



San Gabriel / Pomona
Regional Center

REQUEST FOR INTEREST
Unmet Need
Early Intervention Therapeutic Services – Providing Services In - home
Fiscal Year 2023/2024

San Gabriel/Pomona Regional Center (SG/PRC) is a private non-profit corporation that is funded by the State of California to serve people with developmental disabilities as required by the Lanterman Developmental Disabilities Act. SG/PRC is one of 21 Regional Centers throughout California serving individuals and their families who reside in the El Monte, Foothill and Pomona Health Districts of Los Angeles County. SG/PRC is seeking interest in expanding the number of providers in our Early Intervention Program.

The Early Intervention Program is available at all regional centers and is California's response to federal legislation ensuring that early intervention services for infants and toddlers from birth to age three with developmental delays/disabilities and their families, are provided in a coordinated, family-centered system of services that are available statewide. Families served through this program need greater options for Therapeutic Services to be provided in their home. These therapeutic services include Speech Therapy, Occupational Therapy and Physical Therapy. The language needs for these families are Spanish and Mandarin.

SG/PRC services 30 cities within its catchment area. The unmet need for Early Start Therapeutic services in the family home are in the following cities:

Azusa
Baldwin Park
City of Industry
El Monte
South El Monte
La Puente
Pomona

The expectation is that this service provider will:

- Qualify for vendorization and meet all SG/PRC requirements to become vendored, if not already vendored, including the submission of a complete vendor packet and a Service Delivery design.
- Provide services in the home of the family/infant
- Provide services in the cities listed above
- Be able to communicate in the preferred language of the family.

REQUEST FOR INTEREST (RFI) INSTRUCTIONS

The following must be submitted in order to be considered:

APPLICATION PACKET GUIDELINES

- ✓ Submit 1 (ONE) RFI Packet in a PDF format to commsrvs@sgprc.org
- ✓ Include in subject line – RFI Early Intervention
- ✓ A RFI packet can be submitted ongoing until need is met

1. Applicant Information / Qualifications

- a) Include name of Sole Proprietor / Agency/ Organization
- b) Name / number of project contact
- c) Describe experience working with families / infants with disabilities.

2. Project Description

- a) Description of therapeutic services to be provided
- b) Name/titles of Therapists (include licenses)
- c) Complete and submit a Service Delivery Design– see below

Early Start Service Delivery Outline

This outline contains details you can opt to add to your Design. Please make it your own.

Description of your therapeutic services and assessments used

Describe the type of therapeutic services you/ your agency will be providing, including the assessment and ongoing therapeutic services. Include the type of assessment tools to be used.

Part I

Entrance and Exit Criteria

Identify your criteria, with the following in mind:

Based off of the Early Start Program guidelines: Infants and toddlers from birth to age 36 months may be eligible for services if they meet one of the following criteria and have a developmental delay of at least twenty-five (25%) in one or more areas of: 1.) cognitive, 2.) expressive communication development, 3.) receptive communication development, 4.) social or emotional, 5.) adaptive, or 6.) physical and motor development including vision and hearing. The child must be a “client” under the Early Intervention Program of SG/PRC. Infants & toddlers under the age of three (3) have a developmental delay, established risk, and high risk including a speech and language delay (or delay in one or more developmental areas).

The child receiving Early Intervention Therapeutic Services, service code 116, shall be dismissed from services by the third (3rd) birthday (36 months of age). If the child reaches age-appropriate skill levels prior to the third (3rd) birthday it is possible the child may be dismissed from services. A child may also be discharged from services: (a) Parents request to leave the program for any reason; (b) the child has received full benefit from the services and is no longer demonstrates a need for therapy services per the child’s IFSP team’s agreement; (c) the child has moved out of SG/PRC’s catchment areas; (d) the child becomes medically unstable and is no longer able to attend a service session on a consistent, regular basis; (e) on the client's third (3rd) birthday.

Attendance Policy

Include your agency’s attendance policy, with consideration of the following:

The child will attend therapy for the allocated time permitted by the Regional Center. If the child or their parent/authorized caregiver cancels a therapy session, the session may be made-up within the subsequent week on a day other than when the typical session would occur according to SG/PRC Early Start Services Make Up Policy and based on availability of the service provider. If the service provider cancels a therapy session (due to illness or anticipated absence), the session will be completed at the earliest possible time within the same calendar month as the missed session.

It is suggested that a 24-hour Cancellation Policy will be implemented and the Early Start service provider will present the parent with a hard copy calendar with the schedule therapy date(s) and time(s) listed as a reminder of scheduled therapy sessions. If the parent/authorized caregiver fails to contact the service provider/vendor to notify of cancellation on 3 or more scheduled therapy days, within a 2-month time period, the service provider will contact the child's Service Coordinator at SG/PRC to determine if services can be continued with this client.

As the Early Start (ES) service provider, you should review your cancellation policy – with consideration of the following:

Providing the family with follow-up, such as a phone call after the first failed notification of cancellation and a re-explanation of the cancellation policy. The phone call can contain a reminder of the scheduled therapy date(s) and time(s) that the parent and ES service provider agreed upon and a reminder of the 24-hour cancellation policy. On the next scheduled visit, the ES service provider can re-explain the 24-hour cancellation policy in person. After the second failed notification of cancellation the ES service provider can follow up with the family by phone call, re-explain the 24-hour cancellation policy and at the next scheduled therapy session the ES service provider may want to present the parent with a second hard copy calendar with the schedule therapy date(s) and time(s) listed as a reminder of scheduled therapy sessions. Once it is determined that the child's services will be terminated due to poor, inconsistent records of attendance demonstrated by the child, parents, or primary caregiver, the ES service provider/vendor will be responsible for notifying the client, the family, and the client's service coordinator of this decision in writing at least 30 days prior to the proposed termination date. Such notice should include a written statement of reasons for the client's service termination.

