



STANDARDIZED REQUEST FOR PROPOSALS

It shall be the policy to issue a Request for Proposal (RFP) specifically for a person to use new resources or if the Interdisciplinary Team (IDT) recommends, or if a person desires to change service providers.

The purpose of these guidelines is to establish an objective, fair and neutral process for all providers, family members and individuals to cooperate in finding the most appropriate and desired location for community based services and supports.

The RFP process is intended to provide choice of the service provider agency to clients /guardians. The intent is to match choice and preferences of the clients /guardian with available service agency providers. Case managers are required to provide information about available services, agencies and providers in a neutral and ethical manner. In addition, service agencies and providers are required to uphold to ethical standards in service provision. Information and referrals and service and placement decisions must be based on client needs, choice and preferences rather than on benefit to an agency or provider.

CLIENT CHOICE:

1. The RFP procedure provides the opportunity for individuals and their families to select a Program Approved Service Agency (PASA), including agencies also designated as Community Centered Boards (CCB) they feel best meets their needs.
2. The RFP procedure encourages individual choice and can offer a reasonable process for transfers between PASAs within the community.
3. Persons dissatisfied with their current 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 the concerns cannot be resolved, the RFP procedure will be used to transfer the resources to an alternate PASA.
5. If a PASA can no longer provide services in the CCB catchment area, the RFP procedure will be used to transfer the resources to an alternate PASA.

PROCEDURES:

1. RFPs will be issued in the following circumstances:
 - a. New resources are received from either the Division for Developmental Disabilities (DDD) or are transferred from another CCB.
 - b. A client needs or desires alternative services, as agreed upon by the IDT, which cannot be met by the current PASA.
 - c. The CCB determines, through the IDT, a new placement is required.
6. Information concerning PASAs and their available services will be provided to persons on the waiting list for services with a time line of "As Soon As Available" (ASAA). The person, parent of a minor, guardian and /or family members will be encouraged to learn more about the agencies through written information, visits, interviews, mailings, fairs, and training sessions coordinated by the case manager.
7. Each person has the opportunity to decline the RFP procedure and choose an agency to provide the specific 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 must be given and a declination form signed.
8. 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.
9. RFPs will be prepared and issued by the CCB to all approved PASAs within the catchment area and direct them to the DDD website for PASAs in the state.
10. The RFP will include a Service Plan (SP) or Individual Profile written by the case manager with input from the IDT as needed to outline specific needs to be addressed in the RFP. Except in the case of documented emergency when the RFP will include as much of the following information as available.

The RFP will include the following while protecting the individual's right to privacy:

- d. Legal status –
- e. Medical concerns
- f. Sensory impairments
- g. Physical impairments/ medical diagnosis
- h. Daily living skills ability
- i. General behavior (e.g. psychological, counseling and therapy needs/ current medical treatments)
- j. Financial/ benefits status
- k. Guardian information
- l. Family information
- m. Current services and location
- n. Current status of skin care, respiratory needs (oxygen), therapies, dental needs, wheelchair, support items (e.g. Depends and Ensure) or other "high cost" needs
- o. High risk behaviors (e.g. offender/ prior convictions)
- p. Amount of supervision needed

- q. Type of services and supports needed to complete tasks
- r. Level of funding determined by the assessment tool, Supports Intensity Scale (SIS) level as approved by DDD
- s. Mental Health Status
- t. Personal Preferences (setting, smoker, pets, location, etc.)
- u. Timeline for development of placement
- v. PASA indication of interest form

PASA INDICATION OF INTEREST:

11. Responding PASAs will be given a minimum of five (5) working days to respond to an RFP, except in an emergency situation. CCBs will respond to all interested PASAs with a confirmation of the receipt and acceptance of the indication of interest form.
12. Upon receipt of a positive indication of interest form from a PASA, all interested PASAs will be contacted and PASAs will receive any additional information.
13. Persons requesting services will have forty-five (45) working days to make a decision regarding their selection of PASA, so PASAs should work quickly to schedule visits and determine if the agency can meet the needs of the individual and develop a written plan of service to be reviewed by the IDT.
14. If a PASA determines that it cannot provide services to the individual, the PASA should indicate "no" in its response to the CCB, with an accompanying explanation.
15. If more than one plan of service is received and accepted, the person /family will be asked to consider all plans of service before making their final decision. This process should be documented.
16. The placement coordinator /manager will work with the person /family to ensure the timeline allows for timely placement of the offered services.
17. All PASAs who were interested in providing services and submitted a plan of service will be notified by letter or email within five (5) working days of the final decision of the client /family.

REPORTING AND TRACKING:

1. A tracking report will be prepared each quarter for DDD and PASAs to include information on number of RFPs initiated, PASAs responding, timely responses, the PASA that was selected, the number of and rationale for RFP declination.
2. The case manager or CCB will be responsible for assigning someone to write and submit a quarterly report detailing the above processes. The report shall be submitted to DDD and its contracted PASAs.