



## REQUEST FOR PROPOSAL

**DATE:** December 16, 2024

**TO:** All Interested Parties

**RE:** Development of Crisis Personal Assistance (PA) Service to serve specific eligible persons served through the Regional Center of Orange County.

**SUMMARY:** Primary goal is to develop a Personal Assistance Program to provide immediate support to individuals residing in the family home experiencing acute crisis situation while plans for long term supports are being explored, individuals on 5150 needing discharge home with supports, and individuals needing support in home until placement is identified. Support may be beyond what a typical behavioral respite or PA agency can provide with the need for Registered Behavior Therapist (RBT) certified staff and clinical oversight to support individuals who have challenging, unique needs due to a combination of severe self-care deficits, social-communicative challenges, and behavioral struggles. The purpose of this development is to provide an array of services which will enable individuals and their families to continue to live productive lives by providing appropriate care and supervision to ensure the individual's safety while residing in the family home.

Access California Code of Regulations (CCR), Title 17 via [www.dds.ca.gov](http://www.dds.ca.gov)  
Access California Code of Regulations (CCR), Title 22 via [www.dds.ca.gov](http://www.dds.ca.gov)

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The Regional Center of Orange County (RCOC) appreciates your interest in responding to the Request for Proposal (RFP) **CRISISPA2425FY**. The specific information that is required in the submission of this request is detailed below. Please read all of the material and follow the guidelines accordingly. RCOC reserves the right to eliminate proposals which do not meet the minimum standards described in the proposal or those which deviate from the requested format.

**RCOC reserves the right to reject any or all proposals and to cancel the RFP process at its discretion. If negotiations fail with the selected applicant, RCOC reserves the right to re-open negotiations with the next qualified applicant or to re-post the RFP.**

We thank you in advance for your willingness to serve persons with disabilities.

### INDIVIDUAL PROFILES/TARGETED POPULATION

Applicants responding to this RFP must expect to review referrals for and be prepared to serve and support individuals who have challenging support needs due to a combination of severe self-care deficits, social-communicative challenges, and behavioral struggles. Individuals may present with severe to profound self-care deficits requiring strong use of task analysis and effective teaching strategies to assist them in gaining higher levels of independence. Individuals may present with Mental Illness

and/or Psychiatric Diagnosis. Individuals may present with behavioral challenges which include but are not limited to, Self-Injurious Behavior, Physical Aggression, Sexual Behavior, Tantrums, Property Destruction, PICA, Intrusive Behaviors, Hyperactivity, Impulse Control Issues, Elopement, and/or Fecal Smearing. Individuals may also present with social and communication deficits requiring support from staff possibly using augmentative communication devices or methods.

## **ELIGIBLE APPLICANTS**

Refer to CCR, Title 17 Section 54314 for individuals who are not eligible for regional center vendorization.

All applicants must meet the following criteria:

- Must work with and be overseen by a Board Certified Behavior Analyst (BCBA) to provide initial training and on-going support for staff; and may conduct assessments, develop individualized plans, provide progress reports and provide training in teaching methodologies to specialized respite staff or collaborate with the behavioral agency already providing services to the person served, and;
- Demonstrate knowledge of and experience in providing training in evidence-based skills teaching and behavior management procedures related to services for individuals with developmental disabilities, and;
- Demonstrate the ability to provide direct supervision or services/support to persons with developmental disabilities or special needs, and;
- Demonstrate knowledge of and experience in supporting adults with developmental disabilities to develop and maintain self-care related skills, and;
- Demonstrate knowledge of and experience in practicing person-centered thinking and planning techniques and strategies, and;
- Demonstrate knowledge of and experience in providing supports to persons who are dually diagnosed with a mental health diagnosis, and;
- Demonstrate the ability to provide cost-effective and quality services and supports.
- Meet the regulation issued by the Center for Medicaid Services (CMS) Home and Community-Based Service (HCBS) Regulation which can be found here: [www.dds.ca.gov/HCBS/](http://www.dds.ca.gov/HCBS/).
- Be in good standing and in compliance with all vendorization requirements.

