

APPENDIX C. -- PROGRAM DESCRIPTION

DESCRIPTION OF PROPOSED SERVICES

(25 points)

In narrative form, (double spaced) describe how the services will be provided.

The following areas as listed must be included in the same order as listed.

1. **Mission, Vision and Values Statements.** This section should include program elements and approaches that will be used to serve the individuals as described in the RFP “Description of Project” section. Provide a statement regarding your organization’s approach when evaluating potential residence for this level of service that reflects the inclusion of residence with challenging behaviors and are representative of various ethnicities and cultures.
2. **Background and Experience.**
 - a. Provide a description of the knowledge, skills, abilities, and education of key personnel in providing services to the residence described in the RFP “Description of Project” section.
 - b. Describe key personnel’s knowledge, skills, ability, and experience with providing transition activities for individuals that have resided in an institutional setting/treatment program, i.e. Institute for Mental Disease (IMD), State Developmental Center, Crisis services or any similar treatment setting.
3. **Equity and Diversity Statement**
 - a. Provide a statement addressing the organization’s plan to ensure it can provide services to a diverse population, including in, but not limited to, culturally and linguistically diverse populations.
 - b. Provide examples of how the organization has addressed the needs of a diverse population.
4. **Development Experience**
 - a. Summarize the organizations current and previous development of services and programs. Briefly describe your experience including an action plan to achieve measurable, time-limited objectives that will ensure approval of a final program

design, transition of consumers from their previous living arrangement to their new one, and steps related to the licensure and opening of the home.

- b. Identify similarities between current or previous programs developed and the proposed program for this RFP.

5. Agency Outcomes

- a. Provide a description of the expected outcomes of the services that will be provided along with how the outcomes will be measured.

6. Assessment and Person-Centered Planning

- a. Describe your organization's values and approach to the person-centered planning process.
- b. Describe how each residence individual goals and objectives will be determined and progress measured.

7. Administration and Consultants

- a. Describe the roles of the ***Licensee, Administrator, staff, and consultants.*** Provide of the qualifications of certified or licensed staff or consultants. ***Attach Resumes for each.***
- b. Specify whether the clinician consultants and behavior analyst professionals will be employees of the organization or on contract.

8. Program Methodology and Best Practices

- a. Describe the best practices the organization will use to plan for the transition of individuals from their current living arrangement into their new home.
- b. Describe the organization's crisis response plan and how it will be implemented if the individual does not respond to the behavioral intervention plan or other emergency situations.
- c. Describe the anticipated mental health needs of the target population as described in the RFP along with the best practices that will be implemented to ensure mental health stability.

- d. Describe how staff will be trained to recognize, document, and report symptoms of psychiatric conditions and medication effectiveness.
- e. Describe the process that will be used to develop positive behavioral support plans for the residents. Include a description of the assessments that will be used, positive proactive and reactive intervention methods that will be used to reduce the occurrence of the target behaviors.
- f. Describe and specify the type of crisis intervention training that will be provided to direct care staff.
- g. Describe best practices that will be used to ensure the needed close supervision needs for the proposed residents of the EBSH, ensuring optimal safety to the resident, the community, and staff.
- h. Describe the organization's plan and procedures to ensure night staff remain awake and on duty.
- i. Describe the active programming that will be developed and who will be responsible for its development. Provide examples of activities that may be provided that are person centered and age appropriate.
- j. Describe how the organization will ensure staff are implementing active programming with the residence.
- k. Describe the program elements that will be in place to motivate residence to actively cooperate and participate in their program plan.

9. Staff Recruitment and Retention

- a. Describe the characteristics that the organization values when recruiting, hiring, and retaining staff for all positions.
- b. Describe the health and criminal background screening procedures that will be used to ensure the safety of residence.
- c. Describe how the organization will ensure direct care staff are certified as Registered Behavioral Technicians (RBT).

- d. Provide a description of the staff training program that will be required for all staff. List the proposed core training topics, including specialized training targeted to provide behavior support and crisis interventions for residence that present behaviors that are a danger to themselves or others.
- e. Describe the organization's efforts to retain staff and what is the average staff turnover rate.
- f. Provide the salary levels and benefits that the organization will provide to direct care staff.
- g. Include an organization chart that shows this project showing the hierarchy of the organization that includes the governing board members, advisory board members, as well as, other programs operated by the applicant.
- h. Provide qualifications and job descriptions for the staff and consultant positions as set forth in the California Code of Regulations and the RFP program description. Include the positions of Administrator/Program Manager, Lead Staff, Direct Support Professionals, Behavioral Interventionists, and other consultants.

10. Staffing and Scheduling

- a. Provide a one-week schedule that reflects when the administrative staff, lead staff, direct support professionals and consultants will be present. The schedule needs to show when the Administrator will be present to provide training and supervision.

11. Transportation

- a. Describe the plan for the provision of transportation for the residence to day/work programs, medical appointments, recreation, and other activities.

12. Budget and Financing

- a. Provide a narrative description of what financial resources are available for this project (e.g. line of credit, cash, or fluid capital reserves, etc.). Also provide the most recent fiscal year independent audit or review for the organization.
- b. **Start-up Funds:** complete the Start-up Budget form, Appendix F. Include only the costs related to preparing the home for licensing/certification and habitation which includes staff to provide services. Only start-up costs should

be included in this budget. Refer to Explanation of Costs Start-Up Phase located on pages 3-4 of Appendix F and the Guidelines for the Use of CPP funds (<https://www.dds.ca.gov/ CPP/index.cfm>).

- c. **On-going Funding:** complete the “Home-Rate Development Facility Costs” for Ongoing Costs refer to Appendix G “Rate Development Facility Costs.” The electronic version of the DS6023 form is located at the web address as follows; <https://www.dds.ca.gov/transparency/dds-forms/>

Each proposal must include preliminary, projected cost components and the method of calculating each component. The administrative overhead cannot exceed 15% of the revenues. The rate methodology includes a fixed facility component for residential services and an individualized service and supports component based on each client’s needs as determined through the individual program plan.

13. **Continuous Quality Improvement System**

Describe how the organization will ensure systematic improvement of services to ensure the health and safety and continue provide services to support residence in meeting their individual program plan goals. Ensure the organization will use data, stakeholder input, incident reports, medication logs to identify service issues that warrant corrective action through training staff, revising systems, and/or establishing more effective communication systems and supervision. Include in the description how issues will be identified, process for correcting the issue and how the change will be monitored to ensure the issues was corrected.