



## **SERVICE SUMMARY CONTENT GUIDELINES FEBRUARY 2013 REQUEST FOR PROPOSALS**

Tri-Counties Regional Center (TCRC) is soliciting proposals for the following Purchase of Service (POS) contracted service:

**Date:** February 6, 2013

**Service Code / Type:** Service Code 017 - Crisis Team - Evaluation and Intervention Services

**Reimbursement:** Rate commensurate with experience and negotiated based on projected cost statement data per person per month receiving active service\*\*  
Mileage reimbursed at \$.32/mile\*\*  
\*\*less any State-mandated discounts currently in effect

**Location:** **Ventura, Santa Barbara, and San Luis Obispo Counties**

### **Service Description:**

Crisis Team - Evaluation and Intervention Services are designed to support and stabilize the people served by the regional center within their current living arrangement or other setting (e.g. day program, school, community respite). These crisis intervention services are also designed to minimize the possibility of persons served being incarcerated or transferred to an in-patient facility by de-escalating crisis situations and assisting with implementation of additional services. Additional expectations for this service include, but are not limited to:

- 24 / 7 availability
- Consultation with family/primary caregiver, the individual, and / or providers of services to develop and implement individualized treatment as well as supplemental crisis intervention services.
- Proactive determination and recommendation of what services are needed to better support the person served and prevent the need for future involvement of the crisis team.

### **General Requirements:**

- Service must meet all applicable Title 17 regulations.
- Vendor may provide services in more than one county, but may not elect to provide services in only a portion of a county or a specific community within a county. **Preference will be given to vendors who can provide services across the Tri-Counties catchment area.**
- Staff must be trained in and maintain current certification in approved non-violent crisis intervention techniques. Provide examples of specific trainers for this certification. Include a statement that under no circumstances will prone containment be used.
- Crisis Intervention Counselors must have:
  - DOJ background clearance
  - A bachelor's degree in psychology, social work or allied health field or a current California Psychiatric Technician license; a minimum of one (1) year experience in direct intervention with assaultive/aggressive behavior

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- Successful completion of the agency's initial training requirements; and,
- Professional references specific to the candidate's ability to successfully and professionally manage a volatile situation.
- Crisis Intervention Counselors are considered the lead intervention staff. Their responsibilities include but are not limited to:
  - Response to emergency phone calls and face-to-face crisis situations to evaluate and de-escalate the situation,
  - Assess the individual's ability to maintain current placement or the need to access emergency community mental health services,
  - Reporting of each response incident to TCRC, which will include identification of possible antecedents, and the assessment of current viability/status of placement and support services.
- Crisis Team Support Staff (if used) must have:
  - A minimum of one (1) year experience in direct intervention with assaultive/aggressive behavior,
  - Successful completion of the agency's initial training requirements, and
  - Professional references specific to the candidate's ability to successfully and professionally manage a volatile situation.
- Crisis Team Support Staff will support the Crisis Intervention Counselors. Responsibilities include but are not limited to:
  - Providing back-up for safety purposes during crisis visits,
  - Translation services when applicable,
  - Assistance with completing service documentation and assisting in locating generic resources and other types of assistance specific to each individual's needs.
- The Service Provider is expected to have a live staff person available to answer all phone calls for crisis assistance. If there is an extenuating circumstance and the service provider does not have someone available to take the call, service provider must respond within five (5) minutes to a missed call or a phone page for crisis assistance.
- The Service Provider is expected to provide face-to-face crisis service assistance within forty-five (45) minutes of determining that assistance is required to stabilize the situation.
- The Service Provider must employ Spanish-speaking staff in each coverage area. When needed, the Service Provider must also provide access to translation services (Spanish or otherwise) in each coverage area and may utilize a toll-free translation service which would be available twenty-four (24) hours a day, seven (7) days a week.
- Applicants responding to this RFP who are currently vendored providers for TCRC or any other regional center must have services in good standing. Providers with Substantial Inadequacies (SI) or Type A CCL deficiencies in the past 12 months and providers who have had numerous SI's, deficiencies and/or other disciplinary actions taken against them historically shall not be considered for this service. Applicants must disclose any past, present, or pending licensure revocation, probation or denials, including, but not limited to Community Care Licensing, Public Health Licensing, or any other agency providing services to people with disabilities, children, or the elderly.

**Service Summary Content Guidelines:**

Please include all information requested below and provide in the same order in your document. For additional guidance in writing your Service Summary, please refer to Title 17 regulations and to the TCRC website ([www.tri-counties.org](http://www.tri-counties.org)) and click on the following links for information on [Universal Service Expectations](#) and the [Person-Centered Thinking Initiative](#).

a) Overview of the Services Your Agency will Provide

- Provide a brief overview of the services that will be provided by your agency. Include:
  - The purpose and goals of the service you plan to provide.
  - Describe the anticipated outcomes of the proposed service.
  - Describe how you have already established, or plan to establish and maintain relationships with generic, community resources. Provide specific examples of who/what these resources are. Include how you see this benefiting the work your agency will do.

b) Service Delivery Timelines

- Briefly describe the timelines for responding to emergent and non-emergency situations.
- Describe how response times might vary in certain geographic areas (provide specific examples of what these areas might be) and how your agency would work to minimize a delay in responding.
- On a per incident basis, describe the involvement of the crisis team and when that involvement would end. (e.g. When police get involved, placement in an in-patient facility)

c) Overview of Planning Process

- Briefly describe how you may be involved in the Tri-Counties planning team process. Describe your role in determining the supports that may be needed and how each individual's needs will be anticipated and addressed by your service.

d) Data Recording, Reporting and Communication

- Service provider agrees to use the TCRC data collection form that will be provided to them.
- Describe the reporting process to TCRC on an emergent and ongoing basis. Include what types of reports will be submitted and how, when and to whom the reports/information will be submitted.
- Describe how the agency will communicate with families/primary caregivers and care providers.
- Describe the process for communication with families/primary caregivers, care providers and TCRC after the team responds to a crisis call. Describe how and when you plan to report the crisis team's recommendations on how to better support the person served. Provide a timeline for when the information and recommendations will be provided to the IPP team.

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e) Locations and Business Operations

- Describe what area(s) you plan to serve. If you will not be serving all three counties in the TCRC catchment area, explain why your services are limited to those areas and why you feel your agency is best suited to serve those specific regions.
- If known, provide the proposed administrative office location(s)
- List the days that this service may be unavailable, if any.
- As an additional attachment, include an organizational chart for the agency showing all positions and include any affiliated agencies. Include names of staff that are associated with each position. If a position is vacant, please note that as well.

f) Plan to Recruit and Retain Qualified Staff

- Describe your strategies to recruit and retain qualified staff.
- Describe the required qualifications, credentials and duties of all professional staff and consultants.
- Include brief job descriptions for all staff and consultants
- Describe the health and criminal background screening procedures for your agency. Staff must pass the DOJ background check.

g) Staff Training and Supervision

- Describe the content and frequency of initial and ongoing training for both supervisory and direct staff; including required certifications
- Describe who will be providing the training and include their specific experience and qualifications.
- Describe the training that will be provided to staff prior to contact with individuals served by TCRC.
- Describe specialized training for providing behavior support to individuals with potentially dangerous behaviors, including data collection and knowledge of behavior plans.

h) Staffing

- As an additional attachment, provide a sample monthly schedule for all staff and consultant hours. Include all information regarding what staff positions make up each crisis team and how many teams are available during peak and non-peak hours.
- Specify if there will be a behavior consultant on-duty or on-call. Include all times that the consultant will be available to the teams.
- Describe the experience and qualifications the behavior consultant will possess, specifically within the field of crisis intervention.
- Describe the protocol for handling multiple crisis calls that occur concurrently when a crisis team is already dispatched.

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- i) Transportation
  - Describe any transportation services that would be provided.
  - Describe under what circumstances staff will transport a person served.
  - When transporting, describe the staffing structure.
- j) Preference will be given to vendors providing:
  - Services in all counties
  - Transportation to individuals on an as needed basis
  - Assistance to persons served with intakes at in-patient facilities
  - Specific details that address how you plan to establish and maintain relationships with other community resources/supports.