

**WESTMORELAND COUNTY
REQUEST FOR PROPOSAL (RFP)**

**REQUEST FOR ENHANCED PERSONAL CARE HOME
SERVING WESTMORELAND COUNTY PENNSYLVANIA**

All completed RFP's must be submitted to the address below.

*Westmoreland County BHDS Program
40 North Pennsylvania Ave.
Greensburg, PA
Attention: Sara Stenger*

Proposals must be received by 4:00PM December 11th, 2019. Late proposals will not be considered. Faxed or e-mailed submissions will not be considered. All pages of the proposal must be numbered. If there are any questions, please email stenges@westmoreland.swsix.com or Jessica Lesniewski LesnieJ@westmoreland.swsix.com.

Please submit the following information:

Agency Name			
Address			
Telephone		Fax	
Email		Contact Person	
Submitted by: <i>(Please Print Name & Title)</i>			

<i>Signature</i>		<i>Date</i>	
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Background:

In working with consumers and service providers in the community, Westmoreland County BHDS Program has identified the need to develop an additional enhanced personal care home (EnPCH) to expand and enhance our existing housing continuum and service options. This EnPCH will serve adults, 18 years of age or older, with serious mental illness, co-occurring disorders and other special populations. The priority population will be those individuals currently residing in a higher level of mental health residential setting such as an LTSR or CRR, Torrance State Hospital diversions and discharges, as well as those transitioning through Westmoreland County's Housing options continuum and require assistance.

Program Outline:

The EnPCH will serve approximately fourteen (14) individuals annually and promote services that are personal choice focused, empowering, community integrating with the use of natural supports and services in the resident's individual recovery. The EnPCH will be consistent with the concept that a permanent home with individualized supports assists persons in their recovery process to maintain housing and be productive members of their communities. Individuals will be assisted in selecting services and developing an individual support plan that meets their needs, as well as being involved in program planning, policy making to ensure that the program is responsive to their needs.

The EPCH will adhere to all the regulations and standards set forth in [55 PA. CODE CHS. 2600 AND 2620] Personal Care Homes [35 Pa.B. 2499].

The EnPCH will provide a clean, well maintained, safe, home-like environment with up to fourteen (14) beds, with both single and double occupancy bedrooms. The home will be comfortably furnished with each bedroom decorated as per the individual's taste with respect to social norms and values, as well as fully furnished communal living areas providing a home-like setting. Residents will have access to additional multi-purpose rooms for activities, exercise or other leisure pursuits. Phones and a computer with internet access will be made available in the home for use by the residents and activities will be planned and organized both in the home and community with input from the residents. Staff will partner and collaborate with linkages in the community to organize these opportunities.

The EnPCH will have a Resident Advisory Committee (RAC), which will elect officers and have meetings to give input into the management and operation of the home. This committee will be comprised of residents who will elect officers responsible for meeting minutes, facilitating internal communication, input and feedback to the administrator, staff and residents of the home. The RAC will participate in decision and policy making, have opportunities to offer suggestions and recommendations for changes and improvements regarding every aspect of the operations and management of the home. The RAC will be conducted with simple rules and receive support, without judgment from staff. The EnPCH Administrator will address any issues, suggestions/recommendations in writing to the Resident Advisory Committee. Any changes, improvements etc. will be implemented by staff in a timely manner with feedback to the RAC. Examples of areas RAC could impact are: living conditions, rules, meal and activities planning.

Residents will also be encouraged to access personal care home community-supports programs such as; Achieving through Community Experience (A.C.E.) or Certified Peer Specialists. These community-based programs support individuals in experiencing growth in their community through a variety of experiences chosen by the consumer as being meaningful to themselves, their goals, and their recovery. Most activities occur in community settings and are designed to facilitate knowledge and experience of everyday community life and goal driven activities, while offering the opportunity to form natural peer groups and social supports. Other community supports will be utilized to enhance the resident's recovery, such as but not limited to the Medication Monitoring and Education Program (MMEP) and Psychiatric Rehabilitation Program.

While at the EnPCH other community services may be accessed to enhance the individual's recovery. These could include physical and dental care, case management, outpatient mental health services, psychiatric rehabilitation. As per personal care home regulations and in conjunction with the individual's support plan physical, dental and mental health care will be facilitated by the EPCH staff to ensure every facet of the person's needs are being met with appropriate delivery of services in the community. There must be also be available and accessible options for appropriate treatment and rehabilitation opportunities for the residents, and linkages for appropriate vocational and educational options.

