

# **NEW RIVER VALLEY COMMUNITY SERVICES**

NRVCS.ORG – 540-961-8300 – 700 UNIVERSITY CITY BLVD, BLACKBURG, VA 24060

**REQUEST FOR PROPOSAL  
No. 2018-AD-0001**

**FOR**

**DD CASE MANAGEMENT SERVICES**

**SEALED PROPOSAL ACCEPTANCE DATE AND TIME  
DECEMBER 4, 2017, AT 10:00 A.M.**

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*Deborah Whitten-Williams*  
*Finance Director*  
*(540) 961-8415*  
**Email:** [dwhitten-williams@nrvc.org](mailto:dwhitten-williams@nrvc.org)

**RFP Number:** 2018-AD-0001

**Issue Date:** November \_\_, 2017

**Title:** DD Case Management Services

**Issuing Agency:** New River Valley Community Services (NRVCS)  
700 University City Blvd., Blacksburg, Virginia 24060

**Period of Contract:** January 1, 2018 through June 30, 2018; with four (4) one year renewal options

**Worksite:** Floyd, Giles, Montgomery, Pulaski Counties and Radford City, Virginia

Submit questions in written format no later than **November 20, 2017, at 10:00 a.m. Eastern Time**. NRVCS will answer material and pertinent questions in writing by posting an Addendum on the NRVCS's website at <http://www.nrvcs.org>. **It is the responsibility of the potential Offeror to check the web sites for these notices.**

For mailed and hand delivered sealed proposals, send directly to the issuing agency identified above, Attention Deborah Whitten-Williams, Finance Director no later than **December 4, 2017 at 10:00 a.m. Eastern Time**. NRVCS will not consider late proposals. Offerors mailing proposals should allow sufficient mail delivery time to ensure timely receipt.

**A pre-conference is not scheduled.** Direct all inquiries for information to Deborah Whitten-Williams, Finance Director, in written format via email with "2018-AD-0001" in the subject line, to [dwhitten-williams@nrvcs.org](mailto:dwhitten-williams@nrvcs.org). **Unauthorized contact with other NRVCS staff regarding this RFP may result in the disqualification of the Offeror.**

**\*\*\*\*\*FACSIMILES ARE NOT ACCEPTED\*\*\*\*\***

In compliance with this Request for Proposal (RFP) and subject to all conditions imposed therein, the undersigned agrees to furnish the services at the prices by their submission.

Virginia Provider License No. (if applicable) \_\_\_\_\_  
Class: \_\_\_\_\_ Specialty Codes: \_\_\_\_\_

Name and Address of Firm: \_\_\_\_\_ Date: \_\_\_\_\_  
By: \_\_\_\_\_

(Signature In Ink) \_\_\_\_\_  
Zip Code: \_\_\_\_\_ Name: \_\_\_\_\_  
eVA provider ID or DUNS#: \_\_\_\_\_ (Please Print)  
Fax Number: ( ) \_\_\_\_\_ Title: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_ Telephone Number: ( ) \_\_\_\_\_

**Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a Bidder because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.**

**IT IS THE OFFEROR'S RESPONSIBILTY TO ENSURE THAT PROPOSALS ARE RECEIVED AT THE LOCATION INDICATED BY THE DATE AND TIME LISTED HEREIN. OFFERORS WILL INCLUDE THIS COVER SHEET IN YOUR PROPOSAL WITH ALL REQUESTED INFORMATION AND AN AUTHORIZED SIGNATURE. IF AN ADDENDUM IS ISSUED TO THIS RFP, IT IS THE RESPONSIBILITY OF THE OFFEROR TO PROVIDE ACKNOWLEDGEMENT OF THAT ADDENDUM AS PART OF THE PROPOSAL SUBMISSION.**

**IN COMPLIANCE WITH THIS REQUEST FOR PROPOSALS AND TO ALL THE CONDITIONS IMPOSED THEREIN, THE UNDERSIGNED OFFEROR AGREES TO FURNISH THE SERVICES IN ACCORDANCE WITH THE ATTACHED SIGNED PROPOSAL OR AS MUTUALLY AGREED UPON BY SUBSEQUENT NEGOTIATION.**

My signature warrants that I have not employed or retained any firm or person other than a bona fide employee working solely for the firm to solicit or secure this Contract and have not paid or agreed to pay any firm or person other than a bona fide employee working solely for the firm any fee, commission, percentage, brokerage fee, gifts or other consideration contingent upon or resulting from the \*award or making of this Contract. For breach or violation of this warranty, NRVCS will have the right to annul or void this Contract without liability or, in its sole discretion, to deduct from the contract price or consideration, or otherwise recover the full amount of such fee, commission, percentage, brokerage fee, gift or contingent fee.

My signature also certifies that this firm has no business or personal relationships with any other companies or persons that could be considered as a conflict of interest or potential conflict of interest to the New River Valley Community Services (NRVCS), and that there are no principals, officers, agents, employees, or representatives of this firm that have any business or personal relationships with any other companies or persons that could be considered as a conflict of interest or a potential conflict of interest to the NRVCS, pertaining to any and all work or services to be performed as a result of this request and any resulting contract with the NRVCS.