The applicant will provide specialized assessments, considering trauma-informed care to those served, with intensive initial and ongoing training to meet the unique behavioral needs of the individuals served. The provider must recruit and train staff to address the behavioral and supervision needs of those receiving the service. Ongoing services would be provided by a highly skilled BCBA/BCaBA and RBT certified direct support professional with at least one (1) year experience providing direct care with behavioral support to those with developmental disability.

The applicant must be able to attend to basic self-care needs and other activities of daily living, including interaction, socialization, and continuation of usual daily routines, which the family member would ordinarily perform. The applicant must design and implement the individual behavior intervention plan and collaborate with and incorporate elements of the plan already in place.

All applicants are subject to approval by RCOC pursuant to CCR, Title 17 Regulations. Eligibility will also be contingent on evaluations completed by RCOC, and any citations received within the last two (2) years from a regional center or licensing agency based on the nature and severity of the violation(s). Please note that there is no obligation on the part of RCOC that a respondent will be selected for project implementation for the program to be developed.

## **RATE OF REIMBURSEMENT**

The rate of reimbursement for this service is based upon CCR, Title 17 Regulations and the rates established by the Department of Developmental Services (DDS). Reimbursement provided for this service will be at the DDS rate under Personal Assistance (PA) as support services and as authorized through the Purchase of Service for each person to be served.

A start-up funding award will be available in order to support the program during the initial time frame to open up the program to implement services and may include but are not be limited to, recruiting and hiring clinical and direct staff, training and certification of direct staff, and other related expenses. The amount of the start-up award will be negotiated, but will not exceed One Hundred Thousand Dollars (\$100,000). The successful applicants will be required to enter into a contractual agreement with RCOC. This contract will detail the conditions under which start-up funds may be utilized as well as a repayment penalty if the applicant fails to meet agreed upon timeframes for the completion of this project, including the ongoing delivery of services for a minimum period of five (5) years.

Applicants shall demonstrate a plan to complete the start-up phase of this project within ninety (90) to one hundred and twenty (120) days of the project award. The start-up phase shall include the applicant's completion and approval of the regional center program design. Start-up funds are not intended to cover 100 percent of the development cost. It is expected that the service provider will identify funds along with start-up funds, to demonstrate financial capacity to complete the project.

## **APPLICATION AND CONTENT REQUIREMENTS**

Each proposal must contain the information and documents identified below, in order. Proposals must not exceed ten (10) pages in length, excluding the Face Sheet and Attachments 1 through 4. **Proposals exceeding the 10 page limit will not be reviewed past the 10<sup>th</sup> page.**

### **1. Face Sheet (Must serve as the Face Sheet of Proposal):**

Complete the Face Sheet form provided with this RFP including name, address, and telephone number of the applicant, vendor number(s), vendoring regional center(s), and business license, name the author(s) of the proposal, list any parties who participated in writing all or part of the proposal. If the applicant is a corporation, list the principle members of the corporation and include verification of incorporation in California. Any proposal written by a consultant or grant writer must demonstrate a commitment by the writer to provide ongoing technical assistance during the implementation stage, which should be reflected in the budget.

### **2. Proposal Section I - Agency/Individual experience and background**

- a. Qualifications of the agency/individual. Provide information about current experience in each**

of the following areas: experience with behavior management services, experience providing training in evidence-based skills teaching, experience supporting individuals with developmental disabilities to develop self-care skills

- b. Qualifications of leadership staff which details education, knowledge, and experience providing services to persons with developmental disabilities. Describe how the documented experience, education, and knowledge are seen as a good fit for developing this program.

