

# 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 HCBS-DD funding or if the Interdisciplinary Team (IDT) recommends a person needs to change a 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 HCBS-DD services, the Case Manager may request a meeting 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 funding 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 funding to an alternate PASA in another service area.

### **PROCEDURE:**

1. Request for Proposals (RFP) will be issued in the following circumstances.
  - a. New HCBS-DD funding is received from either Health Care Policy & Financing (HCPF) or is transferred from another Community Centered Board (CCB).
  - b. An individual needs/desires alternative services, or placement which cannot be met by the current PASA.
  - c. Individual/Guardian determines a new placement is needed.
2. Case Managers will give information regarding HCBS-DD services and residential settings available through all PASA's.
3. Each person has the opportunity to decline the RFP procedure and choose an agency to provide the specific HCBS-DD services needed. The Case Manager will assure the selected agency has ability and is willing to provide the requested services. A PASA is not expected to accept every person who expresses an interest in receiving services from them.
4. If the RFP procedure is declined, the rationale for declining the process will be given and a Waiver form signed by the individual or guardian.
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 may 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 may contact the person's Case Manager and schedule an IDT to determine if an RFP should be issued.
7. Request for Proposals will be prepared by the Case Manager and will be sent by the Office Support staff in the intake department to all PASAs approved to provide the service(s) within Larimer County. Individuals/families will also be directed to the HCPF website for all providers in the State.
8. The Case Manager will indicate in an email who the individual/guardian would like contacted for meet and greets.
9. Request for Proposals will be issued only after the Case Manager obtains 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 RFP will 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.

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 HCPF
- j) Timeline for Development

- Requests for Proposal for individuals currently receiving services will be sent within two business days upon receipt of a request, the Individual Profile and release of information from the Case Manager.
- Beginning with the date the RFP is published, responding PASAs will be given a minimum of seven business days to respond to an RFP, except in emergency situations. The file room staff in the In Take department will track the receipt of all Indications of Interest and communicate the progress of each specific RFP Quarterly.

#### **Indication of Interest/PASA Selection**

- Upon receipt of a positive Indication of Interest email from the PASA's, a time will be scheduled for interested PASAs to review the individual's file.
- PASA will contact the file room staff directly to schedule a review
- PASA's can schedule meet and greets as indicated on the RFP email.
- The Case Manager will encourage persons requesting services to make a decision in thirty (30) business days regarding their selection of a PASA.

#### **RFP Outcome**

- The person and/or guardian will contact the Case Manager with their PASA selection.
- In the event the individual is changing a PASA that provides a service, all PASAs in the catchment area will be notified by email when the RFP has been closed within two (2) business days. 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. The Case Manager will follow the admit process.

#### **Reporting and Tracking**

- The Office Support Staff in the Intake Department 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.

6/95. . . . 7/18, 3/19; 10/19