



REQUEST FOR PROPOSAL

DATE: March 21, 2024

TO: All Interested Parties

RE: Development of Enhanced Behavior Management Adult Day Program (EBMADP) to serve specific eligible adults served by the Regional Center of Orange County.

SUMMARY: The primary goal is to develop one Enhanced Behavior Management Adult Day Program for adults with a combination of severe behavioral and social-communicative challenges, and self-care deficits. Start-up funding is available with the award of this project. The capacity for the program site will be determined on a later date, and the site must be accessible for persons who are considered ambulatory and non-ambulatory. The program site will be developed within the Regional Center of Orange County's catchment area.

Access California Code of Regulations (CCR), Title 17 via www.dds.ca.gov

Access California Code of Regulations (CCR), Title 22 via www.dds.ca.gov

The Regional Center of Orange County (RCOC) appreciates your interest in responding to this Request for Proposal (RFP) **EBMADP2324**. RCOC is including specifics regarding this proposal as guidance in the application process. Please read all information below and follow the guidelines presented within this document accordingly.

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.

Thank you in advance for your interest and willingness to support persons served by RCOC.

ADULT DAY SERVICE NEED

RCOC is seeking to develop one Enhanced Behavior Management Adult Day Program, to provide services to individuals that are currently not receiving adult day services due to the severity of their overall needs. The program will serve individuals that reside in various cities throughout the RCOC catchment area. The program to be developed must be prepared to provide services in a 1:1 enhanced staffing ratio based on the severe needs of the persons to be served. The program must meet qualifications and requirements, as defined by the California Code of Regulations (CCR), Title 17 Section 54342(a).

The service provider must develop a site to be licensed through the Department of Social Services Community Care Licensing Division, thus meeting all applicable CCR, Title 22

requirements. The site will be located within the geographic boundaries of RCOC's catchment area, and RCOC will have sole discretion over the location selected for the site. The site will be located within close proximity of various community resources that will provide for appropriate opportunities for community integration for persons to be served. The site will also be located within an area that the Orange County Transportation Authority provides transportation services.

The program will provide all persons served with opportunities for community integration based on persons' preferences and interests, and in accordance with the Centers for Medicare and Medicaid Services' (CMS) Final Rule and CCR, Title 17 regulations. Services and supports that focus on vocational training that can lead to competitive integrated employment opportunities shall be included as a feature of the program to be developed. All services and supports provided to persons served must be person-centered, and person-centered thinking and planning practices must be implemented by the program to be developed. Evidence-based services and supports that focus on reducing identified challenging behaviors and teaching appropriate replacement behaviors are required features of the program to be developed.

PROFILES FOR PERSONS TO BE SERVED BY PROGRAM

The program to be developed must expect to receive referrals for and be prepared to serve persons who have a combination of severe behavioral and social-communicative challenges, and self-care deficits. Persons to be served may present with unique challenges, including the requirement for specialized resources to address their overall individualized needs. All staff must be trained in approved behavior management intervention strategies, with on-going training in the areas of positive behavioral support, and be certified in non-violent crisis intervention techniques (ie- Crisis Prevention Intervention) prior to providing direct support to persons served.

Applicants responding to this RFP must be prepared to review referrals for and serve persons with any combination of the following profile characteristics:

- Self-Care Deficits- May require verbal prompting or reminders, physical prompting, and/or physical assistance to complete tasks (i.e. using the restroom, eating, hand washing, etc.).
- Challenging Behaviors- May engage in mild to severe challenging behaviors that require varying types of intervention and prevention techniques. This may include challenging behaviors with the potential of the persons harming themselves or others. Challenging behaviors exhibited by persons to be served may include but not be limited to:
 - Non-compliance
 - Self-Injurious Behavior
 - Physical Aggression
 - Biting
 - Verbal Aggression
 - Emotional Outbursts
 - Public Undressing

- Inappropriate Sexual Behavior
- Property Destruction
- Pica
- Theft
- Eloping
- Fecal Smearing
- Special Dietary Requirements
- Mental Illness and/or Psychiatric Diagnosis
- Non-ambulatory requiring partial to complete physical assistance with transferring in/out of wheelchair, or use of walker
- Special Health Needs or Restricted Health Conditions
- Visual Deficits
- Hearing Deficits
- Culturally and Linguistically Diverse, including the need for America Sign Language

Persons served who have a Special Health Need or Restricted Health Condition may require that a Restricted Health Care Plan be completed and approved prior to receiving services through the program.

The program shall hire or contract an individual that meets the requirements of a certified Behavior Analyst (as defined by the California Code of Regulations (CCR), Title 17 Section 54342(a)(11)) to: develop and monitor appropriate Behavior Intervention Plans for the direct support staff to implement with program participants, this also includes completing appropriate progress reports related to target behaviors; direct the provision of behavior related supports delivered to program participants by direct support staff, according to the Behavior Intervention Plans developed for each program participant; assist in monitoring, tracking, and ensuring all requirements for staff are met and maintained; and provide supervision services meanwhile programming is provided to persons served by direct support staff (as needed), within program hours.

ELIGIBLE APPLICANTS

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

Applicant(s) must:

- Be currently vendored by a California regional center to provide behavior management adult day program services, and;
- Demonstrate the ability to provide cost-effective and quality services and supports as described in CCR, Title 17 Chapter 3, SubChapter 5, 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 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 supporting adults with developmental disabilities with Special Health Needs and Restricted Health Conditions, and;
- Demonstrate knowledge of and experience in supporting adults with developmental disabilities to develop and maintain vocational related skills, and;
- Demonstrate knowledge of and experience in supporting adults with developmental disabilities participate in integrated community-based activities, 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;
- If already vendored, be subject to a review of citations from a regional center or licensing agencies within the last two (2) years and/or last two (2) annual evaluations whichever is longer, and;
- Complete an Independent Audit or be in compliance with vendorization requirements.

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 plans of corrections and/or 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. Applicants failing to meet the above criteria will not be considered.

RATE OF REIMBURSEMENT

The rate of reimbursement for adult day program services is based upon CCR, Title 17 regulations and the rates determined by the Department of Developmental Services. Reimbursement will be provided for services at the median rate under Community Activities 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 required to obtain licensure, and may include but not be limited to, completing any modifications to the program site, furnishing and purchasing necessary equipment for the program site, hiring and retaining staff, completing staff training requirements prior to accepting the initial referral. The amount of the start-up award will be negotiated, but will not exceed Two Hundred Fifty Thousand Dollars (\$250,000). 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 submission to Community Care Licensing for the necessary licensure and 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 PROCESS

Step 1: An Information Conference will be held on Friday, April 5, 2024. All applicants are encouraged to attend.

Step 2: Interested applicants must register with RCOC no later than Friday, March 29, 2024.

Step 3: RFP applications must be submitted to RCOC no later than 4:00 p.m. on Friday, April 12, 2024.

Step 4: Applications will be screened for acceptability based upon minimum RFP requirements.

Step 5: Applications meeting the eligibility criteria will be evaluated by an RFP Review Committee.

Step 6: 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 interviews.

Step 7: Final scores will be tallied and presented to RCOC's Executive Director for approval within one (1) week of completion of interviews.

Step 8: The proposed start-up contract with recommended applicant, if it is over \$250,000, will be presented to RCOC's Board of Directors for approval at the next regularly scheduled Board meeting.

Step 9: The selected applicant will be required to submit a full program design and vendor application. RCOC will collaborate with the applicant to achieve an acceptable program to best meet the needs of the persons served.

Step 10: Following submittal of the vendor application, approval of program design and licensure, a vendor number will be assigned.

PROPOSAL REQUIREMENTS

Each proposal must include the following descriptions in the order listed below. Evaluation of the information will be a determining factor in the selection process.

- Face Sheet
- Section I- Agency/Individual Experience and Background
- Section II- Brief Program Design and Start-Up Summaries
- Attachments #'s 1-5

PROPOSAL CONTENT REQUIREMENTS

Each proposal must contain the information and documents identified below, in order. Proposals must not exceed fifteen (15) pages in length, excluding the Face Sheet and Attachments. Proposals exceeding the 15 page limit will not be reviewed past the 15th page.

Face Sheet (Must use attached sheet):

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 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.

Section I- Agency/Individual Experience and Background

Agency/Individual experience and background information must be presented in the following manner:

- A. Qualifications of the agency/individual. Provide information about current experience in each of the following areas: experience with behavior management adult day services, experience in providing training in evidence-based skills teaching, experience in supporting individuals with developmental disabilities to develop self-care skills, experience in supporting individuals with developmental disabilities to develop vocational skills that can be transferred to competitive integrated employment opportunities, experience in providing integrated community-based opportunities for individuals with developmental disabilities, and experience in implementing person-centered thinking and planning techniques and strategies.
- 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.