Every individual admitted to the EnPCH will develop a Crisis Plan. Natural supports including, but not limited to family, peers/friends, and spiritual advisor will be enlisted with the individual's permission to assist in development of any recovery, crisis and/or individual support plans. These natural supports will be valued and respected as important to the support of the individual in their recovery process. Individuals will also have the opportunity to create a Wellness Recovery Action Plan (WRAP). All staff will have a knowledge base of each individual's Crisis Plan and /or WRAP and will follow and implement the plans to the best of their ability dependent on situations presented.

When there is need for a discharge plan to be developed the EnPCH staff, the individual and other community systems, as indicated, will identify post-discharge goals and aftercare resources/supports. Critical Incident reporting will be required as directed by Westmoreland County policy.

Staffing:

The EnPCH will be staffed 24 hours a day, 7 days a week for 365 days a year. Enhanced staffing and services will be made available to the individuals dependent on their needs and their desire to accept and participate in additional services.

The EnPCH staff will include a Personal Care Home Administrator, a minimum of two bachelor's level staff, a registered nurse, a cook and a part-time maintenance/housekeeping. Additional staff will be on site to adhere to at least a minimum of three staff on duty during the day and evening hours and two awake staff during the overnight. Consideration will be given to the individual's needs in the home in determining the need for additional staff on site.

The identified provider of the EnPCH will adhere to Westmoreland County BHDS Program standards above, and beyond the [55 PA. CODE CHS. 2600 AND 2620] Personal Care Homes [35 Pa.B. 2499]. A few of those higher standards will include: training for staff, within the first 30 days of beginning work at the EnPCH that is above the regulations and an additional 15 hours of training annually; medication policies and procedures developed and reviewed by a psychiatric nurse or psychiatrist which include medication monitoring by staff, medication count procedures, quality control and medication storage policies; onsite organized and voluntary activities that are offered a minimum of once a day, seven days a week planned and reviewed by the Resident Advisory Committee. Child and Criminal/FBI background checks will be done on all staff. There shall be a PCP or house doctor available for emergencies and appropriate linkages, a pharmacy for medications, as well as emergency and crisis services.

- **Administrator:** The Administrator will be an FTE position for a qualified professional, according to 2600.53 of the Personal Care Home Licensing Regulations. The Administrator will have a Master's Degree with a specialty in the human service field or a minimum of a Bachelor's Degree with at least four (4) years of a combination of education and experience in the human service/mental health field. The EnPCH Administrator will complete a Department of Public Welfare approved competency based training program of 60 hours and pass an 80 hour internship in a licensed home under the supervision of a DPW trained Administrator. The EnPCH Administrator will be required to have at least 24 hours of annual training related to job duties, as specified in the Personal Care Home Licensing Regulations. The Administrator is an integral part of the personal care home team with ensuring that quality direct care is provided, supervision of staff is on-going and consistent and programming and activities are developed and implemented to meet the individual needs in the home.
- **Program Coordinators:** There will be a minimum of two (2) FTE positions for Program Coordinators. The Program Coordinators will provide direct care to individuals. They will have a minimum of a Bachelor's degree in the Human Service Field. The Program Coordinators will be responsible for the development of recovery oriented individual support plans for each resident. They will also be an integral part in the planning and development of social and recreational activities schedule in the home as well as becoming a partner and collaborating with resources for outside community activities. The Program Coordinators will communicate regularly with the Resident Advisory Committee and gain input directly from the residents for improvements and/or changes in the operations/management and future planning for activities in the home. Program Coordinators will also be responsible for coordinating transportation for any medical, dental, mental health, social or recreational appointments outside of the home.
- **Nurses:** There will be one suggested FT nurse and one PT nurse.
- **Resident Program Workers:** There will be a minimum of two (2) FTE positions for Resident Program Workers. These staff will be direct care workers and facilitating daily living skills, assisting in individual's choice of social and recreational activities. They will have a minimum of a high school diploma with four (4) years experience in the human service field.

- **Cook:** One FTE cook position will also be included in the staffing patterns of this new program. This position will require, at minimum, a State-approved Food Handler's Certification.
- **Clerical, Housekeeping, Maintenance:** PT FTE or as needed by plan.

