

Announcement of Request for Proposal (RFP): Supported Living Services Fiscal Year 2021-2022

Summary of Project

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

Service Type: Supported Living Services (SLS)

Specialization: This SLS program must be specialized to serve the Deaf/Hard of Hearing and blind/visually impaired community.

Posting Date: May 2022

Start-up Funds Available: Up to \$125,000.

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

Location: Westside Regional Center catchment area and other adjacent communities.

Development Timeline: The program should be ready to provide services no later than December 1, 2022.

Service Description

Supported Living Service (SLS), as referenced in Title 17, Section 54349 (a) through (e), shall consist of any individually designed service or assessment of the need for service, which assists an individual client to: (1) Live in his or her own home, with support available as often and for as long as it is needed; (2) Make fundamental life decisions, while also supporting and facilitating the consumer in dealing with the consequences of those decisions; building critical and durable relationships with other individuals; choosing where and with whom to live; and controlling the character and appearance of the environment within their home.

Supported Living Service(s) are tailored to meet the client's evolving needs and preferences for support without having to move from the home of their choice, and include but are not limited to the following:

- (1) Assisting with common daily living activities such as meal preparation, including planning, shopping, cooking, and storage activities;
- (2) Performing routine household activities aimed at maintaining a clean and safe home;
- (3) Locating and scheduling appropriate medical services;
- (4) Acquiring, using, and caring for canine and other animal companions specifically trained to provide assistance;
- (5) Selecting and moving into a home;
- (6) Locating and choosing suitable house mates;

- (7) Acquiring household furnishings;
- (8) Settling disputes with landlords;
- (9) Becoming aware of and effectively using the transportation, police, fire, and emergency help available in the community to the general public;
- (10) Managing personal financial affairs;
- (11) Recruiting, screening, hiring, training, supervising, and dismissing personal attendants;
- (12) Dealing with and responding appropriately to governmental agencies and personnel;
- (13) Asserting civil and statutory rights through self-advocacy;
- (14) Building and maintaining interpersonal relationships, including a Circle of Support;
- (15) Participating in community life; and
- (16) 24-hour emergency assistance, including direct service in response to calls for assistance. This service also includes assisting and facilitating the client's efforts to acquire, use, and maintain devices needed to summon immediate assistance when threats to health, safety, and well-being occur.

Supported Living Service Vendor Administration, as referenced in Title 17, Section 54349 (e), shall include, but is not limited to, the following:

- (1) Administrative functions;
- (2) Rental or leasing of administrative office(s) space;
- (3) Office furniture, supplies, and equipment;
- (4) Travel designated in the SLS vendor's contract as necessary for the performance of administrative functions;
- (5) Accounting;
- (6) Insurance designed to protect against loss by theft, fire, and similar calamities; professional liability; and automobile accident liability; and
- (7) Discretionary background checks for paid staff, volunteers, and contractors as specified in the SLS vendor's contract.

Westside Regional Center is seeking proposals from a not-for-profit agency (501-C3), or a proprietary, for-profit entity, for operation of Supported Living Services. This agency will serve adult individuals who are Deaf/ Hard of Hearing, blind, and visually impaired. Individuals will need support in some or all of the following areas: Locating generic resources within the community specific to individuals who are Deaf/Hard of Hearing, and blind, medication management, health care and access to mental health services, advocacy and communication (interpretation and braille).

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 Supported Living Service Agency. e.g. office furnishings and supplies, and personnel recruitment and development.

Potential providers must have prior demonstrable experience including:

- Supporting individuals with developmental disabilities who are Deaf, Hard of Hearing, blind, or visually impaired.
- Owning or operating a Supported Living Agency providing SLS;
- Fluency in American Sign Language (ASL) or SEE Signs, or ASL and SEE Signs knowledge
- Supporting with aid/assistive devices including augmentative and alternative communication devices
- Conducting a communication evaluation
- Locating generic resources within the community for the Deaf/Hard of Hearing, blind, or visually impaired.
- A Provider must be able to work collaboratively with others in a multi-agency, interdisciplinary configuration (e.g. other regional centers, mental health system and generic resources) for the successful support of the individual.

The goal is that the Supported Living Service agency provides the following to individuals:

- A sense of belonging to or membership with a community 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.

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.

- 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.

Deadline for Submission: Proposals must be received at Westside Regional Center by **4:00 P.M. on Friday, June 15, 2022**. 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 Development Services. The applicant agency should propose to use start-up funds to bring in consultation for development of the service, and for recruitment of supported living instructors 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 have policies and procedures on accessibility for deaf consumers
- Must implement a system in which the communication needs of deaf consumers are assessed by qualified professionals who are familiar with Deaf Culture and have sufficient capability to meet the communication needs of deaf consumers
- Will provide a plan for recruitment, pre-service and ongoing training, and provision of consultative support to supported living staff that will best assure that the outcomes of the service and life goals of individuals are met;
- Will provide a plan for security and response to emergencies;
- Will develop a plan for evaluation of service success and quality of life outcomes by an objective third party;
- Must adopt toward individual service recipients and a commitment to have a creative and person-centered 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;
- Must participate in the WRC Vendor Orientation

- 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 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 receiving supported living services in their homes and how achievement of outcomes will be measured.

Assessment and Planning: Briefly describe the 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:

- Address the needs of individuals and families who need assistance with the effects of sudden hearing/visual loss.
 - Address the communication needs of deaf/blind and the methods that will be used, (e.g., qualified professionals who are familiar with the Deaf Culture and/or the Blind Culture).
 - Address the development of communication support plans for participants.
 - Address education approaches for teaching communication and accessing resources by the individuals who will utilize the services.
 - (Teach staff and circle of support deaf and blind sensitivity training).
 - Address the mental health treatment needs of participants, as well as therapeutic approaches.
 - Teach social skill development to assist individuals in learning pro-social behaviors.
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- 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 (it's a requirement that staff be fluent or have knowledge in ASL, SEE Signs, or other communication strategies relevant to the population)
- Health and criminal background screening procedures.
- Initial and ongoing training, including required certifications. Include any specialized training relevant to the Deaf/Hard of Hearing, and blind/visually impaired community
- 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:

<https://www.dds.ca.gov/wp-content/uploads/2019/05/DS1891.pdf>

Formatting Requirements

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

All submissions must be submitted electronically to Natalie Monge, NatalieM@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.

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 Elaine Wright-Forris, Deaf and Hard of Hearing Communications Specialist, 310-258-4086, 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.

Timeline requirements:

- May 18, 2022---Request for proposals release
- June 15, 2022 4:00 PM---Deadline for receipt of proposals
- June 16-17, 2022---Evaluation of proposals by selection committee
- June 21-23, 2022--Interviews with highest-ranking applicants, if applicable
- June 27, 2022---Notice of selection mailed to applicants
- June 29, 2022---Notification of Project Award posted on WRC website.
- June 30, 2022---Start-up contract signed

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

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: _____

Attachment – C

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.

Signature of Applicant or Authorized Representative

Date

Attachment – D

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.

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

