

# FOOTHILLS GATEWAY, INC.

## Request for Proposal for Comprehensive Services (HCBS-DD)

### **POLICY:**

It shall be the policy of Foothills Gateway, Inc. to issue a Request for Proposal (RFP) specifically for a person to use a new comprehensive resource or if the Interdisciplinary Team (IDT) recommends a person needs to change Program Approved Service Agency (PASA).

#### **Individual Choice**

1. The RFP procedure provides the opportunity for individuals to select a Program Approved Service Agency (PASA) they feel best meets their needs.
2. The RFP procedure encourages individual choice and can facilitate reasonable changes between PASAs within the service area.
3. Persons dissatisfied with their current comprehensive services will meet with their IDT to resolve differences and take action towards preserving the existing relationship. The Case Manager will assist the person to complete the agency grievance/complaint procedure if necessary.
4. If resolution of the concerns cannot be resolved, the RFP procedure will be used to transfer the resource to an alternate PASA.
5. If there is not a PASA who can provide services in the Foothills Gateway area, the RFP procedure will be used to transfer the resources to an alternate PASA in another service area.

### **PROCEDURE:**

1. Request for Proposals (RFP) will be issued in the following circumstances.
  - a. New Comprehensive Service resources are received from either the Division for Intellectual and Developmental Disabilities (DIDD) or are transferred from another Community Centered Board (CCB).
  - b. An individual needs/desires alternative services, as agreed upon by the IDT, which cannot be met by current PASA.
  - c. IDT determines a new placement is required.
2. Information concerning PASAs and types of residential settings will be provided to persons requesting comprehensive services with a timeline of As Soon As Available (ASAA). The person, parent of a minor, guardian or family members will be encouraged to learn more about the agencies through written information, visits, interviews, and training sessions.
3. Each person has the opportunity to decline the RFP procedure and choose an agency to provide the specific comprehensive services needed. The selected agency must have the ability and be willing to provide the requested services. If the RFP procedure is declined, the rationale for declining the process will be given and a declination form signed by the individual or guardian.

4. A PASA is not expected to accept every person who expresses an interest in receiving services from them. However, PASAs will be expected to provide written explanation when a person is not accepted for services.
5. If a PASA is contacted directly by an individual and asked to provide services, or accept a transfer, the PASA will direct the person to contact their Case Manager. An IDT meeting will be held to discuss the person's wish to change PASAs.
6. If a PASA is contacted by a Host Home Provider (HHP) for the purpose of changing from one PASA to another, the PASA will direct the HHP to contact the person's Case Manager, schedule an IDT to determine if an RFP should be issued.
7. Request for Proposals will be prepared and issued by the Placement Coordinator at the CCB to all approved PASAs within Larimer County. Individuals/families will also be directed to the DIDD website for all providers in the State.
8. Request for Proposals will be issued with the resource assigned to a specific individual following Management of the Waiting List Procedures.
9. Request for Proposals will be issued only after obtaining signed release(s) to share information.
10. The RFP will include an Individual Profile written by the Case Manager with input from the IDT as needed to outline specific needs to be addressed in the RFP.

## REQUEST FOR PROPOSAL

### Issuance and Timeliness

The Request for Proposal may include the following while protecting the individual's right to privacy:

- Individual Profile written by the Case Manager to include:
  - a) Legal status – Offender/prior convictions.
  - b) Medical concerns.
  - c) Sensory impairments.
  - d) Physical impairments/Medical diagnosis.
  - e) Daily living skill abilities.
  - f) General behavior (psychological, counseling and therapy needs/current medical treatments).
  - g) Financial/Benefit Status
  - h) Legal, Guardian information
  - i) Family information.
  - j) Current services and location.
  - k) Current status of skin care, respiratory needs (Ex: oxygen), therapies, dental, wheelchair, support items. (ex. Depends and Ensure), the high cost needs.
  - l) High risk behaviors
- Description of Services Requested
  - a) Amount of supervision needed
  - b) Type of support and services needed to complete tasks
  - c) Staffing recommendations of IDT, including specific training or skills needed by the staff
  - d) Location preferred and type of setting preferred/necessary
  - e) Personal preferences (smoker, pets, etc)

- f) Training needed by the individual
- g) Mental Health status
- h) Special equipment and/or accessibility needs
- i) Level of funding determined by the assessment tool currently in place, Supports Intensity Scale (SIS) as approved by DIDD
- j) Timeline for Development
- k) PASA Indication of Interest form

- The RFP may also include Person Centered concepts such as what's important to the individual; what's important for the individual; how to best support the individual, etc.
- Requests for Proposal using new or transferred resources will be issued a minimum of three months prior to anticipated start date whenever possible.
- Requests for Proposal for individuals currently receiving services will be sent within seven working days upon receipt of a request and the Individual Profile from the Case Manager.
- Beginning with the date the RFP is published, responding PASAs will be given a minimum of five working days to respond to an RFP, except in emergency situations. The Placement Coordinator will track the receipt of all Indications of Interest and communicate the progress of each specific RFP at the PASA Summit each month.

#### **Indication of Interest**

- Upon receipt of a positive Indication of Interest form from an eligible PASA, a time will be scheduled for interested PASAs to review the individual's file.
- PASAs will then have five working days to schedule visits and determine if the agency can meet the needs of the individual. They will then submit a written bid.
- Persons requesting services will have up to thirty (30) working days to make a decision regarding their selection of a PASA.

#### **Acceptance of RFP Bids**

- If a PASA determines that it cannot provide services to the individual, the PASA should indicate "no" on the bid response form along with a brief explanation and return it to the Placement Coordinator.
- If a PASA is interested in providing services, the RFP bid to provide services will be returned to the Placement Coordinator and should include:
  - Confirmation that the PASA received enough information to make a decision.
  - Outline of the services to be offered, location, staffing plans.
  - Explanation of the plan of service.
  - Acceptance of the SIS Level as indicated on the RFP
  - Projected start date
  - Impact on other individuals being served
  - Consultant services available
  - Emergency back up plans
- The Placement Coordinator will review all RFP as they are submitted, and share this information with the Case Manager. All appropriate bids will be considered as "accepted".

- If more than one bid is received and accepted, the person/family will be asked to consider all bids before making a final decision.
- The Placement Coordinator and Case Manager will work with the person /family to ensure the timeline allows for timely placement of the offered services.
- Should the person/family consider choosing a PASA for services prior to the bid deadline date, the Case Manager will talk to the individual/family about continuing the search process. If the individual/family refuses to continue the process, the Case Manager will document the choice made by the individual/family on the RFP waiver form.
- All agencies submitting a bid will be notified by email by the Placement Coordinator once the final decision has been made by the individual, and shared with the Case Manager
- In the event the individual is changing the PASA that provides a service, all PASAs in the catchment area will be notified by email when the RFP has been closed. This will include the PASA that the individual has chosen as the new PASA to provide services. The current PASA and new PASA will then meet with the individuals IDT to develop a transition plan.
- A contingency plan for families or situations that may require more than thirty (30) days can be developed as needed by the Case Manager and Placement Coordinator.

### **Reporting and Tracking**

- The Placement Coordinator will prepare a tracking report each quarter for each PASA to include information on each RFP initiated, PASAs responding, timely responses, and result of each RFP. The report is also available for DIDD survey.
- Each PASA will be notified in advance of anticipated RFPs to be issued (ex. Foster Care Transitions, Regional Center Referrals) and targeted timelines. The Placement Coordinator will include information about anticipated new resources in the Summit meeting agenda each quarter.

6/95. . . . 7/13; 7/14; 4/16