

REQUEST FOR PROPOSALS

Redwood Coast Regional Center *Respecting Choice in the Redwood Community*

Parent Mentor Services to be located in Humboldt and Mendocino

We envision a system of services and supports that acknowledge the person's age, lifestyle preferences and culture, and which is fluid and ever changing... We envision strong, healthy individuals and families whose emotional resources are renewed and supported by community and regional center. ” —From RCRC Vision

Redwood Coast Regional Center (RCRC) is one of 21 locally-based nonprofit private corporations that contract with the State of California to develop and coordinate community resources and supports for people with developmental disabilities and their families. RCRC serves Californians who reside in Del Norte, Humboldt, Lake, and Mendocino Counties.

Through a special funding authorized by the ABX2-1, RCRC received funding from the Department of Developmental Services (DDS) to develop projects to promote equity of services and reduce disparity in the expenditure and utilization of Purchases of Services (POS).

Redwood Coast Regional Center (RCRC) is seeking proposals from qualified applicants to provide parent mentor services to Hispanic and Native American parents of RCRC clients and potential eligible individuals to increase RCRC understanding and awareness and to improve access and utilization of regional center services, as well as generic and/or community resources. Through the parent mentor services, it is expected that families will better understand regional center services and supports, increase their knowledge about their own child/family member's disability and service needs, improve their advocacy skills, and learn how to actively participate in the planning for their family member using a Person Centered approach.

The purpose of the parent mentor service is to develop a support system for parents, in which the selected provider coaches and teaches parents of RCRC clients information and skills that will equip them to be better advocates for their family members, effectively understand and utilize regional center services, and prepare them to coach other parents in accessing and utilizing regional center services. Hispanic and Native American families have historically been underserved and/or under-represented within the developmental disabilities service system.

PARENT MENTOR SERVICES

A need has been established to develop parent mentor services to support Hispanic and Native American parents of clients in accessing and fully utilizing RCRC services in both Humboldt and Mendocino Counties. Specifically, the parents who receive the coaching from the parent mentors are parents who have not received any regional center purchased services in the past year (no POS) or who have had difficulty in accessing and utilizing services that were identified in their family member's Individual Program Plan (IPP) or Individualized Family Service Plan (IFSP). RCRC will refer individuals from the target populations to receive parent mentors services. The selected provider will be responsible for conducting outreach events to educate the Hispanic and Native American communities about RCRC.

RCRC is seeking a provider who will support parents of clients by providing them with culturally appropriate supports and education to help them successfully navigate the regional center system as well as other generic resources. Parent mentors will coach, educate, and support parents:

- To better understand their family member's disability
- To more effectively communicate the family member's services needs
- To understand what services are available through RCRC
- To strengthen the relationship between parent, service coordinator and service providers
- To better access and utilize needed services
- To increase understanding and utilization of generic and community resources
- To become more knowledgeable, connected and engaged
- To feel empowered to actively participate in and contribute to the service planning for their family member with developmental disabilities

The service proposal must specifically describe how the applicant intends to coach, educate and support parents about RCRC services and supports so they can effectively access and maximize services. It is essential that the selected provider collaborate in an active manner with schools, healthcare providers (including clinicians funded by RCRC), and other community agencies to foster good working relationships. The applicant must have staff members who are bicultural bi-lingual in Spanish and English and represent the target populations. The prospective service provider must have a strong interest in supporting underserved communities with significant barriers to service access and utilization.

The selected provider will provide the administrative and financial oversight of the service. The selected provider will document the success of the program by maintaining records, collecting data, and tracking qualitative and quantitative outcomes to demonstrate progress toward achieving the intended goals of this project.

GOAL:

The goal is to develop on-going vendorized parent mentor services to help the families feel more empowered, independent and effective in accessing and utilizing regional center services and supports. Furthermore, the goal of this service is to reduce disparity and maximize equity in accessing and utilizing regional center purchase of services (POS) funds across all eligible disability diagnoses, ethnic/racial and language groups.

START UP FUNDING:

Start up funding of up to \$50,000 is available for the successful applicant to develop this new service. Start-up funding may include, but not be limited to, the following:

- Staff development (recruiting, training, etc.)
- Material development
- Travel costs
- General Program Development Costs

In the year 2019, \$15,000 may be made available to selected CBOs for continuous outreach purposes.

PROPOSALS:

All interested parties are required to submit a proposal to Redwood Coast Regional Center. All proposals received by the deadline will be reviewed and scored by a team of evaluators selected by RCRC. Applicants who meet the proposal criteria will be invited to participate in an interview process. Proposals must include, but are not limited to, the following items:

1. A cover page listing applicant's name, address, phone number, and name of person preparing proposal if other than applicant.	Yes No
2. A description of applicant's education, experience, and ability to perform, with particular emphasis on experience related to supporting parents of individuals with intellectual disabilities who have historically been underserved.	15 Points
3. A description of applicant's knowledge/experience in working with the Hispanic and Native American communities in their counties.	15 Points
4. A statement of applicant's goals and expected outcomes in operating the parent mentor service.	15 Points
5. A statement of how the applicant will assure staff competency, stability and training.	10 Points
6. A statement outlining the applicant's plan to serve culturally and linguistically diverse populations; examples of the applicant's commitment to addressing the needs of those diverse populations; and any additional information that the applicant deems relevant to issues of equity and diversity.	15 Points
7. A statement that describes the steps the applicant will take to ensure client safety and reduce the risk of individuals supported from being abused, both within and outside the person's home.	10 Points
8. A draft proposed budget for start-up costs and on-going services.	20 Points

Before beginning work on the Parent Mentor Services RFP, or if you have any questions regarding the RFP, please contact Mayra Ochoa.

Submit Proposals to: **Mayra Ochoa**
Diversity Outreach Specialist
Redwood Coast Regional Center
1116 Airport Park Blvd
Ukiah, Ca 95482

707-462-3832 x 212
mochoa@redwoodcoastrc.org

TIMELINE:

DATE	ACTIVITY
05/02/2018	RFP Announced via mailing and website
06/15/2018	RFP Due to RCRC BY 5:00 PM
Week of June 18th	Evaluation of proposals by selected committee
Week of June 23th	Interviews with invited applicants in the RCRC Ukiah Office.
06/27/2018	RFP Awarded

SERVICE DESIGN:

If a service proposal is selected, the applicant will be required to develop an approved written Service Design. Regional Center approval of the Service Design, as well as successful negotiation of a contract for services, shall be a condition of vendorization.

The Service Design will be written in conjunction with technical assistance as needed from RCRC staff in the Community Services Department. The Service Design component must include service provision outcomes which result in parents of clients feeling more empowered and able to act more independently and effectively in accessing and utilizing regional center services and supports. Close collaboration, consultation, and communication between the provider, the client's parents/family, and RCRC staff, will be necessary to ensure that all support needs are addressed.

TECHNICAL ASSISTANCE:

RCRC staff will provide the person(s) selected through the RFP process with technical assistance as needed in developing and completing the Service Design. Redwood Coast Regional Center is committed to being informative and supportive throughout the process of creating and maintaining quality parent support services with culturally appropriate supports and education.

RCRC reserves the right to withdraw this Request for Proposals (RFP) at any time without prior notice. Further, RCRC makes no representation that any agreement will be awarded to any applicant responding to this RFP. RCRC reserves the right to reject the proposal of any respondent who, in the opinion of RCRC, is not responsible or has previously failed to perform properly, or is not in a position to operate within the service design.