



North Los Angeles County Regional Center

Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 | www.nlacrc.org

ATTACHMENT C

Table of Contents & Proposal Requirements

1. Proposal Title Page (Attachment C)

- a. Complete “Attachment C” and provide the name, address, and contact information of the applicant.
- b. If the applicant is a corporation, list the principle members of the corporation and include verification of incorporation in California.

2. Statement of Services

- a. Provide a statement of the services to be provided to NLACRC’s consumers.

3. Service Providers Experience & Qualifications

- a. Provide an overview of the applicant’s business, including an overview of services provided, business philosophy, business location(s), business hours, number of staff, mission statement, business history, etc.
- b. Detail your company’s experience in providing services and supports to individuals with developmental disabilities, complex behavior support needs and/or psychiatric comorbidities. Provide the typical profile of the people you have served with developmental disability(s), challenging behavioral and/or psychiatric comorbidities.
- c. Describe the behavioral techniques and mental health interventions used to support individuals with challenging behavioral and/or psychiatric comorbidities.
- d. Describe your experience operating an EBSH or a residential facility.
- e. Provide a description of the technology your company will utilize to manage consumer benefits and transactions and support the EBSH.



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- f. Provide at least three (3) references. Include address, telephone numbers, contact information, and a statement from the references permitting that references may be verified by NLACRC. Applicants should be aware the RFP Evaluation Committee will contact references or other sources to corroborate any information provided in the proposal.
- g. Attach an organizational chart that reports the supervisory hierarchy. The chart must include the names of any governing board members.
- h. Provide resumes of the staff that will be performing services
- i. Provide your process to recruit and retain quality staff to include, but not limited to, the following:
 - i. Discuss commitments you will make to ensure staff continuity, including your staff turnover experience in the last three years.
 - ii. Discuss how you will ensure that each employee has not been convicted of a crime involving fraud or abuse within ten years immediately preceding and during employment.
- j. Provide information on continuing education and training provided to your staff, to include, but not limited to, the following:
 - i. Describe initial and ongoing training
 - ii. Provide information on your company's HIPAA security and privacy program.
 - iii. Describe Special Incident Report ("SIR") training program, pursuant to Title 17, Section 54327
 - iv. Describe consumer grievance training pursuant to Title 17, Section 50608(e) and WIC, Section 4705.
 - v. Describe zero tolerance training, pursuant to Section 14.5, Zero Tolerance Policy, as required in the Agreement for EBSH services
 - vi. Describe any other training provided to your company's staff
- k. Provide a section on equity and diversity to include the following information, pursuant to WIC, Section 4648.11:



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- i. A statement outlining the applicant's plan to serve diverse populations, including, but not limited to, culturally and linguistically diverse populations.
- ii. Examples of your company's commitment to addressing the needs of those diverse populations
- iii. Any additional information that the applicant deems relevant to issues of equity and diversity.

4. Documentation Requirements

- a. Completed IRS, W-9 Form
- b. Completed, Signed, Applicant/Vendor Disclosure Statement (Form DS1891)
- c. Provide a copy of your program design, pursuant to Title 17, Section 50608(a).
- d. A copy of the startup budget demonstrating how the startup funds will be utilized
- e. A copy of the proposed timeline to implement the EBSH
- f. A copy of the DS6023 and DS6024 demonstrating the requested rate of reimbursement.
- g. Identification of all consultants, subcontractors and community resources to be used as part of EBSH residential services, if applicable.
- h. A copy or sample of a Special Incident Report ("SIR") to be used by your company pursuant to Title 17, Section 54327
- i. A copy or sample of your company's written procedure to resolve consumer grievances pursuant to Title 17, Section 50608(e) and WIC, Section 4705.
- j. A copy of your company's independent audit report or review report for the past three (3) years.
- k. .
- l. A copy of staff training schedule and types of training to be provided to staff on a regular basis.