

REQUEST FOR PROPOSAL

DATE: September 26, 2017

RE: Parent to Parent Support for Diverse Communities in Orange County

TO: An organization that offers comprehensive peer-to-peer support

SUMMARY: We are looking for an organization that offers a comprehensive peer-to-peer approach to help families of diverse communities understand challenges in accessing services and improve pathways to increase the utilization of services by partnering with RCOC. The focus of the project is to improve the utilization of services for non-English speaking families as well as improve organizational systems to expand outreach activities for the underserved.

The Regional Center of Orange County (RCOC) appreciates your interest in responding to the Request for Proposal (RFP). We are including specifics regarding this proposal in order to help you in the application process. Please read all material and follow the guidelines presented within this document. Thank you in advance for your effort in helping families access needed services and supports.

NEED Regional Center of Orange County serves approximately 20,327 adults and children, with 3,146 children receiving early intervention services. Of those served by RCOC, 38% are White, 33% are Hispanic, and 13% are Asian. The following table shows RCOC’s average cost of services for consumers of all ages and all ethnicities and races, as well of consumers by ethnicity or race and by age.

Ethnicity or Race	Average Authorized Cost			
	For All Ages	Birth to 2 years, inclusive	Ages 3 to 21 years, inclusive	Ages 22 years and older
Asian	\$15,073	\$9,191	\$14,552	\$21,090
Hispanic	\$12,112	\$5,790	\$10,247	\$21,103
White	\$23,108	\$6,612	\$13,523	\$32,148
<i>Overall Average</i>	<i>\$16,863</i>	<i>\$6,849</i>	<i>\$12,287</i>	<i>\$27,615</i>

Based on the data, the Hispanic population has fewer RCOC dollars spent on them than other ethnicities. Through our recent focus groups, we have learned that language plays a large role in an individual’s ability to access services. More importantly, we have learned that some families focus on economic survival instead of seeking services. Legal status may also make some people wary of requesting services.

Our POS data indicates that 32% of Hispanic families receive no services as compared to 24.5% of Vietnamese families and 14% of White families. This does not take into account services

provided by other agencies. Our goal is to continue to look at the individual needs of each person and match services and supports to the identified needs regardless of the funding source.

Based on this information, the chosen organization that will focus on the needs of diverse families and will:

- Provide education and training to parent mentor staff on services and supports available in the community and through the Regional Center of Orange County.
 - Provide training guide and training schedule to RCOC that addresses understanding of generic resources (IHSS, Social Security, MediCal, Medicare, PRUCOL, educational code, developmental services) and Regional Center services.
- The parent mentor staff will provide parent support to families that are referred to them by their service coordinator. These are families who have no services or supports funded by the Regional Center of Orange County or services and supports that are not utilized and need extra help in understanding the community system and what services can be provided by RCOC.
- The chosen organization will provide monthly feedback forms to RCOC Service Coordinators and quarterly program statistics to the Manager of Family Support and Community Outreach. In addition, quarterly and termination of service reports will also be completed for each family served.

ELIGIBLE APPLICANTS

Applicants must:

- Have a minimum of five years of experience providing support to families
- Have an office located in Orange County
- Have knowledge about resources in Orange County and have the ability to communicate that information to family members
- Have bilingual capabilities
- Be eligible for vendorization (17 CCR Section 54314)

RATE OF REIMBURSEMENT

The selected applicant must meet the requirements for Family Support, Service Code 102. The hourly rate for this service is \$35.83 per hour of direct services to the family up to 20 hours per month.

APPLICATION PROCESS

- Step 1: An information conference will be scheduled for October 11 at 2:00 p.m. at RCOC in order to answer any questions about the provision of this service.
- Step 2: RFP applications submitted to the Regional Center of Orange County (RCOC) no later than 4:00 p.m. on Friday, October 20, 2017.

- Step 3: Applications will first be screened for acceptability based upon RFP requirements. It is anticipated that this process will take place within two (2) weeks following the application due date.
- Step 4: The applications will be scored based on the points outlined in each of the sections.
- Step 5: Applicant(s) that have been selected for further consideration may be asked to attend an interview with RCOC staff. Following the applicant interview, the applicant(s) will be notified in writing of the award notice.
- Step 4: If awarded the proposal, the awardee will be required to be vendored for Family Education, service code 102.

APPLICATION AND CONTENT REQUIREMENTS

All applications must follow the formatting requirements.

1. Face Sheet (Must serve as the Face Sheet of Proposal) – 2 points

Name, address, and telephone number of the applicant.

2. Proposal Section 1 – 20 points

Agency/Individual Experience and Background Information must be presented in the following manner:

A. Qualifications of the people in the organization. Provide information about current experience in each of the following areas: knowledge of resources within Orange County (5 points), knowledge of Regional Center services and supports (5 points), ability to work with families that are in need of extra support (5 points).

B. Qualifications of leadership staff which details education, knowledge and experience providing services to persons with developmental disabilities (5 points).

3. Proposal Section II – 20 points

Brief program design presentation in the following manner:

A. Identification of the organization's philosophy regarding family support and services to persons with disabilities (7 points)

B. Staff Development, in terms of: Orientation, training and support of parent mentors prior to providing parent to parent support (10 points)

C. Recommended timelines to provide training to mentors and provide support to family members (3 points)

Attachments –

Attachment #1: References and/or letters of recommendation – 5 points

The proposal must include at least two (2) letters of reference with addresses and telephone numbers. Applicants should be aware that the selection committee might contact references.

Attachment #2: Organizational Structure – 3 points

An organizational chart for the project must be included (full names), and identification of the governing or advisory board, administrative and supervisory hierarchy.

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:
 - #1 References and/or Letters of Recommendation
 - #2 Organizational Structure

ADDITIONAL PROVISIONS:

- **RCOC reserves the right to retract the RFP at any time throughout the application process. In addition, RCOC reserves the right not to select an applicant for program implementation if, in its opinion, no qualified applicants have responded; or, if the respondent's program proposals do not meet minimum evaluation criteria.**
- **Individuals presenting proposals in response to this request MUST submit an ORIGINAL and ONE (1) additional copy of all required information to RCOC.**
- **Completed proposals for this RFP are due by 4:00 p.m. Friday October 20, 2017. Proposals received after 4:00 p.m. on the due date will be returned unopened.** Proposals may be sent U.S. mail to the following address:

Mr. Jack Stanton, Manager, Consumer and Community Resources
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:

The Regional Center of Orange County

Mr. Jack Stanton, Manager, Consumer and Community Resources
 Regional Center of Orange County
 1525 N. Tustin Ave.
 Santa Ana, CA 92705

- **Proposals will be stamped with the date and time of receipt.**

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

Parent Education and Training	RFP Due Date: Friday, October 20, 2017 4:00 p.m.
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	
If you are currently a vendor, list any and all vendor number(s) and the vendoring regional center:	
Vendor number: Regional Center	Vendor Number: Regional Center:
Vendor number: Regional Center	Vendor Number: Regional Center: