

## FEBRUARY 2013 REQUEST FOR PROPOSALS (RFP)

### QUESTIONS AND ANSWERS FROM THE FEBRUARY 22, 2013 INFORMATION CONFERENCE

#### General Information Reviewed

- ◆ Follow all instructions for submission of the proposal exactly. If instructions aren't followed to the letter, the submission will not be considered.
- ◆ 15 pages double-spaced is the maximum number of pages allowed unless we have specifically asked for you to provide something as an additional attachment. These additional attachments do not factor into the 15 page limit.
- ◆ If tables are used within the proposal, the content included within the tables does not need to be double spaced.
- ◆ There are no sample RFP guidelines or program design guidelines published online but RFP guidelines have been provided, and those vendors selected to move forward with development of the service will be given program design guidelines to assist them in developing their program design.
- ◆ All proposals must be submitted electronically per the instructions. Hand-delivered or hard copy proposals will not be considered.
- ◆ All information for your proposal must be submitted in one e-mail. Please make sure your proposal is **no larger than 10MB** as it will get caught in the TCRC email filter and will not make it to the RFP inbox.
- ◆ Once you submit your proposal, make sure you print the submission receipt for your records. This is proof that you submitted your proposal by the deadline.
- ◆ E-mail TCRC if you have not received a response from Tri-Counties Regional Center (TCRC) staff by 3/19/13.

#### Crisis Team - Evaluation and Intervention Services - Service code 017

Q: Are there any start up funds for this service?

A: No, there are no start-up funds or grants for this service.

Q: Will Tri-Counties award all three counties to one provider?

A: As stated in the service guidelines, preference will be given to providers who are willing to serve all three areas. The selected provider must have the infrastructure to support services in all three counties. However, depending on the responses TCRC receives, providers interested in serving only one county may be considered.

Q: Approximately how many individuals per month are served per county for crisis team support services? How many total hours are currently being used to serve these individuals in each county?

- A: The most recent long term data that has been received reflects approximately 80 individuals per month per county. We do not have enough hard data to confidently identify how many hours are currently needed to serve these individuals each month. This is currently being addressed by TCRC.
- Q: What number of TCRC individuals are in need of proactive, pre-crisis interaction?
- A: At this time we do not have hard data on what the need for this type of interaction might be. However, this proactive model is something we want to see as a component of this service.
- Q: What is the desired/ideal timeline for getting the crisis team started?
- A: This is dependent on the ability of the selected provider to mobilize, but TCRC would like these services to be available as soon as possible.
- Q: How does TCRC intend to reimburse mileage? Does TCRC expect providers to turn in mileage documentation for all crisis face-to-face visits and follow-up visits?
- A: The rate structure for this service will be negotiated with the selected provider and could include mileage reimbursement or reimbursement for vehicle expenses or a combination of these.
- Q: How do emergency hours outside of the allotted authorization get billed if the individual served exceeds the need?
- A: The service provider will work and communicate with the planning team to ensure that authorizations are updated as necessary.
- Q: Could you provide floor and ceiling dollar amounts, per Unique Client Identifier (UCI) per month, projected to be available per consumer?
- A: The rates will be negotiated with the selected provider.
- Q: What is the expected "per hour" rate for reimbursement for crisis services and follow-up work?
- A: All rates, whether hourly or flat-rate basis, will be negotiated with the selected provider. The rates will include reimbursement for crisis work as well as any follow-up work that is needed, exclusive of services that would be provided under a different service code.
- Q: If the individual served requires additional services (e.g. behavior modification, adaptive training, respite) and the team agrees, can the company providing the crisis support be allowed to use different service codes to provide the additional needed services?
- A: If the Individual Program Plan (IPP) team agrees that additional services are necessary to support the person served beyond what is the responsibility of the crisis team, the provider of crisis intervention services would also need to be vendored through TCRC for the service that is needed in order to be authorized to provide the service. The IPP team would make the selection of a provider.

- Q: What languages, other than Spanish, are most desired for the Tri-Counties area?
- A: Spanish is the most needed, but sign language would be helpful and we receive periodic requests for other languages. .
- Q: What types of generic, community resources are you looking for the crisis teams to establish relationships with?
- A: Any generic community resource that could benefit the individuals served by TCRC as agreed upon by the IPP team (e.g. Law enforcement, mental health agencies).

### **Autism Specific - Specialized Adult Residential Facility – Service Code 113**

- Q: Are there any start up/ grant funds offered for this service?
- A: No, there are no start-up funds or grants available for development at this time.
- Q: What is the maximum capacity of residents allowed for the facility?
- A: As indicated in the RFP guidelines, this facility is to have four (4) permanent beds for residents and one (1) bed reserved for respite.
- Q: Has TCRC already identified the individuals who will reside in this facility?
- A: Some individuals have been identified and are being moved back to California from out-of-state placements.
- Q: What level are you considering (ex 4G, H, I etc.)?
- A: The service code for this home does not have a Department of Developmental Services (DDS) set rate, but the level would be no lower than the DDS equivalent level of 4I. As described in the RFP guidelines, the residents will be individuals with very high needs for support and supervision.
- Q: The RFP states, "Potential provider must have an existing residence with at least five (5) bedrooms (4 placement beds and 1 respite) that is eligible for [Community Care Licensing] CCL licensing."
- Does this mean that only providers who currently have a vacant, five-bedroom home will be considered?
- Additionally, is the applicant required to have a secured property when the RFP application is submitted or when the RFP is granted?
- A: Due to the time sensitive nature of this RFP, strong preference will be given to applicants who have either secured a property or have identified a property and have an appointment for inspection by TCRC prior to the submission deadline. The property must meet the requirements specified in the RFP for size and suitability for the people who will live there. For those applicants who have

identified a potential property, arrangements can be made for TCRC staff to tour the facility before the proposal due date. You may contact Morgan Barr, Resource Developer, by phone at (805) 288-2550 or by e-mail at [mbarr@tri-counties.org](mailto:mbarr@tri-counties.org).

If you do not have a property secured or identified, please continue to check the Tri-Counties website for updates as there will be a subsequent RFP released in the near future for a residential home for which you may be considered.

Q: Does TCRC need to tour the property before the vendor secures a property?

A: Yes. For those applicants who do not currently have a property secured but have identified a potential property, you must contact TCRC Resource Development so arrangements can be made for TCRC staff to tour the facility before the proposal due date. You may contact Morgan Barr, Resource Developer, by phone at (805) 288-2550 or by e-mail at [mbarr@tri-counties.org](mailto:mbarr@tri-counties.org).

Q: Is the location of this home restricted to the Santa Barbara area only?

A: The home is to be located in Santa Barbara County, but referrals for this home may come from any county within the Tri-Counties catchment area.

Q: Is there only need for one (1) Adult Residential Facility (ARF) to serve autistic individuals? Or is there a greater need?

A: At this time we are only developing one home of this nature, however, there may be subsequent RFP's released if additional needs are expressed in the future.

Q: What is the expected target date to begin the process?

A: The process began when the RFP was released, effective February 6, 2013, but we would like to have the facility vendored and open for business by May 21, 2013. We recognize that the licensing process may delay the opening date.

Q: When will the provider be selected and notified?

A: Our goal is to have the provider selection and notification completed by April 9, 2013.

Q: What is the desired TCRC timeline for this facility to be operational?

A: Ideally, TCRC would like to have this facility operational by May 21, 2103. TCRC acknowledges that timelines may be adjusted depending on the availability of the licensing agency to complete their process, and will do what is possible to help move this development forward.

Q: How long might it take for the program to reach capacity?

A: This is difficult to project. TCRC can never guarantee referrals but a high need was expressed for the development of this home so it may fill quickly.

Q: What is the TCRC median rate for this service? Is it published online?

A: DDS-set rates are published on their website, although this service is a median rate and will be negotiated with the vendor up to the lower of the applicable TCRC or Statewide median rates. This negotiation is based on a completed cost statement from the provider.

Q: What is the rate for the respite bed and is there an approximate percentage of time that this bed will likely be in use?

A: Respite placements will be funded at the DDS level 4I rate/21 for the first twenty-one (21) days. It is unknown at this time how consistently this bed will be filled. Respite placements that last longer than twenty-one (21) days may be reimbursed at a lower ARM (Alternative Residential Model) rate.

Q: Is the DDS ARM level 4I the highest?

A: The 4I ARM level is the highest rate currently available for facilities vendored under Service Code 915. As this is a 113 facility, rates will be negotiated up to the allowable median rate for this service code.

Q: What types of program consultants and consultant hours are preferred?

A: The types of consultants used will vary based on the needs of the individuals in the home and required hours will vary based on the number of individuals currently residing in the home. This information can be found in Title 17, Section 56004.

We would prefer that the consultants have qualifications to meet the qualifications described in Title 17 for service codes 612 (Behavior Analyst) or 620 (Behavior Management Consultant) for behavior consulting. Other consultants must meet Title 17 requirements for their service code. See Section 54342. Refer to Title 17, Section 56004 (f) for the number of consultant hours required per person served.

Q: Can you clarify what is meant by “desired characteristics” for staff and that staff should have experience working directly with individuals with level 4 needs? Also, what is meant by “Facility staff must speak the language of the people they support.”?

A: Given that this home is going to serve individuals with autism who have very high needs, TCRC expects that staff will have the training and experience necessary to adequately serve the individuals in this home.

It is the TCRC expectation that at least one staff who can speak the language of the individual(s) in the home will be on duty so individuals served can effectively communicate in their primary language.

Q: The RFP states that staff must be paid at 150% the minimum wage. Why is this and how was this rate determined?

A: The decision to require 150% of minimum wage for direct care staff was made by TCRC to apply the quality assurance and development enhancements associated with the Lanterman Developmental Center closure to all future 113 projects.

Q: What is the relationship between the administrator and the licensee supposed to be in this setting?

A: The licensee must also be a certified administrator. TCRC does not want a facility to be without an administrator in the event that an administrator leaves abruptly or is incapacitated by illness.