



Request for Proposals

Staffing of Direct Care Services

Release Date: August 23, 2022

Proposal Due Date: September 23, 2022

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Request for Proposal Notice:

Bluebonnet Trails Community Mental Health and Mental Retardation Center d/b/a Bluebonnet Trails Community Services (BTCS) is requesting proposals for staffing of direct care services for their Therapeutic Respite Program - Round Rock, Youth Therapeutic Respite Program - Seguin and Diversion Center programs operated by the center. Potential to add other residential programs exist.

1. The Diversion Center – Located at 107 Holly Street, Georgetown, Texas 78626. Bluebonnet Trails Law Enforcement Triage and Stabilization program, also known as the Diversion Center, is a 10-bed program that provides a safe and secure space with the capacity for crisis assessment and/or ongoing evaluation, observation, and intervention by a multidisciplinary team, including psychiatric care providers, nursing personnel, crisis intervention specialists and/or during the acute phase of the crisis. Availability of this service for all individuals who need it and referred by law enforcement or through other internal programs as needed. Persons may be on an emergency detention order. Persons may transition on to acute care hospitalization, crisis respite units, residential treatment/rehabilitation, or home. Direct care management of the environment includes continuous monitoring, observation, intervention, and activity support.

Direct care staffing summary:

1 administrator, 4 direct care shift leaders and 10 direct care staff. See attachment A

2. Youth Therapeutic Respite Program–1009 N. Georgetown, Round Rock, TX. The Bluebonnet Trails Community Services (BTCS) Therapeutic Respite Program for Youth – 78664 will provide a safe, enriching environment that provides a wraparound approach to offering care coordination, family partner services, and an array of innovative therapies for youth between ages 5-17 years old with behavioral health needs. It is anticipated that the average length of stay will be from a few days to up to 30 days. Evidence-based practices will be implemented in play therapy, sand tray therapy, trauma-focused cognitive behavior therapy, family therapy, applied behavior analysis, brief-solution focused therapy and more. This 16-bed, 24/7 structured and therapeutic program will focus the following objectives. Direct care management of the environment includes continuous monitoring, observation, intervention, and activity support.

Direct care staffing summary:

1 administrator, 4 Direct Care/ Shift Leaders and 15 Direct Care staff. See Attachment B

3. Youth Therapeutic Respite Program - 1105 W. Court St. Seguin TX 78155. The Bluebonnet Trails Community Services (BTCS) Therapeutic Respite Program for Youth will provide a safe, enriching environment that provides a wraparound approach to offering care coordination, family partner services, and an array of innovative therapies for youth between ages 5-17 years old with behavioral health needs. It is anticipated that the average length of stay will be from a few days to up to 30 days. Evidence-based practices will be implemented in play therapy, sand tray therapy, trauma-focused cognitive behavior therapy, family therapy, applied behavior analysis, brief-solution focused therapy and more. This 10-bed, 24/7 structured and therapeutic program will focus the following objectives. Direct care management of the environment includes continuous monitoring, observation, intervention, and activity support. Direct care management promotes the health and well-being of youth derived from training in, and commitment to, Trust-Based Relational Interventions. Seguin Youth Therapeutic Respite

Program is scheduled for opening in January 2023.

Direct care staffing summary:

1 administrator, 4 Direct Care/ Shift Leaders and 8 Direct Care staff.

See Attachment C

BTCS Background Information

BTCS is a local mental health and intellectual development disorder authority in eight counties in central Texas with population density of 995,000 person and a land mass of 6,904 square miles. The primary office is located in Round Rock, Texas. BTCS receives federal and state financial assistance through performance contracts with the Health and Human Service Department and other related grant programs.

Agency Requirements

These facilities are operated under the rules established by the Health and Human Services Standards and/or BTCS policy and procedures identified in their Crisis Service Standards.

Professional services to serve and support individuals in the facility will be provided by BTCS Clinical Staff. It will be critical that the selected contractor be willing to support a Behavioral Health Technician to provide services in a cooperative manner in order for optimum treatment progress to be achieved. BTCS Clinical Staff will provide training to Behavioral Health Technicians that will enhance their skills as these needs are identified. Behavioral Health Technicians must be responsive to guidance provided by BTCS Clinical Staff in regard to creating the optimum environment to maintain safety and stabilization, as well as to provide individualized support for guests as these needs are identified.

These facilities are unique in their intent to provide services for individuals of “all abilities.” Therefore, any individual demonstrating the need for this level of care will not be denied access simply because of their diagnosis or lack of diagnosis. It is intentional that individuals with developmental disabilities will receive the accommodations needed to benefit from treatment at this facility, along with others who have behavioral health needs.