If the Offeror knowingly makes a material misrepresentation in submitting information to NRVCS, such misrepresentations are sufficient grounds for rescinding the award of this Contract.

By signing this document, I hereby certify that I am authorized to sign as a Representative for the Firm and to obligate the Firm to the terms and conditions contained herein:

\_\_\_\_\_  
(Official Signature)

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Print Name of Organization

\_\_\_\_\_  
Tax Identification Number

\_\_\_\_\_  
Organization Address

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Fax Number

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Date

**Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a Bidder because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.**

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**I. PURPOSE**

The procurement is conducted by New River Valley Community Services (NRVCS) for the purpose of contracting for case management services for individuals who are diagnosed with a developmental disability, excluding any individual diagnosed with an intellectual disability.

**II. BACKGROUND**

**GENERAL**

- A. Community Services Boards and Behavioral Health Authorities are licensed to offer case management services to citizens with serious mental illness, substance use disorders and intellectual disabilities. Beginning September 1, 2016, Community Services Boards and Behavioral Health Authorities assumed responsibility of case management for individuals diagnosed with a developmental disability and will be licensed for such.
  
- B. The Community Services Board system created pursuant Chapter 5 of Title 37.2-500 of the Code of Virginia and the Behavioral Health Authorities created pursuant Chapter 6 of Title 37-2-600, for the purpose, among others, of contracting with agencies which provide needed behavioral health services, developmental services/intellectual disability services, substance use services. As a desire to offer adequate choice, Community Services Boards and Behavioral Health Authorities will enter into contract with a private agency for the provision of DD Case Management (DDCM).
  
- C. The goal of the Contractor will be to provide each individual with quality case management services that incorporates respect for individual choice,

enables community integration, and is values-based and ability-focused. The Contractor will serve individuals with developmental disabilities who may also have a complex array of needs including but not limited to medical, mental health and behavioral concerns.

- D. Through this contractual relationship, Community Services Boards and Behavioral Health Authorities will be responsible for holding the licensing certificate and will assume responsibility for management and oversight of the DDCM service including billing, technical assistance, and quality assurance.

**New River Valley Community Services (NRVCS) provides behavioral healthcare services to the citizens of five localities including: Floyd, Giles, Montgomery, Pulaski, and Radford. Offerors responding to this RFP desiring to contract with NRVCS must be able to provide Developmental Disability Case Management Services to citizens in each of these localities.**

### III. SCOPE OF WORK/SPECIFICATIONS

#### A. SERVICES

The Contractor will be available to provide case management services to commence on or about January, 2018. These services will include, but not be limited to, the following:

1. Participating in all supervision, necessary training and meetings identified or provided by NRVCS related to or arising out of this contract or the provision of the services.
2. Providing choice of provider options for individuals receiving Waiver services which may include services provided by NRVCS and other public and private agencies. Individuals receiving Waiver services may choose their service providers initially and may also choose to change service providers over time.
3. Closely coordinating care for individuals in a mental health crisis with NRVCS Emergency Services and Region III Regional Education Assessment Crisis Response Habilitation (REACH).
4. With respect to the services, provide all data to NRVCS by the due dates identified in Exhibit 3.

5. Providing documentation in a format compatible with the NRVCS' Electronic Health Record system.
6. Providing required documentation according to the timelines established by DMAS, DBHDS, licensing and/or NRVCS and in accordance with due dates in Exhibit 4.
7. Providing full and accurate documentation that substantiates billing for services and submitting documentation timely to NRVCS.
8. Providing NRVCS a professional code of ethics signed and agreed to by each DD Case Manager.
9. Notifying NRVCS of any Human Rights complaints related to abuse, neglect, or exploitation within eight hours of the allegation.
10. Promptly providing documentation, upon request of NRVCS, for the purposes of oversight, review, audit, investigation, or complaint.
11. Providing all equipment necessary for contractor's staff to perform the services and to meet its contractual obligations hereunder (i.e., vehicle, telephone, pager, computer, Electronic Health Record system).
12. Maintaining and retaining all records, including computerized records, pertaining to the resulting contract and its performance for the longer of (i) five years after final payment under the agreement, or (ii) as required by applicable law. Such records shall be available to NRVCS on demand and without advance notice during Contractor's normal working hours. NRVCS may perform in-progress and post-performance audits of Contractors' records maintained in connection with the contract. Moreover, Contractor will make its records available as requested for review, inspection, copying, and audit by DMAS, DBHDS or any duly authorized agent of either of them.
13. At the time of responding to this solicitation, has a current, valid service provider agreement with the Department of Medical Assistance Services (DMAS) to offer services.

**B. REGULATOR COMPLIANCE**

1. **Local, State and Federal Laws, Regulations, and/or Policies Governing Case Management Services**
  - a. The Contractor shall operate in accordance with all federal, state and local laws, rules, and regulations, including specifically Department of Behavioral Health and Developmental Services

(DBHDS) Rules and Regulations for Licensing Providers, DMAS Individual and Family Developmental Disabilities Waiver Services Provider Manual, Regulations to Assure the Rights of Individuals Receiving Service from Providers Licensed, Funded or Operated by the Department of Behavioral Health and Developmental Services, and the rules, regulations, terms and conditions of NRVCS' license.