Note: Please note that the client's SC will initiate the termination of the funding for the child's services upon receiving the 30-day written notice sent by this service provider. If the client still appears to be in need of therapy services, it will be up to the parent to discuss other options with the child's service coordinator at SG/PRC.

Location

For service provision, the following is to be considered:

Under the guidelines of the client's IFSP, Services will be provided in a natural environment (typically the child's home). If another location is recommended, the service provider will discuss options with the client's Service Coordinator at SG/PRC first prior to providing services at a different location other than the client's home. **Please keep in mind that Early Start services should be provided in the natural environment, unless the IFSP team determines that there are barriers for the child with meeting developmental outcomes within the natural environment and an alternative location for service delivery is identified.**

Parent Participation

For parent / guardian / caregiver participation, the following is to be considered as follows:

Clients who receive services under the Service Code 116 **must** have a parent and/or an authorized caregiver present and actively participate throughout the entire service session. Parental involvement in the child's each service session is pivotal and required in order to provide consistent training and assistance for the child in carryover skills acquired from the child's therapy sessions to daily activities taking place at a natural environment. The expected parental participation in each of the child's service session is 100% to this session.

SIR/Abuse Reporting

The following to be included in any format you wish to present, as long as it includes the details from Title 17 Section 54327. Some language is provided as a sample as follows:

If/When there is reasonable suspicion that abuse is observed or known during the delivery of direct services, the service provider is mandated to report the suspected abuse as required by California Child Abuse Reporting Law and the [SG/PRC SIR reporting guidelines](#) per Title 17 Section 54327.

Add in your Agency's "Zero Tolerance Policy" on abuse – please see SG/PRC's policy for a reference on www.sgprc.org

It is required by SG/PRC that the [report of the special incident](#) shall be submitted to the regional center by telephone, electronic mail, or fax immediately but no more than 24 hours after the occurrence of the special incident. The vendor shall also submit a written report of the special incident to the regional center within 48 hours after the occurrence of the special incident.

Ongoing Training

Please detail your training plan for staff obtaining ongoing training. Below is wording for consideration.

Ongoing training/continued education is required by all service providers in order to maintain national and state licensing. Courses will be completed by their licensing deadlines and reported to the proper licensing boards. Please include these details.

Grievance Policy

Please include a grievance policy: See some sample wording below:

Service provider/vendor will meet with the parent and/or authorized caregiver to discuss concerns within a two-week period (or sooner) after the complaint was issued.

- 1) When a complaint is filed, a notation will be made in the client's case file, and detailed notes will be taken when the service provider/vendor discusses concerns with the parent/authorized caregiver.
- 2) If unresolved, the service provider/vendor and parent/authorized caregiver will meet with the client's

Service Coordinator of SG/PRC to discuss possible solutions.

- 3) If no resolution is met, the parent/authorized caregiver will choose whether or not to continue with services provided by the current service provider/vendor.

The ES service provider will inform the client's parents/authorized caregiver both verbally and in writing of the grievance policy prior to the client starting to receive services from this service provider.

Part 2

Billing and Attendance

Please include your process for billing and attendance, and indicate if you are using an electronic system. Below is some sample wording for consideration.

This Service Provider will use the Time Sheet (client's monthly service attendance document) to complete the invoice/billings to the Regional Centers at the end of every month. This Service Provider also understands and agrees that SG/PRC only pays for direct client services based on the total authorized service hours approved by SG/PRC and documented on the child's IFSP.

Please find attached a sample and blank copy of the billing document and the attendance document.

Client Record maintenance

Your design should include a section on record maintenance, with the following to be considered:

The client files will be kept at the office location. Each client file will possess the initial evaluation report, time sheet (client's monthly service attendance document), semiannual progress reports, any medical reports received from the client's Service Coordinator at SG/PRC, the client's service funding authorization approved by SG/PRC, daily therapy progress notes, and any information provided to vendor from the parent/authorized caregiver. Client files will be maintained for five (5) years after termination of services. The practice of record maintenance will be in compliance with confidentiality requirements (HIPPA).

Service Best Practices

Please include your best practices, with the following to be considered:

Observation of holiday closures will be a business decision of the vendor/service provider. A list of observed holidays will need to be shared with SG/PRC and families served.

Vendor/service provider will not subcontract services; and will abide by Title 17 regulations. For a group practice, all direct service providers will need to be hired by the agency vendored.

Clients receiving services under Service Code 116 will be dismissed from services at the time of the client's third birthday. This is in compliance with the federal and state regulations for the Early Start Program.

Use of Assistants: If applicable describe how assistants will be utilized and how supervision will occur, per the licensing entity for your service (Speech, OT or PT)

Note: Board members and employees of regional centers are prohibited from submitting proposals. Refer to Title 17 regulations, Section 54314 for a complete list of ineligible applicants.