### 3. **Proposal Section II** - Summary program plan

- a. A program summary which should include, but not be limited to, the program's philosophy, statement of purpose and goals in supporting persons served by the regional center, the program's expected outcomes for persons receiving supports through this program, and;
- b. Information on employee qualifications and staffing contingency plans, and;
- c. Information regarding initial and ongoing staff training, and;
- d. Information on management oversight and plan for supervision required for the direct support staff to ensure the implementation of any behavior plans in place, and;
- e. Information regarding the anticipated staffing pattern(s) and the duties of staff assigned (which is to be linked to the Organizational Chart), and;
- f. A description of the program's plan to support diverse populations, including but not limited to culturally and linguistically diverse populations, and;
- g. A statement on equality and diversity in accordance with Welfare and Institutions Code, Section 4648.11, and;
- h. Information regarding the program's grievance plan/process.

If selected, this summary program plan may serve as the framework for Step 6 in the process which is submittal of the complete program design. This outline may be used as a guide in responding to the summary description identified above. Do not submit a complete program design, as a more complete outline will be provided to those providers selected as a result of the evaluation process.

### 4. **Attachments** - (number of pages not counted towards the 10 page limit). Each of the following items is required to fulfill the proposal response.

- a. **Attachment #1**- References and/or Letters of Recommendation  
The proposal must include at least two (2) professional references with addresses and telephone numbers. Applicants should be aware that the selection committee may elect to contact the references provided.
- b. **Attachment #2**- Organizational Structure  
An organizational chart for this project must be included with full names and identification of the governing or advisory board, administrative and supervisory hierarchy, certified Behavior Analyst, and the anticipated staffing patterns, etc. Identification of the private or corporate ownership must be identified on an attached page. If the company is under corporate ownership, the owners and/or board of directors must also be identified by name, address, and telephone number.
- c. **Attachment # 3**- Consultants & Qualifications  
The applicant is to provide information regarding any consultants (employed and/or contracted) that are anticipated to be used, including their name(s), address(es) and telephone number(s). The qualifications/credentials must be identified with each consultant's

function(s), role, and/or purpose articulated in the brief program design. The proposal must include information regarding the instructional strategies that will be used during service hours when the applicant will be supporting persons served.

d. **Attachment #4-** Financial Statement

Applicants must demonstrate fiscal responsibility by submitting a current verified financial statement that details all current and fixed assets, and current and long-term liabilities

e. **Attachment #5:-** Start-up Budget

Applicants must identify the anticipated start-up budget on a monthly and annualized basis. The budget proposal will account for estimated costs associated to the development of the program, and should include but not be limited to, hiring of staff, including training and retention, and consultation on referrals.

**NOTE:** The summary program plan may serve as the basis for the complete program design. **Please do not submit a completed program design.**

## **FORMATTING REQUIREMENTS**

Proposals must meet the following formatting requirements:

- Standard size (8 ½ x 11) white paper
- Typed, using a standard font (12), single-spaced pages with one (1) inch margins
- Table of Contents indicating each of the Sections and Attachments to be evaluated
- Each page must be numbered in consecutive order for each Section and Attachments
- Clearly label each Section
- Clearly label each Attachment
- Do NOT place in ring binders or folders; but rather use binder clips or compressor clips.

**A complete RFP response must contain the following:**

- ✓ Face Sheet
- ✓ Proposal
  - Section I
  - Section II
- ✓ Attachments:
  - References and/or Letters of Recommendation, Organizational Structure, Consultants and Qualifications, Financial Statement(s), Start-up Budget

**Applicants MUST submit an ORIGINAL proposal and three (3) copies to RCOC.**

## **EVALUATION CRITERIA**

Applicants will be evaluated based on the following criteria:

- Applicant demonstrates an understanding of the needs of individuals to be served and the issues involved in providing quality services.
- Applicant demonstrates an understanding of current “Best Practices” and has incorporated them into the brief program design.

- Proposal outcomes are realistically attainable and can be expected to produce desired outcomes and a higher quality of life for individuals receiving services.
- The applicant's philosophy and values are consistent with RCOC's mission, vision and guiding principles.
- Applicant has the necessary training and experience to meet the needs of the proposed residents.
- Applicant demonstrates the financial resources necessary for completion of the project.