- b. The Contractor shall adhere to Local, State, and Federal reporting requirements for: abuse, neglect, exploitation, human rights, serious injuries, deaths, and privacy violations. Reports shall be made to NRVCS Administrator of DDCM in accordance with Human Rights regulations, Adult Protective Services regulations, Health Insurance Portability and Accountability Act (HIPAA), DBHDS regulations, NRVCS policies and procedures.

## **2. Privacy, Confidentiality, Security, and Handling of Protected Health Information (PHI) and Medical Records**

- a. Subject to Federal and State Laws and Regulations, including the Virginia Freedom of Information Act (FOIA) and HIPAA 45 CFR parts 160, 162, & 164, the Contractor and NRVCS agree to hold private, confidential and secure all Protected Health Information (PHI) and records of individual contact, including, but not limited to:
  - i. All findings, memoranda, correspondence, documents or records of any type that identify the individual, whether electronic, written or oral;
  - ii. All PHI and medical records generated by the Contractor, on a need to know basis.
- b. The Contractor will only release PHI and medical records in accordance with Business Associate Agreements (BAA) and HIPAA regulations.
- c. Contents of individual records shall be discussed only with designated NRVCS staff, on a need to know basis.
- d. All PHI and medical record inquiries, for records kept in accordance with this contract or the services provided hereunder, shall be referred to NRVCS.
- e. Contractor's obligations and responsibilities under this section survive the end or termination of this contract.
- f. Retention and destruction of all records shall be in accordance with applicable Federal, State and Local confidentiality laws.

**C. QUALIFICATIONS AND STAFFING**

**1. Qualifications**

- a. The Contractor will employ appropriately trained and qualified staff to perform the required services for case management of individuals with developmental disabilities established by DMAS, DBHDS and NRVCS including but not limited to the knowledge, skills and abilities established in 12 VAC 30-50-440 Exhibit 2 substituting developmental disabilities for mental retardation.
- b. NRVCS may require additional training to comply with NRVCS qualification requirements.
- c. The Contractor will ensure that all DD Case Managers receive all required training and any additional training required by DMAS, DBHDS or NRVCS during the term of this agreement. Required training modules include but may not be limited as identified in Exhibit 2.
- d. The Contractor will complete criminal history and central registry background investigations for identified staff as required by Virginia Code § 37.2-416 and submit Child Protective Services reference checks, drug screenings, and Office of Inspector General's List of Excluded Individuals and Entities (LEIE) reports as required by DMAS. The contractor should employ only staff who satisfy all required checks and screenings.
- e. All of the Contractor's staff will possess up-to-date cardiopulmonary resuscitation (CPR) and First-Aid certifications and the ability to carry out such procedures.
- f. All of the Contractor's staff will possess up-to-date Crisis Intervention and Prevention training from a State approved program that meets Virginia Department of Behavioral Health and Developmental Services requirements and ability to implement such methods.

**2. Staffing**

- a. Provide a sufficient number of case management staff for individuals with developmental disabilities to ensure the case management needs of each individual are supported, 24 hours a day, 7 days a week, 365 days a year;
- b. Any actions by Contractor staff deemed to be inappropriate may be cause for not allowing staff to provide services under this contract.



**D. RESPONSIBILITY OF NEW RIVER VALLEY COMMUNITY SERVICES:**

1. Maintain a current, valid Department of Behavioral Health and Developmental Services (DBHDS) license for case management services under which Contractor will provide services throughout the term of the contract.
2. Verify and review Contractor's criminal history and central registry background investigations, completed for identified staff as required by Virginia Code § 37.2-416, and Child Protective Services reference checks, drug screenings, and Office of Inspector General's List of Excluded Individuals and Entities (LEIE) reports as required.
3. Provide Contractor with information about the data collection format and due dates as identified in Exhibit 2.
4. Identify and provide training and supervision, as needed, for persons who are providing the DDCM Services.
5. Include DD Case Managers in meetings about the services, as needed.
6. Oversee and monitor the performance of Contractor's provision of the services hereunder, and provide feedback to Contractor as a result of the oversight and monitoring.
7. Assume responsibility for providing options from which individuals may choose for the provision of the services. Community Services Boards and Behavioral Health Authorities are obligated to provide individuals receiving services options for their service providers which may include services provided by NRVCS, and other public and private providers, as available.
8. Monitor the individual's satisfaction with the services and make available, if needed or requested, other case managers or contractors to provide the services.
9. Provide billing to appropriate payor source for the services.
10. Document and submit through the Computerized Human Rights Information System (CHRIS) all Human Rights complaints and other critical incidents received about the services.

11. Review and follow up on all allegations of abuse, neglect and/or exploitation arising out of or relating to the services to ensure appropriate reporting to Child Protective Services, Adult Protective Services, and/or DBHDS, as appropriate. The review and follow up of allegations shall be performed in accordance with the applicable laws, rules and regulations, including, but not limited to, licensing regulations and the Rules and Regulations to Assure the Rights of Individuals, Receiving Services from Providers Licensed, Funded or Operated by the Department of Behavioral Health and Developmental Services ("Human Rights Regulations"), and any applicable human resource requirements. NRVCS will notify Contractor of the outcome of the review.