Section II- Brief Program Design and Start-Up Summaries

The applicant's brief program design summary must address CCR, Title 17 Section 56712. The proposal is include summarized descriptions of the following key areas:

- A program summary which should include, but not be limited to, the program's philosophy, the program's purpose and goals in supporting persons served by the regional center, the program's expected outcomes for persons receiving supports through this program, and;
- Information regarding the program's entrance and exit criteria, and;
- A description of the evaluation process to be used in determining how the program will support the individuals served in acquiring new skills, as related to goals/objectives identified in each person's Individual Program Plan, and;
- A description of the functional assessment or functional analyses process to be used in addressing the behavioral supports to be provided, as related to the goals/objectives identified in each of the person's Individual Program Plan, and;
- A description of staff qualifications, and;
- A description of initial and ongoing staff training, and;
- A description of the anticipated staffing pattern(s) and the duties of all program staff (which is to be linked to Organizational Chart), and;
- A description of the program's plan to support diverse populations, including but not limited to culturally and linguistically diverse populations, and;
- A description of the program's grievance plan/process, and;
- A description of the proposed start-up activities, including anticipated timeline for completion of start-up activities with dates.

If selected to develop a program, this program design summary may serve as the framework for Step 9 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 the applicant selected to develop through the evaluation process.**

Attachments (number of pages not counted towards the 15 page limit)

Each of the following items is required to fulfill the proposal response.

Attachment #1- References and/or Letters of Recommendation

The proposal must include a list of at least three (3) references with names, addresses, and telephone numbers. Applicants should be aware that the selection committee may contact references. References should be able to discuss the applicant's strengths within the context of the proposed services. References should not include current or former employees of RCOC.

Attachment #2- Organizational Structure

An organizational chart for this project must be included with full names and identification of the governing or advisory board (if applicable), administrative and supervisory hierarchy, consultant(s) (if applicable), and the anticipated staffing pattern. 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 current board of directors must also be identified by name, address, and telephone number.

Attachment # 3- Consultants and Qualifications

The applicant is to provide information regarding any consultants (employed and/or contracted) that are anticipated to be used for this project, 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 described in the brief program design summary. The proposal must include information regarding the instructional strategies that will be used during service hours when the applicant will be supporting persons served.

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. Individual applicants must submit copies of the most recent two years of tax return forms. A Credit and Security Agreement (Line of Credit) is not required, but will be considered as part of the evaluation of the proposal if provided.

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, furnishings, modifications, consultation on referrals, rent/utility costs, and costs associated to the licensure of the program site.

FORMATTING REQUIREMENTS

- Standard size (8 ½ x 11) white paper
- Typed, using a standard 12 point font, single-spaced pages with one (1) inch margins
- Every page must be numbered in consecutive order for all Sections and Attachments
- Include a table of contents indicating each of the Sections and Attachments to be evaluated
- 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 (limited to 15 pages)
 - Section I- Agency/Individual Experience and Background
 - Section II- Brief Program Design and Start-Up Summaries
- Attachments (number of pages not counted towards the 15 page limit):
 - #1 References and/or Letters of Recommendation

- #2 Organizational Structure
- #3 Consultants and Qualifications
- #4 Financial Statement(s)
- #5 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 the 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 the 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 program participants.
- 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, Plans of Correction, and Annual Reviews from RCOC, other regional centers, and licensing agencies for the past two (2) years may be reviewed and considered.

ADDITIONAL PROVISIONS:

- Applicants intending to submit a proposal **must register with RCOC no later than Friday, March 29, 2024**, by sending an email to tta@rcocdd.com, which includes name, email address and telephone number. This will allow RCOC to provide any updated information to all applicants.
- Questions regarding this RFP may also be submitted via email to tta@rcocdd.com. Questions must be submitted no later than Wednesday, April 10, 2024. Answers to questions will be distributed to all registered applicants via email.
- An Information Conference will be held at on Friday, April 5, 2024, via Zoom. All interested applicants are encouraged to attend.
- **RCOC reserves the right to retract the RFP at any time throughout the application process. In addition, RCOC reserves the right to not select an applicant for program implementation.**

- **Completed proposals for this RFP are due by Friday, April 12, 2024, no later than 5 pm. Proposals received after 5 pm on the due date will not be considered for the RFP.**
Proposals must be sent via U.S. mail to the following address:

Arturo Cazares, Director of Community Services
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:

Arturo Cazares, Director of Community Services
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)

RFP#: EBMADP2324	RFP Due Date: 5:00 p.m., April 12, 2024
Applicant (Agency) Name (If applicant is a corporation, list the principle members of the corporation.)	
Contact Person:	
Contact Phone Number:	
Mailing Address:	
List name of consultant and/or individuals involved in writing the proposal: 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.	
If you are currently a vendor, list any and all vendor number(s) and the vendoring regional center(s):	
Vendor Number:	Vendor Number:
Regional Center:	Regional Center:
Vendor Number:	Vendor Number:
Regional Center:	Regional Center: