



## Request for Proposals #2234-819 Peer Mentor Services

### Written Proposal Evaluation Score Sheet Bidder's Name: Thoughts COST LLC Date: 5/3/2023      Evaluator: WE1

#### General Guidelines:

- Before you begin, please enter the date above, then confirm the Bidder's name and your Evaluator's Code are cited on the bottom of each page of the score sheets.
- Please score each Bidder's response without reference to the other responses or the scores for other Bidders. Each score should reflect your score based on the criteria only.
- Please include comments that will assist the Bidder in understanding why the response did not get full points. Positive comments are also welcome.
- We would prefer that you leave a comment for each question scored, briefly explaining why you assigned that particular score.
- If a Bidder offers more information than asked for in the Request for Proposals, do not downgrade that response.
- For each question, the possible number of points for each answer is the maximum points / score available.
- Scoring of Written Questions: 1000 total points possible.
- Should you have questions, please ask the RFP Coordinator.
- Each evaluator should score each response independently. **We do not use consensus scoring.**
- If you have questions about the evaluation or a Bidder's Proposal, please direct these to Amel Alsalman, RFP Coordinator (direct line: 360.664.6059; email: [amel.alsalman@dshs.wa.gov](mailto:amel.alsalman@dshs.wa.gov)). After completing each Bidder's Proposal, save the score sheet document then notify the RFP Coordinator. Thank you.

RFP #2234-819

Bidder's name: Thoughts COST LLC

Evaluator's Code: **WE1**

| Points   | Description      | Response  |
|----------|------------------|---|
| Top      | Exceptional      | Feature or capability is clearly superior to that which is average.   |
| High-Mid | Above Average    | Feature or capability is better than that which is average.   |
| Mid      | Average/Baseline | This is the baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response. |
| Low-Mid  | Below Average    | Feature or capability is substandard to that which is average.  |
| Low      | Failing          | Feature or capability is non-responsive or clearly inadequate to that which is average.                                       |
| 0        | No Experience    | Response shows no experience in this skill or capability.   |

| WRITTEN RESPONSE: 1000 TOTAL POSSIBLE POINTS |   |                        |                   |  |
|--|---|------------------------|-------------------|--|
| Question Number                              | Question  | Possible Points        | Evaluator's Score | Evaluator's Comments   |
| #5.A.  | Please provide a description of your organization and its overall mission (a description of your organization, what it does, and its objective), and how the mission matches the goals of this project.   | 50<br>(Baseline = 25)  | 35                | Very good response, the organization's goals and priorities are in alignment with DSHS/DDA. This organization provided a person-centered approach to their answer.   |
| #5.B.  | What experience and skills does your organization possess working with organizations such as the Developmental Disabilities Administration and working with individuals with intellectual/developmental disabilities? Please ensure that your answer to | 100<br>(Baseline = 50) | 75                | Well organized and professional response. This organization provided detailed examples of how they have displayed their skills and dedication to their work. This organization seems to be accustomed to the PCP that drives |

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Evaluator's Code: **WE1**

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|--------------|---|---------------------------------------|-----|---|
|              | <p>this question includes all information that you wish DSHS/DDA to consider in determining whether you meet the minimum Bidder qualifications set forth in the Solicitation Document, including your organization's 3 years or more experience working with individuals with developmental disabilities. Feel free to share examples or specific experience.</p>   |                                       |     | <p>our mission forward. The organization states over 5 years of involvement in this field.<br/>We may need to get clarification on what "involvement" looks like to ensure the requirements of 3 years of experience is met.</p>  |
| <b>#5.C.</b> | <p>Please describe your organization's experience/expertise in managing projects sufficient to demonstrate the ability to develop, implement and oversee Peer Mentor Services. Include your organizations experience in disseminating information through presentations, flyers, brochures, videos etc. Please give us examples. Also describe any possible challenges and/or barriers your organization may encounter in completing this project, and how the organization would plan to overcome these obstacles.</p> | <p><b>150</b><br/>(Baseline = 75)</p> | 135 | <p>Provides evidence of the organizations experience managing projects. Organization provides examples of connecting with stakeholders and individuals with developmental disabilities, providing videos depicting real life success stories. This organization's response indicates the understanding of how to connect with a target audience and deliver a clear message</p> |
| <b>#5.D.</b> | <p>Please describe additional experience, skills and qualifications your organization possesses that are relevant to an evaluation of your ability to perform the Contract that is the subject of this Solicitation (for example other language capabilities). Include any certifications that may be applicable.</p>   | <p><b>50</b><br/>(Baseline = 25)</p>  | 40  | <p>10 years of experience with the Developmental Disabilities population<br/>Staff are Sped Certified<br/>Experience with peer mentorship<br/>Bi-lingual</p>  |
| <b>#5.E.</b> | <p>Please describe your organization's experience and/or familiarity with community resources for individuals with developmental disabilities <b>in Washington State</b></p>  | <p><b>50</b><br/>(Baseline = 25)</p>  | 35  | <p>Experience with PSESD, ability to/understands the importance of building relationships with the local community. understands that human</p>  |

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Evaluator's Code: **WE1**

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|              |  |                               |     | services is always evolving, ensures the reader the organization is continuously improving and expanding knowledge and expertise.   |
| <b>#6.A.</b> | You will be required to develop a training curriculum for the Peer Mentors. The training curriculum must include: The role and responsibilities of the Peer Mentor; Transition planning schedules and benchmarks; Person Centered Language; Overview of ICF/IIDs; Overview of Home and Community Based supports and services; Establishing individualized and relevant transition goals; Effective communication strategies; and Strategies for working cooperatively with guardians, families and RHC staff. Please provide a brief summary of your proposed training curriculum including projected time in training, who will conduct the training, training approach, and frequency. | <b>150</b><br>(Baseline = 75) | 100 | A very well put together and organized plan to address the Curriculum and training implementation. Overview of ICF/IID-The organization needs to stress the function of a ICF-skill training/temporary. Establishing goals-the organization does not define what, if any, assessments or observations would be implemented. |
| <b>#6.B.</b> | Describe how you will recruit and retain Peer Mentors, such as where you would recruit and the process you would use to attract, screen, and select qualified individuals. Include if you plan to hire Peer Mentors, subcontract with individuals who can provide the service, use volunteers or some combination. Include if your plans call for you to partner with another organization.  | <b>150</b><br>(Baseline = 75) | 100 | Organization provides evidence of positive hiring and retention techniques. However, more definition on quality improvement or quality management should be incorporated to ensure adequate services are provided.  |
| <b>#6.C.</b> | Please provide a sample high-level project plan/implementation schedule identifying the proposed deliverable milestones and projected  | <b>150</b><br>(Baseline = 75) | 110 | Organization provides a high0level overview of project implementation over 24 months. This response does  |

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|              | dates. The plan should include an outline of projected start dates for the different RHC ICF/IID (using a phased-in approach to initiating Peer Mentoring Services), timelines for development of Peer Mentor training, proposed timeline for implementation of the system for monitoring, tracking, reporting to DDA the number of referrals and outcome of each referral received, and the timeline for developing the process to evaluate satisfaction of services provided. |                               |    | include quality management techniques used to ensure adequate services are being provided.   |
| <b>#6.D.</b> | Please describe your plan to respond to requests, complaints, concerns and/or feedback received from the Peer Mentor, Peer Mentee, guardian, RHC staff, etc. Include your strategies for immediately correcting any deficiencies.   | <b>100</b><br>(Baseline = 50) | 70 | Established communication channels-<br>Is this information going to be displayed, how do clients and or guardians know where to access this information?<br>Clear evidence of the importance of an immediate corrective action plan is provided. |
| <b>#6.E.</b> | Please describe how you will separate the work related to this Peer Mentor Services Contract from the other activities of your organization.  | <b>50</b><br>(Baseline = 25)  | 40 | No mention of a disclosure of COI.<br>Having a dedicated project manager, as stated in the organizations response will be beneficial.  |



## Request for Proposals #2234-819 Peer Mentor Services

### Written Proposal Evaluation Score Sheet Bidder's Name: Thoughts COST LLC Date: 5/3/2023      Evaluator: WE2

#### General Guidelines:

- Before you begin, please enter the date above, then confirm the Bidder's name and your Evaluator's Code are cited on the bottom of each page of the score sheets.
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- Please include comments that will assist the Bidder in understanding why the response did not get full points. Positive comments are also welcome.
- We would prefer that you leave a comment for each question scored, briefly explaining why you assigned that particular score.
- If a Bidder offers more information than asked for in the Request for Proposals, do not downgrade that response.
- For each question, the possible number of points for each answer is the maximum points / score available.
- Scoring of Written Questions: 1000 total points possible.
- Should you have questions, please ask the RFP Coordinator.
- Each evaluator should score each response independently. **We do not use consensus scoring.**
- If you have questions about the evaluation or a Bidder's Proposal, please direct these to Amel Alsalman, RFP Coordinator (direct line: 360.664.6059; email: [amel.alsalman@dshs.wa.gov](mailto:amel.alsalman@dshs.wa.gov)). After completing each Bidder's Proposal, save the score sheet document then notify the RFP Coordinator. Thank you.

RFP #2234-819

Bidder's name: Thoughts COST LLC

Evaluator's Code: **WE2**

| Points   | Description      | Response  |
|----------|------------------|---|
| Top      | Exceptional      | Feature or capability is clearly superior to that which is average.   |
| High-Mid | Above Average    | Feature or capability is better than that which is average.   |
| Mid      | Average/Baseline | This is the baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response. |
| Low-Mid  | Below Average    | Feature or capability is substandard to that which is average.  |
| Low      | Failing          | Feature or capability is non-responsive or clearly inadequate to that which is average.                                       |
| 0        | No Experience    | Response shows no experience in this skill or capability.   |

| WRITTEN RESPONSE: 1000 TOTAL POSSIBLE POINTS |   |                        |                   |  |
|--|---|------------------------|-------------------|--|
| Question Number                              | Question  | Possible Points        | Evaluator's Score | Evaluator's Comments   |
| #5.A.  | Please provide a description of your organization and its overall mission (a description of your organization, what it does, and its objective), and how the mission matches the goals of this project.   | 50<br>(Baseline = 25)  | 30                | More information is needed to understand what the organization does. How do they currently provide these services? |
| #5.B.  | What experience and skills does your organization possess working with organizations such as the Developmental Disabilities Administration and working with individuals with intellectual/developmental disabilities? Please ensure that your answer to | 100<br>(Baseline = 50) | 50                | More content is needed to understand the exact experience. More concrete examples would be helpful.                |

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Bidder's name: Thoughts COST LLC

Evaluator's Code: **WE2**

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|--------------|--|-------------------------------|-----|--|
|              | this question includes all information that you wish DSHS/DDA to consider in determining whether you meet the minimum Bidder qualifications set forth in the Solicitation Document, including your organization's 3 years or more experience working with individuals with developmental disabilities. Feel free to share examples or specific experience.   |                               |     |  |
| <b>#5.C.</b> | Please describe your organization's experience/expertise in managing projects sufficient to demonstrate the ability to develop, implement and oversee Peer Mentor Services. Include your organizations experience in disseminating information through presentations, flyers, brochures, videos etc. Please give us examples. Also describe any possible challenges and/or barriers your organization may encounter in completing this project, and how the organization would plan to overcome these obstacles. | <b>150</b><br>(Baseline = 75) | 100 | Dissemination of information is strong, but examples of past/current projects is needed.   |
| <b>#5.D.</b> | Please describe additional experience, skills and qualifications your organization possesses that are relevant to an evaluation of your ability to perform the Contract that is the subject of this Solicitation (for example other language capabilities). Include any certifications that may be applicable.   | <b>50</b><br>(Baseline = 25)  | 30  | Real life examples of how the organization has provided high quality services is needed. Also, consideration should be made for those who communicate in different ways. |
| <b>#5.E.</b> | Please describe your organization's experience and/or familiarity with community resources for individuals with developmental disabilities <b>in Washington State</b>  | <b>50</b><br>(Baseline = 25)  | 30  | Who else besides PSESD? Is there familiarity with adult services?  |