## 12. BILLING, COMPENSATION AND AUDIT

- a. NRVCS will:
  - i. Bill the appropriate payor based on documentation submitted by Contractor.
  - ii. Pay a monthly rate of \$175.40 per individual who was provided Services for a full calendar month, providing that the necessary and appropriate documentation of the Services are timely submitted to NRVCS by Contractor. NRVCS reserves the right to refuse payment for any Services for which full, complete, and accurate documentation is not timely received.
  - iii. Make payment to Contractor by the 15<sup>th</sup> of the month in the second month following submission of timely, accurate and complete documentation of provision of the Services. Payments by NRVCS hereunder are contingent upon the appropriation of sufficient funds for this purpose in any fiscal year.

## IV. INSTRUCTIONS

### A. SUBMISSION AND RECEIPT OF PROPOSALS

1. Submittals, in seven (7) copies, marked 2018-AD-0001 DD Case Management Services Request for Proposals, will be received no later than 10:00 a.m., Local Time Prevailing, on September 30, 2016, in:  
New River Valley Community Services  
Deborah Whitten-Williams, Finance Director  
700 University City Blvd.  
Blacksburg, Virginia 24060
2. Mark the outside of the envelope with **RFP# 2018-AD-0001** and proposal subject, DD CASE MANAGEMENT REQUEST FOR

PROPOSALS.

2. It is the sole responsibility of the offerors for ensuring that their proposals are stamped by Front Desk personnel before the deadline indicated in Paragraph A of the instructions. Proposals and/or any addenda pertaining thereto, received after the announced time and date of receipt, by mail or otherwise, will be returned. However, nothing in this RFP precludes NRVCS from requesting additional information at any time during the procurement process.
3. In the event that NRVCS is not operating under normal staffing levels or if the location for receipt of proposals is inaccessible due to inclement weather or other emergency situations at the published time, the proposal submission will default to the next regular business day at the same time.
4. If you are an individual with a disability and require a reasonable accommodation, please notify Deborah Whitten-Williams at (540) 961-8415, three working days prior to need.
5. Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition. On the contrary, all responsible firms are encouraged to submit proposals. Any requirements listed herein are intended to describe qualifications, certifications and/or experience considered to be vital and should be used as guidelines for proposal submission. Firms not meeting specific requirements listed herein are encouraged to list and/or demonstrate alternate qualifications, certifications and/or experience for consideration.
6. Any proposal submitted **MUST** include the cover sheet which has been signed by an individual authorized to bind the offeror. All proposals submitted without such signature will not be considered.
7. Proposals shall not be accepted via fax or E-mail.
8. For information pertaining to the decision to award and/or award on this procurement transaction, offerors may access public notification electronically at [www.nrvcs.org](http://www.nrvcs.org) .

**B. SUBMITTAL FORMAT**

In order to facilitate the analysis of responses to this RFP, offerors should prepare the proposal with the instructions outlined in this section and should structure the proposal so that it contains individual tabs/sections

detailing proposed services.

1. Offeror's responses should be prepared as simply as possible with straightforward, concise descriptions of their capabilities to satisfy the requirements of this RFP.
2. Expensive bindings, color displays, promotional materials, demo CDs, etc., are not needed. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All information should be presented in a non-technical format to ensure understanding. All responses should be tailored specifically for NRVCS.
3. NRVCS proposals that provide innovative alternatives to addressing the NRVCS' existing needs as described in the solicitation. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material.
4. Detailed Submittal Format
  - a. Introduction letter, signed cover sheet, Attachment A – Virginia State Corporation Commission (SCC) Registration Information form, and addenda acknowledgement, if applicable.
  - b. Executive summary – Provide a narrative, prepared in non-technical terms, summarizing the offeror's proposal. The executive summary should identify the primary contact for the offeror including name, address, telephone number and e-mail address.
  - c. A detailed description of the services to be provided which addresses each of the topics listed in the Scope of Work/Specifications. Clearly state your ability to meet or exceed the requested services. Policies and procedures should be included which support the offeror's ability to provide services in accordance with the scope of work.
  - d. Statement of Qualifications and Capacity of firm to provide services required. The offeror should include a description of the organizational and staff experience as it relates to meeting NRVCS' needs to include experience administering similar contracts for government entities. The response should address firm's size, structure, and number of years in business. An organizational chart and job descriptions should be included as supporting documentation. The offeror should also include information

regarding their annual audit and line of credit.

- e. Key Individuals – The offeror should provide a list of key individuals to be assigned to NRVCS' contract, specify their role in administering the contract, and provide a current biography/resume for each individual.
- f. References - All offerors should include a list of a minimum of three (3) references, from similar projects/contracts, who could attest to the firm's knowledge, quality of work, timeliness, diligence, flexibility, and ability to meet budget constraints. Include names and addresses, contact persons, phone numbers and e-mail addresses of all references. NRVCS reserves the right to contact references other than, and/or in addition to those furnished by an offeror. References may or may not be reviewed or contacted at the discretion of NRVCS.
- g. Offerors need to indicate which geographic locations in which they provide services.
- h. Provide services as outlined in exhibit 1.

## V. GENERAL TERMS AND CONDITIONS

- A. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The agency and the contractor are encouraged to resolve any issues in controversy arising from the award of the contract or any contractual dispute using Alternative Dispute Resolution (ADR) procedures (*Code of Virginia*, § 2.2-4366). ADR procedures are described in Chapter 9 of the *Vendors Manual*. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.
- B. **ANTI-DISCRIMINATION:** By submitting their (bids/proposals), (bidders/offerors) certify to NRVCS that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the *Virginia Public Procurement Act (VPPA)*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia*, § 2.2-4343.1E).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
    - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
    - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
    - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
  2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- C. **ETHICS IN PUBLIC CONTRACTING:** By submitting their (bids/proposals), (bidders/offerors) certify that their (bids/proposals) are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other (bidder/offeror), supplier, manufacturer or subcontractor in connection with their (bid/proposal), and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- D. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By entering into a written contract with NRVCS, the Contractor certifies that the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- E. **DEBARMENT STATUS:** By participating in this procurement, the vendor certifies that they are not currently debarred by the Commonwealth of Virginia from submitting a response for the type of goods and/or services covered by this solicitation. Vendor further certifies that they are not debarred from filling any order or accepting any resulting order, or that they are an agent of any person or entity that is currently debarred by the Commonwealth of Virginia.
- F. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to NRVCS all rights, title and interest in and to all causes of action it may now

have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by NRVCS under said contract.

- G. **PRECEDENCE OF TERMS:** The following General Terms and Conditions *VENDORS MANUAL, APPLICABLE LAWS AND COURTS, ANTI-DISCRIMINATION, ETHICS IN PUBLIC CONTRACTING, IMMIGRATION REFORM AND CONTROL ACT OF 1986, DEBARMENT STATUS, ANTITRUST, MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS, CLARIFICATION OF TERMS, PAYMENT* shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- H. **QUALIFICATIONS OF (BIDDERS/OFFERORS):** NRVCS may make such reasonable investigations as deemed proper and necessary to determine the ability of the (bidder/offeror) to perform the services/furnish the goods and the (bidder/offeror) shall furnish to NRVCS all such information and data for this purpose as may be requested. NRVCS reserves the right to inspect (bidder's/offeror's) physical facilities prior to award to satisfy questions regarding the (bidder's/offeror's) capabilities. NRVCS further reserves the right to reject any (bid/proposal) if the evidence submitted by, or investigations of, such (bidder/offeror) fails to satisfy NRVCS that such (bidder/offeror) is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.
- I. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of NRVCS.
- J. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the terms, conditions, or scope of the contract. Any additional goods or services to be provided shall be of a sort that is ancillary to the contract goods or services, or within the same broad product or service categories as were included in the contract award. Any increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
  2. NRVCS may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, services to be performed, the method of shipment, and the place of delivery. The contractor shall comply with the notice upon receipt, unless the contractor intends to claim an adjustment to compensation, schedule, or other contractual impact that would be caused by complying with such notice, in which case the contractor shall, in writing, promptly notify NRVCS of the adjustment to be sought, and before proceeding to comply with the notice, shall await NRVCS' Procurement Department written decision affirming, modifying, or revoking the prior written notice. If NRVCS decides to issue a notice that requires an adjustment to compensation, the contractor shall be compensated for any additional costs incurred as the result of such order and shall give NRVCS a credit for any savings. Said compensation shall be determined by one of the following methods:

- a. By mutual agreement between the parties in writing; or
  - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to NRVCS' right to audit the contractor's records and/or to determine the correct number of units independently; or
- K. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, NRVCS, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which NRVCS may have.
- L. **USE OF BRAND NAMES:** Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict (bidders/offerors) to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article which the public body, in its sole discretion, determines to be the equivalent of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The (bidder/offeror) is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable NRVCS to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a bid nonresponsive. Unless the (bidder/offeror) clearly indicates in its (bid/proposal) that the product offered is an equivalent product, such (bid/proposal) will be considered to offer the brand name product referenced in the solicitation.
- M. **INSURANCE:** By signing and submitting a bid or proposal under this solicitation, the bidder or offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. The bidder or offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

**MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:**

1. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for all contracts.
2. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. NRVCS must be named as an additional insured and so endorsed on the policy.
3. Insurance/Risk Management - \$1,000,000 per occurrence, \$3,000,000 aggregate.



4. Automobile Liability - \$1,000,000 combined single limit. (Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third party owner of such motor vehicle.)

N. **ANNOUNCEMENT OF AWARD:** Upon the award or the announcement of the decision to award a contract as a result of this solicitation, NRVCS will publicly post such notice on the NRVCS website <https://www.nrvcs.org> for a minimum of 10 days.

O. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "*drug-free workplace*" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

P. **NONDISCRIMINATION OF CONTRACTORS:** A bidder, offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

Q. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

R. **BID PRICE CURRENCY:** Unless stated otherwise in the solicitation, bidders/offerors shall state bid/offer prices in US dollars.

- S. **AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH:** A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the *Code of Virginia* or as otherwise required by law. Any business entity described above that enters into a contract with a public body pursuant to the *Virginia Public Procurement Act* shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

## VI. **SPECIAL TERMS AND CONDITIONS**

### A. **BILLING, COMPENSATION AND AUDIT:**

1. Document and substantiate the provision of Services in accordance with all DMAS, DBHDS, licensing and NRVCS requirements and timeframes and in a format acceptable to NRVCS. Contractor's failure to timely provide all necessary documentation for Services will delay its right to be compensated for any Services not properly and timely documented.
2. Submit billing documentation to NRVCS by the **15th** of each month for Services provided in the previous calendar month.
3. If any state or federal agency denies payment to NRVCS for Services provided hereunder, or if NRVCS is required to repay or refund to any state or federal agency any amount paid to Contractor hereunder, then Contractor agrees to refund that amount to NRVCS. Alternatively, NRVCS may withhold that amount from future payments due to Contractor.
4. Contractor agrees to provide a copy of its annual audit, a copy of the audit management letter, and a copy of the plan of correction for the Services and any program related thereto by November 1 for NRVCS review and submission to DBHDS by November 30 of each calendar year.

- B. **BUSINESS ASSOCIATE AGREEMENT (BAA):** The Contractor shall execute a Business Associates Agreement with NRVCS regarding the Standards for Security and Privacy of Individually Identifiable Health Information promulgated by the U.S. Department of Health and Human Services under HIPAA and under HITECH Act as well as to satisfy their respective duties to protect the confidentiality and integrity of Protected Health Information as required by other federal or state law, policy, professional ethics, and accreditation requirements that may be disclosed under the

agreement.

- C. COMPLIANCES:** Contractor agrees to ensure that its agents, servants, employees or other persons providing Services shall perform in substantial accordance with NRVCS policies and procedures, and all applicable federal, state, and local laws, regulations, rules, policies, and procedures, including, but not limited to, the following:
1. Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the DBHDS (“Human Rights Rules”);
  2. Anti-discrimination: Contractor shall conform to the provisions of the Titles VI and VII of the Federal Civil Rights Act of 1964, Section 503 and 504 of the Vocational Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, Executive Order 11246, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and 2.2-4311 of the Virginia Public Procurement ACT (VPPA). No person shall, on the grounds of sex, age, race, religious affiliation, handicap, or national origin, faith based status or any other basis prohibited by law will be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this contract, or in the employment practices of Contractor;
  3. Immigration: Contractor certifies that it does not and will not, during the performance of this contract, employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986;
  4. The Virginia Freedom of Information Act and the Virginia Privacy Protection Act;
  5. All mandatory DBHDS certification standards and all licensure requirements applicable to the Services;
  6. Drug-Free Workplace: During the performance of this contract, Contractor agrees to: provide a drug-free workplace for Contractor’s employees; post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in Contractor’s workplace and specifying the actions that will be taken against employees for violations of such prohibition; state in all solicitations or advertisements for employees placed by or on behalf of Contractor that Contractor maintains a drug-free workplace; and
  7. Health Insurance Portability and Accountability Act of 1996 (HIPAA): Except as otherwise limited, Contractor may use or disclose protected health information (PHI) to perform functions, activities, or services for, or on behalf of NRVCS, as specified in this contract. In performance of this contract the Contractor agrees to:
    - a. Not use or further disclose protected health information (PHI) other than as permitted or required by the terms of this contract or as required by law;

- b. Use appropriate safeguards to prevent use or disclosure of PHI other than as permitted or required by the terms of this contract or as required by law, including 42 C.F.R. 2.1;
- c. Report to NRVCS any use or disclosure of PHI not provided for by this contract of which it becomes aware;
- d. Implement administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of electronic PHI that it creates, receives, maintains or transmits on behalf of NRVCS as required by the HIPAA Security Rule, 45 C.F.R. Parts 160, 162, and 164;
- e. Ensure that any agent to whom it provides electronic PHI agrees to implement reasonable and appropriate safeguards to protect it; and
- f. Promptly report to NRVCS any security incident of which it becomes aware.

**D. INDEMNIFICATION:** Contractor agrees to indemnify, defend and hold harmless New River Valley Community Services, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the contractor/any services of any kind or nature furnished by the contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods or equipment delivered.

**E. CONTRACT TERM/CONTRACT RENEWAL/CONTRACT EXTENSION:** The initial term of this contract shall be effective from January 1, 2018 through June 30, 2018.

1. Contract Renewal:

This contract may be renewed by NRVCS for four successive one year periods under the terms and conditions of the original contract except as stated in subsections a and b below. Price increases may be negotiated only at the time of renewal. Upon a determination by NRVCS to renew this contract for an additional term, written notification will be given to the Contractor.

2. Contract Extension:

NRVCS has the right to extend this contract for up to one hundred eighty (180) days following any term on the contract.

**F. GOVERNING LAW AND VENUE:** Contractor and NRVCS agree that the laws of the Commonwealth of Virginia shall govern the validity and construction of this

agreement. Any dispute resulting from this agreement, its interpretation, or performance, shall be brought only in the courts of the Commonwealth of Virginia.

- G. LICENSE, PERMITS, AND FEES:** All bids submitted shall have included in the price the cost of any business and professional licenses, permits, or fees required by NRVCS or the Commonwealth of Virginia.
- H. MODIFICATION:** This agreement shall not be modified, altered, changed, or amended unless in writing and signed by both parties.
- I. SUBCONTRACTING AND ASSIGNMENT:** Contractor shall not assign its interest in this agreement or subcontract any Services without the express written consent of NRVCS. In the event Contractor desires to subcontract all or some part of the Services, Contractor shall furnish NRVCS with the names, qualifications, and experience of the proposed subcontractor(s). In the event of a subcontract, Contractor shall remain fully liable and responsible for the Services performed by the subcontractor(s) and shall ensure compliance with all the requirements of this agreement by the subcontractor(s).
- J. SUSPENSION AND TERMINATION:**
1. In cases of allegations of abuse, neglect, and/or exploitation, Contractor will remove the DD Case Manager from providing Services to any individual until an investigation is completed to the satisfaction of NRVCS. If Contractor has no other DD Case Manager available who is acceptable to the individual receiving Services, NRVCS will assume the provision of Services to the individual.
  2. This agreement may be terminated under the following circumstances:
    - a. NRVCS may terminate the agreement immediately if funds granted for payment of the Services are permanently revoked or terminated by the funding agencies in a manner beyond the control of NRVCS. In this situation, all obligations of NRVCS and the Contractor under this contract shall immediately cease. Payment shall be rendered for all Services provided prior to the termination of the agreement, so long as Contractor submits the necessary data and documentation for the Services.
    - b. NRVCS may terminate this agreement immediately and without notice if Contractor is found to be in violation of the Human Rights Rules.

- c. Either party may terminate by providing 30 days written notice of intention to terminate the contract to the other party. Contractor shall be compensated for Services provided up to the termination date, so long as appropriate and timely documentation is provided to NRVCS.
- d. Either party may terminate the agreement immediately if the other party discontinues or abandons operations, is adjudged bankrupt, is reorganized under any bankruptcy laws, or fails to keep in force any insurance policies required hereunder.

**K. TRANACTING BUSINESS IN VIRGINIA:** If Contractor is a stock or nonstock corporation, limited liability company, business trust or limited partnership, or registered as a registered limited liability partnership, it shall be authorized to transact business in the Commonwealth of Virginia as a domestic or foreign business entity, if so required by Title 13.1 or Title 50 of the Virginia Code, or if otherwise required by law.

**L. INFORMATION SECURITY GENERAL PROTECTION:** The Contractor will develop, implement, maintain, and use appropriate administrative, technical, and physical security measures to preserve the confidentiality, integrity and availability of all electronically maintained and transmitted sensitive information received from, or on behalf of NRVCS.

## **VII. PRICING SCHEDULE**

The price schedule will include and not to exceed, the flat of \$175.40 per month per individual who was provided services for a full calendar month, paid to the provider. Please make sure that invoices are sent with a NET 30 payment term.

## **VIII. EVALUATION CRITERIA**

These criteria are to be utilized in the evaluation of qualifications for development of the shortlist of those offerors to be considered for negotiations. Individual criteria have been assigned a weight to reflect relative importance.

Criteria	Weights
1. Demonstrated overall ability/capability of the offeror to perform the required services, including ability for quality oversight and supervision	30
2. Demonstrated experience, education, and training of all personnel who will be assigned to work with consumers under the resulting contract	30
3. Demonstrated knowledge of applicable federal, state, and/or local laws, regulations, and/or policies governing the services to be provided	20
4. Corporate structure and proposed staffing plan	15
5. Geographic area in which services will be provided	5
<b>TOTAL</b>	<b>100</b>

## **IX. AWARD PROCEDURE**

Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the Request for Proposal. Negotiations shall then be conducted with each of the offerors so selected. After negotiations have been conducted with each offeror so selected, NRVCS shall select the offeror which, in its opinion, has made the best proposal and award the contract to that offeror.

**X. ATTACHMENTS/EXHIBITS**

**ATTACHMENT A - Virginia State Corporation Commission (SCC)**  
**Registration Information**

The offeror shall check one of the following. The offeror is:

a corporation or other business entity with the following SCC identification number: \_\_\_\_\_ **-OR-**

not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**

an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offeror's out-of-state location) **-OR-**

an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the *Code of Virginia*.