Direct Care staff would be expected to monitor the milieu at all times to ensure individual safety and to encourage participation in group and/or individual recreational activity and the practice of good positive interactions with other Direct Care staff will be expected to inform BTCS Clinical Staff when there is a concern about an individual’s condition that could indicate a need for reassessment (such as deterioration in condition, display of unsafe behavior or outcry for help).

For the protection of all concerned, one female Direct Care staff must always be on duty to provide personal support to females with this need.

Procedures for Submitting Proposals

Proposals will be accepted by email to the following address contracts@bbtrails.org. It is the responsibility of the Vendor for the proposal to be submitted to the Contracts Management office. The proposal is not considered received until it is in the possession of Contracts Management.

Proposals must be submitted to:

contracts@bbtrails.org

Proposal must be received no later than 3:00pm CT on September 23, 2022

Proposals should be clearly marked as a response to the RFP. The time on the received email will be considered the time submitted. If you have any questions concerning the proposal process please contact; Monica Rodriguez, Director of Contract Services in writing at contracts@bbtrails.org. All questions for this proposal must be received no later than 3:00pm CT on September 9, 2022.

ADDITIONAL PROVISIONS:

Historically Underutilized Businesses

BTCS is committed to promoting full and equal opportunities for all businesses. In order for BTCS to promote these opportunities and as part of its good faith effort, it is important to identify Historically Underutilized Businesses (HUB). HUBs are defined as for-profit corporation, sole proprietorship, partnership, or joint venture in which 51% of all classes of the shares of stock or other equitable securities are owned by one or more persons have been historically underutilized (socially disadvantaged) because of their identification as members of the following groups; Black American, Hispanic American, Asian American, Pacific American, Native American, and Women. These persons must have a proportionate interest and demonstrate active participation in the control, operation, and management of the business.

Proposal Respondents must include answers to the HUB questionnaire included in this RFP.

Assignment

No right, interest or obligation in or under this contract shall be assigned or transferred by the Vendor without the express written consent of BTCS. Any attempted assignment or transfer by the Vendor without such consent shall be considered failure of contractual obligations and BBT will reserve the right for immediate cancellation.

Applicable Law, Venue

This contract shall be governed, construed and interpreted under the laws of the State of Texas. Venue for any litigation arising under this contract shall lie in Williamson County, Texas.

Advertising

Vendor shall not advance or publish without BTCS's prior written consent the fact that BTCS has entered into a contract, except to the extent necessary to comply with proper requests for information from an authorized representative of the state or Federal government.

Dispute Resolution

The BTCS dispute resolution process must be used to attempt to resolve all disputes arising out of this contract.

PROHIBITED CONDITIONS:

Prohibition Against Personal Interest in Contracts

Employees and officers of BTCS and its contractors and subcontractors must not participate in the selection, award or administration of a contract paid with funds received from or through BTCS if a conflict of interest, real or apparent, is involved. A conflict of interest arises any time such an employee or officer has a financial interest or other interest, e.g. dual employment, in the entity selected for an award, and the existence of such conflict of interest will result in a voided contract. BTCS's Code of Conduct will apply to this proposal.

By submitting the proposal, the Vendor certifies that there is no conflict of interest in performing the duties listed in the proposal and;

- is an authorized agent of the Vendor and,
- is not currently employed by BTCS and,
- has not offered or provided any gifts or gratuities to any employees in the decision-making process of BTCS or a Board member of BTCS and,
- is not related within the second degree of consanguinity or affinity to an employee in the decision-making process which is currently employed by BTCS or a Board Member of BTCS.

Gratuities

BTCS may, by written notice to the Vendor, cancel this contract without liability to the Vendor if it is determined by BTCS that the Vendor or its agent gave, offered to give or intends to give at any time hereafter any economic opportunity, future employment, gift, gratuity, special discount, trip, favor or service to a public servant in connection with the quote, proposal, or offer.

Collusion

Vendor warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for commission percentage, brokerage, or contingent fee except bona fide established commercial or selling agencies maintained by the Vendor for the purpose of securing businesses and disclosed to BTCS prior to the date of this contract. For breach of this warranty, BTCS may, in addition to other rights it may have, deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee, or cancel this contract.

Advertisement

Vendors are prohibited from using contract award information, sales values/volumes and/or BTCS consumers in sales brochures or other promotions, including press releases, unless prior written approval is obtained from BTCS.

Funding Out

If applicable, the Purchase Order or contract is made contingent upon the continuation of federally funded programs, or upon the continued availability of state or local funds to cover the full term and cost of this contract. This contract is subject to cancellation, without penalty, either in whole or in part, if funds are not appropriated. In this instance, BTCS may cancel this contract, by giving thirty (30) days written notice to the Vendor.

PROCESS OVERVIEW

BTCS reserves the right to accept or reject any or all proposals and to waive formalities and select the service Vendor that best meets the needs of BTCS and its employees. BTCS's objective is to select a service Vendor who will provide the best possible service at the best possible cost while meeting Proposal specifications. BTCS is not obligated to award the contract based on cost alone.

During the evaluation process, BTCS reserves the right, where it may serve its best interest, to request additional information or clarifications from Vendor s, or to allow corrections of errors or omissions.

BTCS reserves the sole right to evaluate the qualifications submitted, waive any irregularities, reject any respondent’s proposals and select the firm that, in its judgment, will provide the most satisfactory service.

Timeline

Responses are due by September 23, 2022. BTCS expects to make a Vendor recommendation for approval to the BTCS Chief Executive Officer on October 13, 2022. A mutually agreed upon start date will be selected by the Vendor and BTCS which will allow for a 60-day transition period post contract approval. The following table outlines BTCSs anticipated schedule. Dates are subject to change.

RFP ISSUED	August 23, 2022
Question(s) Deadline	September 9, 2022
RFP Due	September 23, 2022
Final Vendor Recommended Selection	October 13, 2022
Board Approval	October 24, 2022
Vendor Notifications	October 25, 2022
Contract Start Date	November 1, 2022

Vendors awarded the business shall submit an action plan and timetable for providing services to BTCS within fifteen (15) days of approval of the contract.

Objectives and Services Requested:

Through the procurement of direct care services, BTCS seeks proposals for direct care services for our residential programs.

In addition, we have the following duties to include:

The Vendor will provide the following:

- Orientation of individuals at admission to the facility
- Limited transportation
- Vehicle for the program and insurance
- Oversight of self-administration of medications
- Handling of laundry for individuals including the laundering of clothing residents present in
- The purchase and supply of all linens, including pillows, bedding, blankets, towels, blankets and bathmats.
- The purchase and supply of toiletries, including; tissue paper, hand soap, paper towels (and dispensers), toilet paper, face cloths, toothpaste, toothbrushes, soap, feminine hygiene products, hand sanitizer, tissues, razors, shaving cream, deodorant, combs and brushes.
- Provide meat based and non-meat-based sandwich options, chips and bottled water to program participants as requested.
- Two snacks (afternoon and evening) & fresh fruit available
- Provide for the safe management and operations of the milieu including programmatic interventions, following schedule and direct supervision of individuals as direct by the treatment team and program manager.

- Perform locator checks every fifteen (15) minutes, unless directed to perform checks more frequently as part of an individualized safety plan
- Provide daily personal care assistance in hygiene, mobility, communication, and implementation of behavior plans as directed and trained by BTCS professional staff.
- Must have a female staff member on each shift to assist with females in our care.

Functional Priorities

The successful vendor will provide a solution for the above stated objectives.

Evaluation Criteria

This RFP is not intended to favor any vendor. It is solely designed to provide the best value to BTCS in meeting organization needs. The evaluation team will make a recommendation to the Executive Director for final approval and then notify the vendor according to the schedule included in this proposal. The evaluation team will review each proposal based on the following criteria:

- Vendor Qualifications and Years of Experience
- Quality and reliability of Vendor Services
- Service costs
- Proper completion of proposal requirements

General Conditions and Stipulations

Indemnification and Workers' Compensation

The Proposer agrees that if the contract is awarded to their company, the company shall defend, indemnify and hold harmless BTCS, its officials, agents, and employees from and against all claims, damages, losses, and expenses, including attorney fees, arising out of or resulting from the Proposer's acts or omission in the performance of the duties required under the contract.

Independent Contractor

It is agreed that nothing herein contained is intended or should be construed in any manner as creating or establishing the relationship of co-partners between the parties hereto or as constituting the Service Vendor as the agent, representative or employee of BTCS for any purpose or in any manner whatsoever. The Vendor is to be and shall remain an independent contractor with respect to all services performed under this contract. The Vendor represents that it has, or will secure at its own expense, all personnel required in performing services under this contract. Any and all personnel of the Vendor or other persons while so engaged, and any and all claims whatsoever on behalf of any such person or personnel arising out of employment or alleged employment including, without limitation, claims of discrimination against the Vendor, its officers, agents, contractors or employees shall in no way be the responsibility of BTCS; and the Vendor shall defend, indemnify and hold BTCS, its officers, agents, and employees harmless from any and all such claims regardless of any determination of any pertinent tribunal, agency, board, commission or court. Such personnel or other persons shall not require nor be entitled to any compensation, rights or benefits of any kind whatsoever from BTCS, including, without limitation, tenure rights, medical and hospital care, sick and vacation leave, Workers' Compensation, Unemployment Compensation, disability, and severance pay.

Audit

The proposers agree to present an independent 3rd party audit of their books, records, documents, and accounting procedures and practices.

Nondiscrimination

In the performance of this contract, the Successful Proposer shall not discriminate on the grounds of or because of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, disability, sexual orientation, or age against any of its employees, subcontractors or applicants for employment. The Successful Proposer shall include a similar provision in all contracts with subcontracts to this contract.

Miscellaneous

The proposer agrees to at all times observe and comply with all relevant laws, ordinances, regulations, and codes of the federal, state, and local government which may in any manner affect the preparation of proposals or the performance of the contract.

Instructions

Vendors can respond to the Request for Proposal by completing the information requested in Section 3: Required Vendor Information, which includes, service, organization information, references and pricing. Responses may be typed directly on the electronic version of the RFP and returned with attachments but must be sent to the designated agency email address.

Required Vendor Information

Prepared marketing materials may be submitted in addition to answering the questions below, however they will not be accepted in lieu of answering the below questions directly.

Services Descriptions

In context of the services being requested described above in item Objectives and Services Requested, provide a brief description of your organization's scope of work, experience in like direct care services, typical length of time to hire and deploy direct care staff, your staff training programs and background checks, and successes in similar direct care services arrangements.

Vendor Organization Information

1. Where is your company headquartered?
2. What is your primary business focus and how many years of experience do you have providing on site direct care services?
3. Provide an overview of your staff qualifications for workers assigned to the location.
4. Also provide a description to ensure the quality and reliability of your work.
5. Has your company received any awards? How do you distinguish yourself from the competition?

6. What is the average size of your client? What is your client retention rate? On average, how long do your clients remain with you?
7. Proposals for staffing patterns for the operation of each 24/7 facility. (See attachment XX for each facilities staffing requirements). Please provide a diagram that indicates job titles and supervisory roles to match the staffing justification.
8. Please also provide a plan for availability and use of as needed staff (PRN) to fill in for vacancies in the current staffing plan.
9. Job Descriptions for Direct Care staff positions that adhere to the requirements as set forth in BTCS and HHSC Crisis Service Standards and the requirements for support identified in item “I c. Agency Requirements” of this document must accompany the proposal. Job descriptions will be expected to match all positions on the workflow and in the staffing description. Also include hiring criteria and Administrator.
10. Identification of a method or position to coordinate the staffing pattern and serve as the link between BTCS Clinical Staff and contracted Direct Care Staff to assure there is a solution-focused process to address needs as they are identified by either party. Please also provide agency organizational chart that clearly identifies supervisory roles of Agency clinicians and/or administrators with local Behavioral Health Technician.
11. A description of the applicants Quality Assurance plan that includes the evaluation of satisfaction with services through guest surveys that are completed independently and submitted directly to BTCS, as well as review of data and addressing needs for improvement as it relates to direct care services at the facility. Please include any current client satisfaction surveys the agency uses for similar facilities.
12. Preparation of a draft budget for proposed services. Please include fixed costs and salary costs by position. See attachment XX for each programs Scope of Work. Please include the hourly rate to be paid to the administrator, direct care staff, and shift leaders.
13. Inclusion of a list of training along with a training description that will be provided to Direct Care Staff positions by the contractor prior to and during the course of the contract.
14. A description of the contractors related experience facilitating delivery of the same or similar services to the identified population. Please provide specifics regarding the names of organizations, populations served, services provided, length of time providing services, size of unit and number of staff providing services for each organization.

15. A detailed action plan and timetable for providing services to BTCS within thirty (90) days of approval of the contract.
16. Any information the agency wishes to provide that speaks to the overall quality of their performance. This may include “above and beyond” practices, policies and procedures that result in excellent quality of care, high staff retention rates and/or overall agency performance.
17. Please provide details on how vacancies or call in will be handled to ensure full staffing integrity is maintained.

References

1. List any relevant clients within the same industry and client size that you work with. Provide contact information for at least two organizations.
2. List all Texas Community Centers that currently use your services. Provide contact information for these organizations.

Pricing

1. Please provide an itemized list of cost and pricing for providing direct care services at the location and services described above.
2. Describe any additional fees that may be anticipated during this engagement.

