

REQUEST FOR PROPOSALS

I. Background Information

Centre County Mental Health/Mental Retardation is soliciting proposals for the provision of Full Care CRR residential services for three consumers. One gentleman is identified and has been receiving service in Centre County for 9 ½ years. Two other consumers, currently living in Danville State Hospital, are to be identified. Housemate(s) identified must be compatible with this gentleman.

Suggested staffing pattern is 2:3 to provide adequate individualized support and community outings; 1:3 awake overnight coverage. As a result of ambulation issues, a one story, accessible home is required and an attached garage. The home would need to be spacious and accessible throughout. We are looking for a provider who will be accountable to the consumers living in the home and to their family members, and who understands and implements the Recovery Model. The provider must commit to providing the necessary supports in the home to enable individuals to age in place. The provider must have a track record of hiring competent staff and providing ongoing consumer specific training and be willing to work closely and collaboratively with families to support the recovery needs of individuals.

This 52 year old gentleman has severe and persistent mental illness. He makes use of a walker and a wheelchair. He has lived successfully in the community after 20 years of mental institution life. He enjoys participating in numerous community activities including attending church. His family is very involved and his sister is his legal guardian. This gentleman has indicated that the following are important to him:

- Living in an accessible house. This is a requirement due to ambulation needs.
- A spacious home with a family room in addition to a living room. There are some assets available from consumer's last home.
- A smoke-free environment and no indoor pets.
- A home equipped with air conditioning.
- A home with a gas fireplace.
- A home that has individual thermostats in bedrooms to adjust to comfortable temperatures.
- Having access in the home to an accessible whirlpool. This is also a requirement due to ambulation needs.
- Having his own large bedroom and accessible bathroom.
- Having accessible transportation available.
- Having transportation to and from all medically necessary appointments.
- Taking car rides to places that he likes such as state parks, Governor's Road, and other places he likes to go.
- A shaded outdoor area to sit and relax.
- Attending the church that he chooses.
- Being able to have and play music and DVD's/videos and to watch TV (likes science fiction) and to go to the movies.
- Having caring and respectful people work with him who can help him. He prefers to work with women but they would have to be able to assist him with getting up if he were to fall.

- Having staff that would follow his prescribed medication and help him with his medications. He understands why he is taking them and wants to learn what medications he is taking.
- Having a front load washer and dryer that will enable him to participate in doing his laundry (believes he can do some of this himself).
- Assisting with daily and weekly household activities such as changing and making his bed and keeping his bedroom clean (he can remove sheets but needs help putting them on), making meals that do not have to be cooked (such as sandwiches), and shopping at the grocery store. He has stated that he can do light housekeeping as tolerated and set and clear the table without staff assistance with accessible equipment and that he takes care of his hygiene with assistance.
- Having staff that he likes and like him and talks to him and who he likes and can talk to.
- Going to the library. Likes books and would continue visiting the library looking for books, DVD's and videos, and going to different stores.
- Having food and drinks that he likes that are within his fluid and dietary restrictions.
- Having his possessions and being able to say how they are used.

The gentleman's legal guardian has indicated that in choosing a provider, the following requirements are important to her:

- A home-like environment that uses the Recovery Model and not a medical model.
- Medical information required by regulations is the only information necessary. Any other medical information not required is solely at the discretion of the consumer and/or his legal guardian.
- The provider practices and supports a consumer's right to age-in-place.
- The essential components guiding the consumer's home will be health, safety and well-being. Including equal amounts of physical and mental stimulation and engage daily, community integration, worshipping at church of the consumer's choice and sufficient time to be alone but not so much as the consumer feels alone or lonely.
- Sufficient staff and trained staff at all times.
- Staff that will not abandon the consumer.
- Follow all current and future regulations.
- Follow a detailed ISP.
- Follow all future ISP's and that she play an essential role in their development.
- Provider should be steeped in psych/social rehabilitation. The expectations are: a) to provide ongoing training and oversight for staff, such as medically necessary diet and fluid restriction, oversight of medications delivery, transportation to and from all medical appointments, etc.; b) provide active and daily psych/social rehabilitation (recovery) services such as normalization activities in the home and community with staff (this would include attending church, picnics, garage sales, library, sports events, plays, concerts, field trips, activities at Penn State and high schools, exhibits, fairs, movies, Grange Fair, go out to breakfast, lunch, dinner, reading newspaper, large print novels, watching and discussing TV show/DVD's and videos and playing games, etc.).
- Honest and reliable communication and continuity of care between staff shifts.
- Three references, including phone numbers of family members whose loved ones you have served or are serving for 4 years or more.

The family of the noted gentleman is very involved in his life and it is a must to have a good and ongoing working relationship with them as well as open, honest communications. Quality management will be assured by the provider meeting with residents and family/guardian on an ongoing basis to discuss concerns and means for corrections in consumer's best interest. Provider will document and offer remedy and time frame accomplishing in writing to residents and family/guardian.

Centre County MH/MR has allocated \$86,132 to the identified gentleman and up to \$80,000 each for the other two consumers to provide residential services for the three consumers. This is an annualized amount.

Proposals should include cost projections, staffing patterns, and a proposed program format that indicates the ability and willingness of the provider to address the aforementioned needs of the consumer and family.

Centre County MH/MR intends to solicit proposals from internal and external county sources. The selected agency will be expected to work with the legal guardian to make the gentleman's transition as smooth and stress free as possible.

Five (5) copies of the RFP must be received by the MH/MR office, Ground Floor, Willowbank Building, 420 Holmes Street, Bellefonte, PA, 16823 by 4:30 p.m. on December 19, 2005. Proposals will not be considered if submitted late. Proposals should be marked to the attention of Carol Waltz, MH/MR Administrator.

Final approval of the selected RFP will come from the Centre County Board of Commissioners. Proposals will be reviewed by appropriate Centre County MH/MR staff, Central Region OMHSAS staff, and the family and their designee. The Centre County Board of Commissioners and the Centre County MH/MR office are not liable for any costs incurred by the applicant agency prior to an approval of the contract. Centre County MH/MR reserves the right to disqualify any provider's proposal that is not fully responsive to the service specifications or submission outlined in the RFP. Centre County MH/MR reserves the right to reject any and all proposals as a result of the RFP. Awarding of the contract will not only be based on providing services within the available funded amount but also on the applicant agency's ability to deliver services, reputation of the applicant, and quality of services previously delivered.

II. Format Requirements

A. Identification of Applicant Agency

Please provide the name, address, and telephone number of the agency. The name of the Executive Director or CEO should be provided as well. If a different individual will be the contact person, please identify that individual. Identify agency as profit or non-profit.

B. Applicable Regulations

Applicants are asked to describe their familiarity with applicable regulations for residential options.

C. Background Statement and Prior Experience

Briefly describe the applicant agency's primary mission, when and why it was organized and experience with residential and social rehabilitation activities for persons with serious and persistent mental illness. The description should be in narrative form and address the various activities planned to occur in both the residential and social rehabilitation portions of delivered services.

If part of a franchise or extension of a multipurpose organization, a description of the parent organization and its involvement pertinent to the development of ongoing operation of the agency is required.

If a multi-service agency, a listing of the other services provided and relationship to those you propose to provide is required.

A description of the agency's experience with other Centre County providers of social services, i.e., familiarity with other community support service, and/or a plan to learn about and use these services is required.

D. Agency Organization

Please provide a proposed organizational chart to indicate administrative individuals by name responsible for various components of service delivery. It should include the individuals responsible to fulfill any terms and conditions imposed through potential contractual obligations. Describe records and reports which will be developed or used internally to record individual and service information. Describe the agency's method/procedure to: a) safeguard confidentiality; b) assure compliance with required staffing patterns; c) training staff; d) use of volunteers (if applicable); and, e) address grievances.

E. Work Plan

Indicate any changes in current operating practices that will occur as a result of the acceptance of this contract and set forth a management plan to address those changes. If additional staff must be hired, set forth a time schedule for recruiting and training. Clearly indicate a plan for the transition period prior to the start of the new contract, indicating what steps the applicant agency would take and any expectations of the issuing agency.

F. Scope of Programming

Programming will be in compliance with previously referenced regulations. The scope of the program will be to address the needs of three individuals with serious and persistent mental illness. Services should be tailored to individual need, consistent with family involvement, promote independence, and minimize dependence. Prospective providers must possess the ability to address and resolve these issues. Applicant agencies should address the role of family in the planning, development, and implementation process of service delivery.

G. Budget

Respondents are required to prepare a proposed budget for the provision of services. The budget is to include projected line item expenditures, a proposed roster of personnel, projected per unit cost of service, and supporting justification for line item expenses. If applicable, line items are to be completed for consideration.

H. Submission Date

Completed proposals are due in the Mental Health/Mental Retardation office by 4:30 p.m. on December 19, 2005. Five copies should be submitted to Carol Waltz, MH/MR Administrator. The address is 420 Holmes Street, Bellefonte, PA, 16823.

I. Distribution/Timeframes

- a. Statewide distribution of RFP by November 21, 2005.
- b. Submission of proposals by 4:30 p.m. on December 19, 2005.
- c. Provider identified by January 13, 2006.
- d. Program operational by March 10, 2006.

Distribution List (sent 9/30/04 and 11/22/04)

Community Services Group
320 Highland Drive
Mountville PA 17554

Skills, Inc.
Attn: Mike Rice
341 Science Park Road
State College PA 16801

Strawberry Fields
Attn: Cindy Pasquinelli
403 South Allen Street
State College PA 16801

Northwestern Human Services
Attn: John Calhoun
810 Cricklewood Drive
State Collge PA 16801

Northwestern Human Services
1320 Linglestown Road
Harrisburg PA 17110

Keystone Community Services
124 Pine Street
Harrisburg PA 17101

Stairways Behavioral Health
138 East 26th Street
Erie PA 16504

Resources for Human Development, Inc.
4700 Wissahickon Avenue Suite 126
Philadelphia PA 19144-4248

Holcomb Behavioral Health Systems
1053 Glen Hall Road
Kennett Square PA 19348

Individual, Family & Community Services
Attention Karen Bower
20 North Jefferson Street
Mount Union PA 17066

H:tlb/RFP/
11/22/05