organization Submitting Proposal</th>
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<th>Applicant's mailing address</th>
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<th>Contact person for project</th>
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<th>Author of proposal or consultant assisting with proposal</th>
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<th>Reg. Center</th>
<th>List all Regional Centers with which you have programs/services in development</th>
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<td>Type of Program/Service in Development</td>
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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.

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<tr>
<th>List all staff and/or consultants for whom a resume is attached</th>
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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: ___________________________
STATEMENT OF OBLIGATION

1. The applicant is presently providing social services to regional center consumers or other members of the community.
   [ ] No  [ ] Yes
   *If yes, indicate name, location, type and capacity of service(s).*

2. The applicant is currently receiving or planning to apply for grants/funds from any source to develop social service programs?
   [ ] No  [ ] Yes
   *If yes, indicate name, location, type and capacity of service(s).*

3. The applicant is planning to expand existing services (with or without grant funds) from a source other than Westside Regional Center during Fiscal Year 2013-2014 and/or fiscal year 2014/2015.
   [ ] No  [ ] Yes
   *If yes, indicate funding source and scope of grant project.*

4. The applicant or member of the applicant’s organization or staff has received a citation from any agency for abuse (verbal, physical, sexual fiduciary, neglect)?
   [ ] No  [ ] Yes
   *If yes, explain in detail.*

5. Has the applicant or any member of the applicant’s organization received a Corrective Action Plan (CAP), sanction, notice of immediate danger, or an “A” or “B” citation, or any other citation from a regional center or state licensing agency?
   [ ] No  [ ] Yes
   *If yes, explain in detail.*

6. Describe other professional/business obligations held by the Licensee and Administrator, including name, location, type, and capacity (time commitment) of each obligation. Do not include services you propose to provide through this proposal.
SAMPLE FINANCIAL STATEMENT

1. CURRENT ASSETS:
   Cash in banks
   Accounts receivable
   Notes receivable
   Equipment/vehicles
   Inventories
   Deposits/prepaid expenses
   Life insurance (cash value)
   Investment securities (stocks and bonds)

2. FIXED ASSETS:
   Buildings and/or structures
   Real estate holdings
   Long-term investments
   Potential judgments and liens

3. CURRENT LIABILITIES:
   Accounts payable
   Notes payable (current portion)
   Taxes payable

4. LONG-TERM LIABILITIES:
   Notes/contracts
   Real estate mortgages

5. OTHER INCOME
   Wages/revenues or other sources

6. LINE OF CREDIT
   Amount available (specify)
BUDGET SUMMARY

Name of Applicant/Organization: 

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

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<tr>
<th>Care and Services</th>
<th>Start-up Expense</th>
<th>Ongoing Monthly</th>
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<td>1. Food</td>
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<td>2. Household Supplies</td>
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<td>3. Personal Supplies</td>
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<td>4. Program Equip/Recreation</td>
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<td>5. Total Board &amp; Supply (add lines 1-4)</td>
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<th>Physical Plant</th>
<th>Start-up Expense</th>
<th>Ongoing Monthly</th>
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<tr>
<td>6. Lease/Insurance (3 months lease)</td>
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<td>$6,000.00</td>
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<td>7. Utilities (gas, electric, water, phone/media)</td>
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<td>8. Vehicle Lease</td>
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<td>9. Vehicle Maintenance/Gas/Insurance</td>
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<td>10. Furnishings/Maintenance</td>
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<td>11. Total Physical Plant (add Lines 6-10)</td>
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<th>General Administration</th>
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<td>12. Admin Overhead</td>
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<td>13. Office Supplies/Equipment/phone</td>
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<td>14. Insurance(s)</td>
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<td>15. Other-CCL fees</td>
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<td>16. Staff recruitment</td>
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<td>17. Training &amp; Staff Development</td>
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<td>18. Total Gen. Administration (add lines 12-17)</td>
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<th>Staffing</th>
<th>Start-up Expense</th>
<th>Ongoing Monthly</th>
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<td>19. Salary – Administrator</td>
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<td>20. Direct Staffing</td>
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<td>21. Program Consultants</td>
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<td>22. Employee Benefits</td>
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<td>23. Payroll Taxes</td>
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<td>24. Worker’s Compensation</td>
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<td>25. Total Staffing Expenses (add lines 19-24)</td>
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<td>26. Total Start-up Expenses (add lines 5,11,18 &amp; 25)</td>
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<td>27. Total Mo. Rate Per Person (divide Line 26 by 4)</td>
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