Attachments

- A - Diversion Center Program Requirements
- B - Youth Therapeutic Respite Program Requirements- Round Rock
- C - Youth Therapeutic Respite Program Requirements- Seguin
- D - HUB Questionnaire (see attached and complete)

Attachment A

Diversion Center Program Requirements

Diversion Center Located in Georgetown, Texas, Bluebonnet Trails Law Enforcement Twenty-three-hour Triage and Stabilization programs is a 10 beds program that provides a safe and secure space with the capacity for crisis assessment and/or ongoing evaluation, observation, and intervention by a multidisciplinary team, including psychiatric care providers, nursing personnel, crisis intervention specialists and/or peers for up to 23 hours during the acute phase of the crisis. Availability of this service for all individuals who need it and referred by law enforcement. Persons may be on an emergency detention order. Persons may transition on to acute care hospitalization.

BTCS Will provide the following Support Services:

- Specialty care including psychiatric and physical healthcare along with developmental disability services
- Care Coordination
- Peer Services
- Medications and medical supplies
- Rehabilitation, supported employment and supported housing services
- Access to Client Benefits

The Vendor will provide the following:

- Orientation of individuals at admission to the facility
- Limited transportation
- Vehicle for the program and insurance
- Oversight of self-administration of medications
- Handling of laundry for individuals including the laundering of clothing residents present in
- The purchase and supply of *all* linens, including pillows, bedding, blankets, towels, blankets and bathmats.
- The purchase and supply of toiletries, including; tissue paper, hand soap, paper towels (and dispensers), toilet paper, face cloths, toothpaste, toothbrushes, soap, feminine hygiene products, hand sanitizer, tissues, razors, shaving cream, deodorant, combs and brushes.
- Provide meat based and non-meat-based sandwich options, chips and bottled water to program participants as requested.
- Two snacks (afternoon and evening) & fresh fruit available
- Provide for the safe management and operations of the milieu including programmatic interventions, following schedule and direct supervision of individuals as direct by the treatment team and program manager. Perform locator checks every fifteen (15) minutes, unless directed to perform checks more frequently as part of an individualized safety plan
- Provide daily personal care assistance in hygiene, mobility, communication, and implementation of behavior plans as directed and trained by BTCS professional staff.
- Must have a female staff member on each shift to assist with females in our care.
- An additional Behavioral Health Technician is added to provide transportation to and from needed services.

Staffing Pattern

Monday – Friday	Position
8:00am – 4:00pm	Administrator
8:00am – 4:00pm	Behavioral Health Technician
8:00am – 4:00pm	Behavioral Health Technician
Monday – Friday	Position
4:00pm – 12:00am	Behavioral Health Technician/Shift Leader
4:00pm – 12:00am	Behavioral Health Technician
4:00pm – 12:00am	Behavioral Health Technician
Monday – Friday	Position
12:00am – 8:00am	Behavioral Health Technician/Shift Leader
12:00am – 8:00am	Behavioral Health Technician
12:00am – 8:00am	Behavioral Health Technician
Saturday – Sunday	Position
8:00am – 8:00pm	Behavioral Health Technician/Shift Leader
8:00am – 8:00pm	Behavioral Health Technician
8:00am – 8:00pm	Behavioral Health Technician
Saturday – Sunday	Position
8:00pm – 8:00am	Behavioral Health Technician/Shift Leader
8:00pm – 8:00am	Behavioral Health Technician
8:00pm – 8:00am	Behavioral Health Technician

Additional Services for which Vendor is responsible:

- Assistance of BTCS Case Managers when requested
- Maintaining all applicable state required inspections and licensing standards
- Maintaining public postings
- Facilitating and coordinating all Fire and Disaster drills
- Reporting all facility maintenance issues including but not limited to HVAC, plumbing, furniture, blinds, windows, flooring and other structural and non-structural issues as they arise
- Completion and filing of all admission and discharge paperwork
- Reporting computer hardware problems
- Train all Vendor employees on applicable Bluebonnet policies and procedures
- Maintain charts, admission, and discharge books for all consumers
- Provide complete First Aid Kits
- Provide spill kits, masks, and CPR masks

- Ensure the facility is clean, sanitized and up to code for all announced and unannounced state inspections and/or tours.
- Comply with Center for Disease Control Guidelines for infectious disease.
- Supply coffee and creamer in the break room

Qualifications of Provider

Provider will:

- Follow established Operating Procedures and Standards protocol for - Crisis Services, Extended Observation-Info item V. (See applicable standards)
- Ensure that at least two (2) paraprofessionals are on site 24/7 who are trained in CPR, seizure management, choking, first aid, and supervision of self-administration of medications
- Ensures backup staff are available to cover vacancies, vacations, sick calls or other reasons for inability to maintain required staffing levels
- Ensure that employees are at least eighteen (18) years of age and have a high school diploma or GED
- Ensure employees have and maintain all necessary current licensure and certifications on file at BTCS.
- Ensure employees complete all training required by Authority prior to the provision of services including but not limited to: professionalism, an overview of working with integrated populations, infection control, abuse and neglect, HIPAA, recording keeping and reporting to include incident reports and non-aggressive behavior management. As such, employees not having all required training will only be on shift as shadowing staff, and not part of the count unless on weekday morning shift when the untrained staff member is the third person on shift.
- Program specific training as required by the authority
- Require SAMA training is required (all 4 courses)
- Require Trauma-Informed Care training
- Screen all employees for TB within 2 weeks of employment and annually
- Require CPR and First Aid.
- Require COVID Testing in accordance with CDC guidelines
- Maintain current liability insurance as identified in the Agreement.
- Adhere to the requirements set forth by HHSC under the licensure exemption category. The exception allows for operations of the Supervised Group Living Home by obtaining:
 - Current Fire Marshal Inspection for the facility;
 - Current Health Department Inspection for the facility as applicable;
 - A site assessment Survey, and;
 - Infection Control Plan for the facility

Applicable Standards

Texas Rules and Statutes: <https://hhs.texas.gov/laws-regulations/policies-rules/texas-administrative-code>

Texas Resilience and Recovery Utilization Management Guidelines: <https://hhs.texas.gov/doing-business-hhs/provider-portals/behavioral-health-services-providers/substance-use-disorder-service-providers>

Bluebonnet Trails Contractor Procedures: <http://bbtrails.org/wp-content/uploads/2017/02/PROVIDER-MANUAL-FY-18.pdf>

Information Item V, Crisis Service Standards

<https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/provider-portal/behavioral-health-provider/community-mh-contracts/info-item-v.pdf>

Attachment B
Youth Therapeutic Respite Program- Round Rock Requirements

The following are considered components of a Crisis Respite Unit Day:

- Orientation of Individuals at admission to Therapeutic Respite Unit
- Handling of laundry for individuals including the laundering of resident clothing
- The purchase and supply of *all* linens, including pillows, bedding, blankets, towels, blankets, and bathmats
- The purchase and supply of toiletries, including tissue paper, hand soap and, paper towels (and dispensers), toilet paper, face cloths, toothpaste, toothbrushes, soap, feminine hygiene products, hand sanitizer, tissues, razors, shaving cream, deodorant, combs and brushes.
- Daily meals* (breakfast, lunch, and dinner)
- Two snacks (afternoon and evening) & fresh fruit available
- Facilitation of daily coordinated Activities Groups lasting at least two hours a day. Activity Groups may include any of the following: Arts & Crafts, Walks, Games, Group Exercise, etc.
- Provide for the safe management and operations of the milieu including programmatic interventions, following schedule and direct supervision of individuals as direct by the treatment team and program manager.
- Manage unit token economy behavioral management system
- Ensure that the use of mobile phones, television, online videos, computers, or video game systems as an activity for children and adolescents are:
 - Are age-appropriate,
 - Do not exceed two (2) hours per day; and

Staffing Pattern

Therapeutic Respite Staffing Pattern

Monday – Friday	Position
8:00am – 4:00pm	Administrator
8:00am – 4:00pm	Direct Care Staff
8:00am – 4:00pm	Direct Care Staff
8:00am – 4:00pm	Direct Care Staff
Monday – Friday	Position
4:00pm – 12:00am	Direct Care Staff -Lead
4:00pm – 12:00am	Direct Care Staff
4:00pm – 12:00am	Direct Care Staff
4:00pm – 12:00am	Direct Care Staff
4:00pm – 12:00am	Direct Care Staff
Monday – Friday	Position
12:00am – 8:00am	Direct Care Staff /Shift Leader
12:00am – 8:00am	Direct Care Staff
12:00am – 8:00am	Direct Care Staff
Saturday – Sunday	Position

8:00am – 8:00pm	Direct Care Staff /Shift Leader
8:00am – 8:00pm	Direct Care Staff
8:00am – 8:00pm	Direct Care Staff
8:00am – 8:00pm	Direct Care Staff
8:00am – 8:00pm	Direct Care Staff
Saturday – Sunday	Position
8:00pm – 8:00am	Direct Care Staff /Shift Leader
8:00am – 8:00pm	Direct Care Staff
8:00pm – 8:00am	Direct Care Staff

Additional Services for which Vendor is responsible:

- Assistance of BTCS Case Managers when requested
- Maintaining all State required inspections and licensing standards
- Maintaining public postings
- Facilitating and coordinating all Fire and Disaster drills
- Reporting all facility maintenance issues including but not limited to HVAC, plumbing, furniture, blinds, windows, flooring, and other structural and non-structural issues as they arise
- Completion and filing of all admission and discharge paperwork
- Keying of completed satisfaction surveys
- Reporting computer hardware problems
- Train all Vendor employees on applicable Bluebonnet policies and procedures
- Maintain charts, admission, and discharge books for all consumers
- Call BTCS MCOT for all psychiatric emergencies
- Call BTCS on-call nursing for all medical emergencies and PRN medication request/approval
- Provide complete First Aid Kits
- Provide spill kits, masks, and CPR masks
- Provide all gardening tools, such as hoses and sprayers.
- Ensure the facility is clean, sanitized and up to code for all announced and unannounced state inspections and/or tours and in compliance with Center for Disease Control Guidelines for infectious disease.
- Provide breakfast, lunch and dinner for all staff RNs and techs.
- Supply coffee and creamer in the break room

*Meal planning will incorporate and accommodate all dietary restrictions including but not limited to vegetarian, vegan, gluten free, and diabetic restrictions.

Qualifications of Provider

Provider will:

- Follow established Operating Procedures and Standards protocol for Therapeutic Respite program and as identified in the Exhibits.

- Ensure that at least two (2) paraprofessionals are on site 24/7 who are trained in CPR, seizure management, choking, first aid, and supervision of self-administration of medications
- Ensure that employees are at least eighteen (18) years of age and have a high school diploma or GED
- Ensure employees have and maintain all necessary current licensure and certifications on file at BTCS.
- Ensure employees complete all training required by Authority prior to the provision of services including but not limited to: professionalism, an overview of working with integrated populations, infection control, abuse and neglect, HIPAA, record keeping and reporting to include incident reports and non-aggressive behavior management. As such, employees not having all required training will only be on shift as shadowing staff, and not part of the count unless on weekday morning shift when the untrained staff person is the third person on shift.
- Ensure staff receive all program specific training required by the authority.
- Ensure all staff receive SAMA training (all 4 courses)
- Ensure all staff receive Trauma-Informed Care training
- Require TB Screening within 2 weeks of employment and annually thereafter.

Maintain current liability insurance as identified in the Agreement.

- Adhere to the requirements set forth by HHSC under the licensure exemption category. The exception allows for operations of the Crisis Respite Unit by obtaining:
 - Current Fire Marshal Inspection for the facility.
 - Current Health Department Inspection for the facility as applicable;
 - A site assessment Survey, and
 - Infection Control Plan for the facility

Applicable Crisis Standards

Texas Rules and Statutes: <https://hhs.texas.gov/laws-regulations/policies-rules/texas-administrative-code>

Texas Resilience and Recovery Utilization Management Guidelines: <https://hhs.texas.gov/doing-business-hhs/provider-portals/behavioral-health-services-providers/substance-use-disorder-service-providers>

Bluebonnet Trails Contractor Procedures: <http://bbtrails.org/wp-content/uploads/2017/02/PROVIDER-MANUAL-FY-18.pdf>

Information Item V, Crisis Service Standards

<https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/>

Attachment C
Youth Therapeutic Respite Program- Seguin Requirements

The following are considered components of a Crisis Respite Unit Day:

- Orientation of Individuals at admission to Therapeutic Respite Unit
- Handling of laundry for individuals including the laundering of resident clothing
- The purchase and supply of *all* linens, including pillows, bedding, blankets, towels, blankets, and bathmats
- The purchase and supply of toiletries, including tissue paper, hand soap and paper towels (and dispensers), toilet paper, face cloths, toothpaste, toothbrushes, soap, feminine hygiene products, hand sanitizer, tissues, razors, shaving cream, deodorant, combs and brushes.
- Daily meals* (breakfast, lunch, and dinner)
- Two snacks (afternoon and evening) & fresh fruit available
- Facilitation of daily coordinated Activities Groups lasting at least two hours a day. Activity Groups may include any of the following: Arts & Crafts, Walks, Games, Group Exercise, etc.
- Provide for the safe management and operations of the milieu including programmatic interventions, following schedule and direct supervision of individuals as direct by the treatment team and program manager.
- Manage unit token economy behavioral management system
- Ensure that the use of mobile phones, television, online videos, computers, or video game systems as an activity for children and adolescents are:
 - Are age-appropriate,
 - Do not exceed two (2) hours per day; and

Staffing Pattern

Therapeutic Respite Staffing Pattern

Monday – Friday	Position
8:00am – 4:00pm	Administrator
8:00am – 4:00pm	Direct Care Staff
8:00am – 4:00pm	Direct Care Staff
Monday – Friday	Position
4:00pm – 12:00am	Direct Care Staff -Lead
4:00pm – 12:00am	Direct Care Staff
4:00pm – 12:00am	Direct Care Staff
Monday – Friday	Position
12:00am – 8:00am	Direct Care Staff /Shift Leader
12:00am – 8:00am	Direct Care Staff
Saturday – Sunday	Position
8:00am – 8:00pm	Direct Care Staff /Shift Leader
8:00am – 8:00pm	Direct Care Staff
8:00am – 8:00pm	Direct Care Staff
Saturday – Sunday	Position

8:00pm – 8:00am

Direct Care Staff /Shift Leader

8:00am – 8:00pm

Direct Care Staff

Additional Services for which Vendor is responsible:

- Assistance of BTCS Case Managers when requested
- Maintaining all State required inspections and licensing standards
- Maintaining public postings
- Facilitating and coordinating all Fire and Disaster drills
- Reporting all facility maintenance issues including but not limited to HVAC, plumbing, furniture, blinds, windows, flooring, and other structural and non-structural issues as they arise
- Completion and filing of all admission and discharge paperwork
- Keying of completed satisfaction surveys
- Reporting computer hardware problems
- Train all Vendor employees on applicable Bluebonnet policies and procedures
- Maintain charts, admission, and discharge books for all consumers
- Call BTCS MCOT for all psychiatric emergencies
- Call BTCS on-call nursing for all medical emergencies and PRN medication request/approval
- Provide complete First Aid Kits
- Provide spill kits, masks, and CPR masks
- Provide all gardening tools, such as hoses and sprayers.
- Ensure the facility is clean, sanitized and up to code for all announced and unannounced state inspections and/or tours and in compliance with Center for Disease Control Guidelines for infectious disease.
- Provide breakfast, lunch and dinner for all staff RNs and techs.
- Supply coffee and creamer in the break room

*Meal planning will incorporate and accommodate all dietary restrictions including but not limited to vegetarian, vegan, gluten free, and diabetic restrictions.

Qualifications of Provider

Provider will:

- Follow established Operating Procedures and Standards protocol for Therapeutic Respite program and as identified in the Exhibits.
- Ensure that at least two (2) paraprofessionals are on site 24/7 who are trained in CPR, seizure management, choking, first aid, and supervision of self-administration of medications
- Ensure that employees are at least eighteen (18) years of age and have a high school diploma or GED
- Ensure employees have and maintain all necessary current licensure and certifications on file at BTCS.

- Ensure employees complete all training required by Authority prior to the provision of services including but not limited to: professionalism, an overview of working with integrated populations, infection control, abuse and neglect, HIPAA, record keeping and reporting to include incident reports and non-aggressive behavior management. As such, employees not having all required training will only be on shift as shadowing staff, and not part of the count unless on weekday morning shift when the untrained staff person is the third person on shift.
- Ensure staff receive all program specific training required by the authority.
- Ensure all staff receive SAMA training (all 4 courses)
- Ensure all staff receive Trauma-Informed Care training
- Require TB Screening within 2 weeks of employment and annually thereafter.
- Maintain current liability insurance as identified in the Agreement.
- Adhere to the requirements set forth by HHSC under the licensure exemption category. The exception allows for operations of the Crisis Respite Unit by obtaining:
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Information Item V, Crisis Service Standards

<https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/>

**Attachment D
HUB or DBE
Questionnaire**

Historically Underutilized Businesses are defined as for-profit corporation, sole proprietorship, partnership, or joint venture in which 51% of all classes of the shares of stock or other equitable securities are owned by one or more persons who have been historically underutilized (socially disadvantaged) because of their identification as members of the following groups: Black American, Hispanic American, Asian American, Pacific American, Native American, and Women. These persons must have a proportionate interest and demonstrate active participation in the control, operation, and management of the business.

1. Appropriate structure of business: sole proprietorship, partnership, corporation, limited liability partnership, joint venture
2. Which group best describes the owner or primary stockholder (51%) of the firm which demonstrates active participation in the control, operation, and management of the firm's business affair.

Black American: Female/Male

Hispanic American: Female/Male

Asian Pacific American: Female/Male

American Woman:

Other:

3. Contractor is eligible to do business in the State of Texas. YES NO
4. Is this company a Foreign Owned Corp.? YES NO
5. Has your business or any of its owners ever been denied HUB certification by any organization?
6. Are you a certified Historically Underutilized Business/ Disadvantage Business Enterprise (DBE) by any Federal or State Agency, city, county, or government entity? YES NO

END OF RFP –