**\*\*NOTE\*\*** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals. No award shall be issued to an offeror who fails to provide the required information unless a waiver of these requests is granted by the chief executive of the local governing body (the local governing body reserves the right to determine in its sole discretion whether to allow such waivers):



**Exhibit 1: DD Case Manager Roles and Responsibilities** (DMAS Individual and Family Developmental Disabilities Support Waiver Services Provider Manual)

1. Coordinating initial assessment and annual reassessments of the individual, and planning services and supports, to include the development of a POC. This does not include conducting medical or psychiatric assessments, but may include referral for such assessments;
2. Coordinating services and treatment plans with other agencies, school systems, and providers;
3. Submitting the DMAS-225 form to the local DSS/DFS office to determine Medicaid financial eligibility and patient pay responsibilities for the individual;
4. Linking the individual to services and supports specified in the POC and submitting service authorization of waiver service requests to the Service Authorization contractor prior to the initiation of services and informing individuals and providers when services are authorized. DD Case Managers are responsible for informing the recipient of the EPSDT program;
5. Assisting the individual directly for the purpose of developing or obtaining needed resources, including crisis supports;
6. Making collateral contacts to promote implementation of the POC;
7. Monitoring implementation of the POC through regular contact with service providers, and periodic site/home visits to ensure the appropriateness of services and recipient satisfaction;
8. Benefits counseling and coordination of individuals enrolled in a Medicaid MCO. The DD Case Manager will have the responsibility for ensuring a smooth transition of individuals concurrently enrolled in MCOs and the DD Waiver. This also includes individuals who switch to another DD Case Manager;
9. Instruction and counseling that guides the individual in problem-solving and decision-making and develops a supportive relationship that promotes implementation of the POC; and
10. Monitoring the quality of services provided; and
11. Monitoring the individual's health, safety and satisfaction with services.

**Exhibit 2: DD Case Manager Orientation – New Employee Requirements, Qualifications, and Trainings**Minimum Educational/Work Experience Qualifications*Minimum education:*

1. Bachelor's degree in a human services field (with the exception of current case managers who have related work experience)
2. Knowledge, skills, and abilities

Knowledge Skills and Abilities

12VAC30-50-440. Case management services for individuals with developmental disabilities (substituting developmental disabilities for mental retardation).

Providers may bill for Medicaid developmental disabilities case management only when the services are provided by qualified developmental disabilities case managers. The case manager must possess a combination of developmental disabilities work experience or relevant education which indicates that the individual possesses the following knowledge, skills, and abilities. The incumbent must have at entry level the following knowledge, skills and abilities. These must be documented or observable in the application form or supporting documentation or in the interview (with appropriate documentation).

*Knowledge of:*

- (1) The definition causes and program philosophy of developmental disabilities
- (2) Treatment modalities and intervention techniques, such as behavior management, independent living skills training, supportive counseling, family education, crisis intervention, discharge planning and service coordination
- (3) Different types of assessments and their uses in program planning
- (4) Consumers' rights
- (5) Local community resources and service delivery systems, including support services, eligibility criteria and intake process, termination criteria and procedures and generic community resources
- (6) Types of developmental disabilities programs and services
- (7) Effective oral, written and interpersonal communication principles and techniques
- (8) General principles of record documentation
- (9) The service planning process and the major components of a service plan

*Skills in:*

- (1) Interviewing
- (2) Negotiating with consumers and service providers
- (3) Observing, recording and reporting behaviors
- (4) Identifying and documenting a consumer's needs for resources, services and other assistance
- (5) Identifying services within the established service system to meet the consumer's needs
- (6) Coordinating the provision of services by diverse public and private providers
- (7) Using information from assessments, evaluations, observation and interviews to develop service plans
- (8) Formulating, writing and implementing individualized consumer service plans to promote goal attainment for individuals with developmental disabilities;
- (9) Using assessment tools
- (10) Identifying community resources and organizations and coordinating resources and activities

*Abilities to:*

- (1) Demonstrate a positive regard for consumers and their families (e.g. treating consumers as individuals, allowing risk taking, avoiding stereotypes of people with developmental disabilities, respecting consumers' and families' privacy, believing consumers can grow)
- (2) Be persistent and remain objective
- (3) Work as team member, maintaining effective inter- and intra-agency working relationships
- (4) Work independently, performing position duties under general supervision
- (5) Communicate effectively, verbally and in writing
- (6) Establish and maintain ongoing supportive relationships

Training Modules

Module 1 – Targeted CM for Individuals with ID Resources and Qualifications

Module 2 – Targeted CM for Individuals with ID- Determination Eligibility

Module 3 – Targeted CM for Individuals with ID- Starting Active TCM

Module 4 – Targeted CM for Individuals with ID- Introduction to ID and Day Support Waiver

Module 5 – Targeted CM for Individuals with ID- Applying for ID and DS Waiver Services

Module 6 – Targeted CM for Individuals with ID- who use the Intellectual Disability-2011

Module 7 – Targeted CM for Individuals with ID- Starting Waiver Services

Module 8 – Targeted CM for Individuals with ID- ISARs

Module 9 – Targeted CM for Individuals with ID- Service Interruptions/Transfers

Module 10 – Targeted CM for Individuals with ID- Monitoring Services and Billing

Other Training Modules

Targeted CM for Individuals with ID- 2011  
Employment First, Employment for All  
Independent Housing Curriculum – Modules 1-3  
REACH Crisis Services

**END OF ATTACHMENTS/EXHIBITS**