

**JANUARY 2011 REQUEST FOR PROPOSALS
QUESTIONS AND ANSWERS FROM THE
INFORMATION CONFERENCE HELD ON JANUARY 18, 2011**

Adult Day Program - Service Code 515 (Behavior Management Program – BMP)

Q: Is there a specific location in Ventura County for the Behavior Management Program?

A: Our greatest need is currently in the Simi Valley area, however, other locations may be proposed.

Q: Can a residence be used for the program?

A: No. Zoning and Licensing requirements would not permit this. The building needs to meet ADA, seismic, and fire safety requirements including sprinklers in all spaces (fire department required a program to install sprinklers in neighboring spaces not leased by them in one instance). Also, the facility needs to accommodate +/- 30 people.

Q: What is the age range for participants in the BMP:

A: 18 and over.

Q: What is the reimbursement rate?

A: Up to \$72.42/day per person, 1:3 staff to participant ratio

Adult Day Program – Service Code 510 (Adult Developmental Center - ADC)

Q: Is there start-up funding for this program.

A: No. Only for the program focusing on medically fragile individuals and the BMP.

Q: What area is preferred?

A: Ventura County, particularly southern part

Q: What is the reimbursement rate?

A: Up to \$53.36/day per person at 1:4 staff to participant ratio
Up to \$58.87/day per person at 1:3 staff to participant ratio

Adult Day Program (ADC) – Medically Fragile – Service Code 510

Q: Is there supplemental funding to cover the extra licensed staff (i.e. LVN, LPT)?

A: Yes. Licensed staff will be funded utilizing a different service code

Adult Residential Facility (ARF) – Service Code 915

Q: Can one person hold more than one position, e.g. can the Administrator also be the behavior consultant?

A: Yes, as long as the required hours for each position are met. Note, cannot count same hours functioning as administrator as consultant hours.

Q: What is the current rate?

A: The ARM rates are the same as last year except that the State-mandated discount is now 4.25%. Monthly rates for Level 4 homes, before the discount, range from \$2,941 for Level 4a to \$5,159/month for Level 4i.

Dual Diagnosis ARF (Soft Home) – Service Code 113

Q: What is the location for this facility?

A: San Luis Obispo County.

Q: How much is the start-up funding?

A: \$175,000

Q: Is it necessary to already have a facility established?

A: No, not expected. This is true for all the residential facilities.

Q: What is the time frame for the start-up?

A: Three (3) years. TCRC will lose the funding if this timeline is not met. It would be desirable to have the facility up and running within one (1) year.

Women's Home (Women's ARF) – Service Code 113

No Questions.

Children's Residential Facility – Service Code 920

No Questions

Healthy Relationships - Service Code 605

Q: What area is the service being vendored for?

A: All three counties.

Q: Will there be a separate vendor for each county or the same vendor for all counties?

A: One vendor could serve all counties or there could be separate vendors. It will depend on the selected vendor(s).

Q: Are there any start-up funds?

A: No.

- Q: What is the reimbursement rate?
- A: Up to \$36.39/hour per person for group services and up to \$47,66/hour for individual services. It is anticipated that services will be provided in a group format. Rate will be negotiated.
- Q: What time of day would services be provided?
- A: This would depend on the schedules of the people being served. Many/most will be attending day programs. Services would need to be outside of their day program days and hours, which may vary from person to person – some may not attend day program every day.
- Q: Could the service be provided in the day programs as part of their curriculum?
- A: No. However, it might be possible for the provider(s) of this program to make arrangements to use their facility to hold classes outside of day program hours.
- Q: If you have an existing service, could the classes be provided at the existing service's administrative office?
- A: Yes.
- Q: If the people in the classes speak English, do staff need to be bi-lingual?
- A: You need to be able to meet the need if it comes up.
- Q: Could the program serve adolescents as well as 18 and over?
- A: No. This is the responsibility of the public schools and is not funded by TCRC.
- Q: How many individuals could be expected to utilize this service?
- A: Difficult to predict since it is a new service. Ideally, most of our folks 18 and over would participate, particularly those transitioning from high school and preparing to live on their own. We don't have an estimate at this time, however, this is a service that service coordinators have been telling us is a great need.
- Q: What cities in each county would be the best sites for these services?
- A: There is no "best" location. Locations should be chosen based on proximity to public transportation, handicap accessibility, and other factors that would facilitate participation by TCRC individuals. Classes could be held in churches, city recreation facilities, etc. on different schedules to accommodate the various communities in each county. It is not necessary to have a permanent facility.
- Q: Is the expectation that ILS and the Healthy Relationships and Safe Sexuality Education Programs be held in an office/community center of some kind? If so, is it possible to operate both programs from the same site??
- A: The Healthy Relationships program could indeed be held in such facilities (see above). ILS is most often a 1:1 service provided to an individual in their home or in the community as necessary to learn skills such as grocery shopping, banking, and taking public transportation. It is not a site-based group program.

Q: Do you have any recommendations for the curriculum of the Healthy Relationships and Safe Sexuality Education Program?

A: No. We are looking to the provider(s) to develop an evidence-based curriculum.

Q: What ratio of group to individual training are you anticipating in the Healthy Relationships and Safe Sexuality Education Program? And is that ratio the same for all clients or would it depend on their individual needs?

A: We anticipate that the ratio would typically be 1:4 or more, depending on the location and other factors, with some 1:1 services depending on the needs of individuals, and possibly some time in the community.

Independent Living Service (ILS) – Service Code 520

Q: Does a new provider need to be able to show funding to cover 3 months' expenses in order to be vended?

A: No. This is a requirement for residential programs and is a Community Care Licensing requirement, not a TCRC requirement. It doesn't apply to ILS.

Q: Could ILS services be individualized based on the person's needs?

A: That is what ILS is all about.

Q: What is the reimbursement rate?

A: Median Rate: up to \$31.62/hour

Supported Living Service (SLS) – Service Code 896

Q: What is the difference between SLS and ILS?

A: ILS is authorized for people who are very independent and have a relatively low level of need, e.g. some help with budgeting, medication management, housekeeping skills and so on. Services are limited to 20 hours per month. ILS may be provided to a person who is living in their family home for a short period as they prepare to transition into a home of their own.

SLS is a more intensive service for people with greater need for both training and personal support for activities of daily living they are unable to perform themselves. People receiving SLS services must be living in their own home, not in the family home.

Q: What is the reimbursement rate for SLS?

A: These are median rates and there are a variety of rates for different levels of service. Rates are negotiable up to the amount stated
The Administration rate is \$301.65/month per individual. This rate only applies to individuals receiving more than 20 hours per month of services.
The training and habilitation rate (TH) is \$18.54/hour
The personal service rate (PS) is \$16.06
Other rates apply for awake and non-awake overnight, etc.

Q: Can I be vendored for both ILS and SLS?

A: Yes. Each service will require a program design and will have a separate contract and vendor number.

Infant Development Service – Service Code 805

Q: Where are services needed?

A: Primarily in Santa Barbara and San Luis Obispo Counties

Q: What is the reimbursement rate?

A: This is a DDS Temporary Rate of up to \$78.29 for 1:1 services. Other rates apply for 1:2 and 1:3 ratios.

Q: Will the contracted program be responsible for evaluations, or only for on-going services?

A: At the present time, the provider also does the evaluations. TCRC is looking into developing an independent evaluator position.

Q: How many children will be served for each discipline (OT/PT/Speech)?

A: This will depend upon the need in each area. The greatest need is typically for speech therapy.

Q: Are interpreters utilized when there is no staff person available to provide services in the language that the family speaks?

A: TCRC's intent is that providers will at least have Spanish speaking staff available as that is our greatest need. Other languages may require an interpreter, which could be an unpaid friend or family member or a vendored interpreter.

Q: Is it correct to assume that this program is fee-for-service?

A: Yes.

Q: Are you going to consider proposals from out of state providers who are willing to open up an office in California?

A: Yes. The office would have to be physically located in TCRC's catchment area.

General Questions:

Q: How will proposals be evaluated?

A: Proposals will be reviewed by teams consisting of TCRC managers and resource developers. Makeup of the teams will vary depending on the service type and location. TCRC has developed scoring tools for each that will be used to rate and compare proposals in an objective fashion.

Q: What are the primary factors that proposals will be graded on?

- A: Responsiveness to the guidelines expressed in the RFP
Alignment with Titles 17 and 22 and the Universal Service Expectations
Qualifications and experience
- Q: Will having an experienced administrator and other staff with experience carry some weight in the proposal evaluation process?
- A: Yes, however, staff qualifications is only one component of the evaluation.
- Q: Will interviews be held as part of the review process?
- A: Interviews are not currently planned due to the number of different services and current staffing and workload constraints. It's possible that some in-person or telephone interviews will be held if needed to make a decision.
- Q: Are there enough individuals needing day programs to utilize the capacity?
- A: Yes. Keep in mind that people will want to attend the best quality program.
- Q: Where do I find Title 17, Title 22 and the Universal Service Expectations?
- A: Links to regulations and the Universal Service Expectations are provided on the TCRC website under Provider Resources at <http://www.tri-counties.org/index.php/service-providers/provider-resources/34-links-a-resources>
- Q: What kind of employer insurance is required?
- A: Worker's Compensation is required if you have employees. Insurance and/or bonds to cover instances of financial abuse/exploitation by employees are recommended, particularly for services in which employees handle people's money or assist them in making purchases. General liability and/or professional liability insurance may be required for some services.
- Q: Where do I get information about becoming a residential facility administrator?
- A: At the State of California website, Department of Social Services section. <http://www.cclid.ca.gov/PG471.htm>
- Q: How do I get my facility licensed for a day program or residential facility?
- A: See the information at the Community Care Licensing site <http://www.cclid.ca.gov/PG484.htm> You should check the orientation schedule attend an orientation as soon as possible after notification that your proposal has been selected by TCRC.
- Q: May proposals be submitted for any services other than those listed in the Request for Proposals?
- A: Not as a part of this RFP process. TCRC will be considering other service needs as they arise.
- Q: Will the RFP process be opened up every year at this time?
- A: The RFP process will be scheduled as warranted by service needs.
- Q: Does the 10-page limit on length of the proposal include the table of contents?

A: No. The table of contents and any title/cover page that you include other than the documents required by TCRC are not included in the page limit. Refer to the RFP Instructions on the TCRC website.

Q: If we are responding to an RFP that requests services for more than one region/location of the TCRC catchment area, are we required to submit one proposal for each location or would one proposal for all locations suffice?

A: One proposal is sufficient. Check the appropriate boxes on the Cover Page.

CPP-Specific Questions

Q: Does the 4.25% state-mandated rate discount apply to CPP projects?

A: Yes.

Q: What can the start-up funding be used for?

A: Start-Up funds can only be used for non-recurring costs associated with initially establishing a service, which may include administrative components, licensing, renovations, general equipment, etc. Start-Up funds cannot be used to pay for continuing service costs or for sustaining an existing community resource.

Q: Is CCL giving any preference to CPP programs given their priorities?

A: Yes. Depending on the urgency of the development. TCRC submits a letter with the application describing the level of urgency.