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Bidder's name: Thoughts COST LLC

Evaluator's Code: **WE2**



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|--------------|--|-------------------------------|-----|--|
| <b>#6.A.</b> | You will be required to develop a training curriculum for the Peer Mentors. The training curriculum must include: The role and responsibilities of the Peer Mentor; Transition planning schedules and benchmarks; Person Centered Language; Overview of ICF/IIDs; Overview of Home and Community Based supports and services; Establishing individualized and relevant transition goals; Effective communication strategies; and Strategies for working cooperatively with guardians, families and RHC staff. Please provide a brief summary of your proposed training curriculum including projected time in training, who will conduct the training, training approach, and frequency. | <b>150</b><br>(Baseline = 75) | 120 | Identified all areas mentioned but time expected in each topic.                      |
| <b>#6.B.</b> | Describe how you will recruit and retain Peer Mentors, such as where you would recruit and the process you would use to attract, screen, and select qualified individuals. Include if you plan to hire Peer Mentors, subcontract with individuals who can provide the service, use volunteers or some combination. Include if your plans call for you to partner with another organization.  | <b>150</b><br>(Baseline = 75) | 140 | Answered all questions. More thought on hiring, subcontracting, or using volunteers. |
| <b>#6.C.</b> | Please provide a sample high-level project plan/implementation schedule identifying the proposed deliverable milestones and projected dates. The plan should include an outline of projected start dates for the different RHC ICF/IID (using a phased-in approach to initiating Peer Mentoring Services), timelines for   | <b>150</b><br>(Baseline = 75) | 130 | Examples of successful tools used in the past for data collection are needed.        |

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|              | development of Peer Mentor training, proposed timeline for implementation of the system for monitoring, tracking, reporting to DDA the number of referrals and outcome of each referral received, and the timeline for developing the process to evaluate satisfaction of services provided. |                               |     |  |
| <b>#6.D.</b> | Please describe your plan to respond to requests, complaints, concerns and/or feedback received from the Peer Mentor, Peer Mentee, guardian, RHC staff, etc. Include your strategies for immediately correcting any deficiencies.  | <b>100</b><br>(Baseline = 50) | 100 | Great examples!  |
| <b>#6.E.</b> | Please describe how you will separate the work related to this Peer Mentor Services Contract from the other activities of your organization.   | <b>50</b><br>(Baseline = 25)  | 45  | Clear examples of the separation of work, however, information on the separation of funds. |

Evaluator WE3

| 5 | <b>BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)</b>   | MAXIMUM<br>TOTAL POINTS   |
|---|---|---|
|   | <b>MANDATORY EXPERIENCE AND QUALIFICATIONS</b>  | <b>Total 400</b>  |
| A | Please provide a description of your organization and its overall mission (a description of your organization, what it does, and its objective), and how the mission matches the goals of this project.   | <b>50 points</b>  |
|   | <p>Our organization's mission is to deliver exceptional support and services to individuals with developmental disabilities, enabling them to reach their full potential and enjoy meaningful lives within their communities. We are devoted to promoting inclusion, empowerment, and independence for these individuals and committed to nurturing positive relationships between them, their families, and their communities.</p> <p>Our overarching objective is to enhance the lives of those with developmental disabilities by offering tailored peer mentoring services catering to their unique needs and aspirations. We firmly believe that peer mentoring can be a valuable resource for individuals with developmental disabilities, allowing them to learn from others with similar experiences, develop crucial skills, and achieve their personal and transitional objectives. Our organization is passionate about empowering these individuals to become active and engaged community members, and we recognize the significant role peer mentoring can play in supporting their journey towards independence and inclusion.</p> <p>This project's goals, as detailed in the Solicitation Document, closely align with our organization's mission and overall objectives. We are dedicated to creating and executing a comprehensive peer mentoring program that addresses the needs of individuals with developmental disabilities, adheres to industry best practices, and conforms to the guidelines and requirements established by the Developmental Disabilities Administration (DDA). We are committed to providing high-quality training and support to Peer Mentors, devising effective communication strategies, setting individualized transition goals, and collaborating with guardians, families, and RHC staff to guarantee the peer mentoring program's success.</p> <p>Our organization's mission and expertise in the field of developmental disabilities, combined with our dedication to excellence, make us an ideal candidate to achieve the goals of this project and positively impact the lives of individuals with developmental disabilities in Washington State. We eagerly anticipate the opportunity to partner with DDA and other stakeholders to make a significant difference in the lives of these individuals by implementing a comprehensive and effective peer mentoring program.</p> | <p>50 points- This program outlines the commitment Thought Cost will bring to getting individuals out of the institution and into the community. Showing a commitment to peer mentoring, Thought Cost is committed to DDA's values and will follow their processes.</p> |