In addition to the proposal and interview, RCOC will consider prior dealings with the applicant. Corrective Action Plans and Annual Reviews from RCOC and/or other regional centers, as well as any licensing agencies for the past two (2) years may be reviewed and considered.

## **APPLICATION PROCESS**

Step 1: RFP application must be submitted to Regional Center of Orange County (RCOC) no later than **4:00 p.m. on Friday, February 28, 2025.**

Step 2: Applications will first be screened for eligibility based on RFP requirements. It is anticipated that this process will take place immediately following the application due date.

Step 3: Applications meeting the eligibility criteria will be reviewed by a RFP Review Committee.

Step 4: Following evaluation of applications, all eligible applicants will be asked to attend an interview with the RFP Review Committee. The RFP Review Committee will have the opportunity to modify their scoring sheets following the interviews.

Step 5: Final scores will be tallied and presented to RCOC's Executive Director for approval within one (1) week of completion of interviews.

Step 6: The proposed start-up contract with the recommended applicant, if it is over Two Hundred Fifty Thousand Dollars (\$250,000), will be presented to RCOC's Board of Directors for approval at the next regularly scheduled Board meeting.

Step 7: The selected applicant will be required to submit a full program/service design and vendor application. RCOC will collaborate with the vendor to achieve an acceptable program.

Step 8: Following the submittal of the vendor application and approval of the program design, a vendor number will be assigned.

## **ADDITIONAL PROVISIONS:**

- Applicants intending to submit a proposal **must register with RCOC no later than February 14, 2025** by sending an email to [tta@rcocdd.com](mailto:tta@rcocdd.com), which includes name, email address and telephone number. This will allow RCOC to provide any updated information to all applicants.
- An Information Conference will be held at 1:00 p.m. on February 20, 2025, via Zoom conferencing. All interested applicants are encouraged to attend. A link will be provided upon registering with RCOC with the intent to submit a proposal.

- Questions regarding this RFP may also be submitted via email to [tta@rcocdd.com](mailto:tta@rcocdd.com). Questions must be submitted no later than February 21, 2025. Answers to questions will be distributed to all registered applicants via email.
- **RCOC reserves the right to reject any or all proposals and to cancel the RFP process at its discretion. If negotiations fail with the selected applicant, RCOC reserves the right to re-open negotiations with the next qualified applicant or to re-post the RFP.**
- **Completed proposal for this RFP must be submitted to RCOC no later than Friday, February 28, 2025 by 4:00 p.m. Proposals received after 4:00 p.m. on the due date will be returned unopened.** Proposals may be sent via U.S. mail to the following address:

Theresa Ta, Manager of Safety Net and Resource Development  
Regional Center of Orange County  
P.O. Box 22010  
Santa Ana, CA 92702-2010

The proposal may also be **hand delivered** to the following address:

Theresa Ta, Manager of Safety Net and Resource Development  
Regional Center of Orange County  
1525 North Tustin Ave.  
Santa Ana, CA 92705

**FACE SHEET**  
**(Must be used as the cover page for the proposal)**

<b>RFP#: CRISISPA2425FY</b>	<b>RFP Due Date: Friday, February 28, 2025</b> <b>By 4:00 p.m.</b>
Applicant (Agency) Name (If the applicant is a corporation, list the principle members of the corporation.)	
Contact Person:	
Contact Phone Number:	
Mailing Address:	
Site Address	
List name of consultant and/or individuals involved in writing the program design: Any proposal written by a consultant or grant writer must demonstrate a commitment by the writer to provide ongoing technical assistance during the implementation stage, which should be reflected in the budget.	
List any and all vendor number(s) and the vendoring regional center. Use additional sheets if needed.	
Vendor number: Regional Center	Vendor Number: Regional Center:
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