REQUEST FOR PROPOSALS

Directions:

1. Be sure your agency meets all the minimum qualifications prior to completing your response;
2. Please respond to each question as completely as possible;
3. Respond to the questions in the sequence that they appear in the RFP;
4. There is no page limit to responses;
5. All responses must be typed using 12 pt. font;
6. Additional supporting or requested documentation should be attached as Appendices.

In order to respond to this RFP, the provider must meet the following minimum qualifications:

1. Be willing and able to meet the above requirements and standards for developing and operating an Enhanced Personal Care home for the identified target population.
2. Be knowledgeable in providing residential services to individuals with serious and persistent mental illness.
3. Must be able and willing to serve Westmoreland County base funded individuals.
4. Be committed as an organization to the concepts of recovery and resiliency, and peer support.

Proposal Review

Westmoreland County reserves the right to reject any, and all proposals received as a result of this RFP, and to negotiate separately with competing applicants. If all proposals are unacceptable, the County reserves the right to reject the proposals and to issue a new RFP. The County reserves the right to reject a proposal at any time during the process.

Please provide the following information regarding your ability to develop and operate an Enhanced Personal Care Home for Westmoreland County adult HealthChoices and county base funded consumers.

1. Please describe in detail the agency's background, experience and present activity as well as the philosophy of the organization, which will enable it to successfully provide the proposed services to adult HealthChoices/Base Funded members residing in Westmoreland County, in the following areas:
 - a. at the administrative level. (5 pts)
 - b. at the direct service level. (5 pts)
2. Describe your agency's experience in collaborating and coordinating with the multiple Westmoreland County adult serving systems. (5 pts)
3. Describe the agency's experience in and statement of purpose in offering residential services to this identified population. More specifically, articulate the agency's goals and objectives in meeting the needs of adult HealthChoices members through the provision of personal care home services. (10 pts)
4. Describe in detail the HealthChoices target population to be served at an EnPCH. Include information detailing the agency's experience in treating high risk and special populations. Also, include a statement of nondiscrimination, and include a statement that the agency agrees to service all diagnostic categories. (5 pts)
5. Address the following EnPCH program details:
 - a. Describe the agency's proposed staffing structure (e.g. number of administrative staff, direct staff, clerical support staff and all other staff related to the delivery of this service), and the job responsibilities of EnPCH staff. (5 pts)
 - b. Attach an organizational chart depicting the EnPCH organizational structure, proposed for Westmoreland County. (5 pts)
 - c. Describe in detail the program components of the EnPCH including criteria for admission, referral and intake process, discharge process, 24-hour availability. (20 pts)
 - d. Define the basic elements of the program services. Include program specific goals and objectives, and describe how goals and objectives will be measured. Clearly outline the specific services to be provided, including hours of activity and as per individual support plans in adherence to PCH regulations to include addressing mental health needs and recovery progress. Describe the provider's awareness of other program related resources. Provide sample schedule of Activities. (10 pts)
 - e. Describe how the agency expects to work with the residents in the planning processes for any individual crisis, service or support plans. What will be the agency's review and updating process for these plans? What mechanism will be used to ensure that the resident, family members and other agencies, if relevant, will be included in this planning process?). (10 pts)

- f. Describe how your agency plans to coordinate care with primary care physicians and behavioral health agencies for residents receiving services at your agency. (5 pts)
6. Describe the agency's commitment to obtaining relevant required training of EnPCH staff and for ensuring that future staff development and training opportunities will also be made available. This initial staff orientation and ongoing training should include information on mental health and support services. (5 pts)
7. Provide a summary of how the agency will ensure ongoing internal monitoring and quality assurance within the EnPCH program. (10 pts)
8. Budget. Please provide a detailed budget. (20 pts) *Purchase of home also if able that meets zoning criteria.
9. Describe you agency's commitment to the concepts of recovery and resiliency. Explain how you intend to ensure ongoing program focus on the concepts of recovery and resiliency, including how consumers will be involved in the planning and implementation process. Describe any agency's plans to include Peer Specialists organization's staff and mission. (5 pts)
10. Provide a statement that the agency agrees to abide by all relevant Federal, State, County and Local bulletins and regulations as they apply to personal care homes. (5 pts)
11. Provide any other information the organization would like to offer, such as letters of recommendation, to support the proposal. (5 pts)

NOTE: TOTAL AVAILABLE POINTS = 135