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| B | <p>What experience and skills does your organization possess working with organizations such as the Developmental Disabilities Administration and working with individuals with intellectual/developmental disabilities? Please ensure that your answer to this question includes all information that you wish DSHS/DDA to consider in determining whether you meet the minimum Bidder qualifications set forth in the Solicitation Document, including your organization’s 3 years or more experience working with individuals with developmental disabilities. Feel free to share examples or specific experience.</p>   | <b>100 points</b>  |
|   | <p>Our organization boasts extensive experience supporting individuals with intellectual/developmental disabilities. With over 5 years of active involvement in this field, we surpass the minimum requirement of 3 years stipulated in the Solicitation Document.</p> <p>Our team consists of highly trained and proficient professionals well acquainted with the distinctive needs and challenges encountered by individuals with developmental disabilities. We have successfully implemented a variety of programs and services catering to this population's diverse needs, including but not limited to:</p> <p>Person-Centered Planning: Our organization adheres to a person-centered approach, acknowledging the individuality of each person with developmental disabilities and customizing our programs and services to suit their specific needs, preferences, and objectives. We have a demonstrated history of devising and executing effective person-centered plans that foster independence, empowerment, and community integration.</p> <p>Direct Support Services: Our skilled professionals offer direct support services to individuals with developmental disabilities, encompassing assistance with activities of daily living (ADLs), behavior management, skill development, and community involvement. We possess a comprehensive understanding of best practices and evidence-based strategies in supporting these individuals to realize their full potential.</p> <p>Advocacy and Support: Our organization is devoted to championing the rights and interests of individuals with developmental disabilities. We have consistently provided wide-ranging support to individuals and their families, including navigating intricate systems, accessing community resources, and safeguarding their rights.</p> <p>Collaboration with Stakeholders: We have cultivated productive partnerships and collaborations with diverse stakeholders, including families, caregivers, local agencies, and other community organizations. We advocate for a collaborative approach to service delivery, engaging all relevant parties to ensure the needs of individuals with developmental disabilities are addressed effectively and efficiently.</p> | <p>100 points, Thought cost is committed to implementing a person centered approach to services and helping people who need to build a wide variety of skills. Thought cost will champion the interests of individuals rather than follow experts who say they care but just follow advise of experts.</p> |

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|   | <p>Compliance and Reporting: Our organization possesses a robust understanding of the regulatory requirements and reporting obligations related to working with organizations like the DDA. We have a proven history of maintaining compliance with all pertinent regulations and submitting precise, timely reports as needed.</p> <p>In summary, our organization has the required experience, skills, and expertise to satisfy the minimum Bidder qualifications outlined in the Solicitation Document. We are dedicated to delivering high-quality services to individuals with developmental disabilities, and our track record demonstrates our commitment to achieving results. We are confident that our organization is well-prepared to meet the needs of DSHS/DDA and the individuals we serve. Please feel free to reach out if you have any specific questions or need additional information. Thank you for considering our organization as a qualified bidder.</p>  |  |
| C | <p>Please describe your organization’s experience/expertise in managing projects sufficient to demonstrate the ability to develop, implement and oversee Peer Mentor Services. Include your organizations experience in disseminating information through presentations, flyers, brochures, videos etc. Please give us examples. Also describe any possible challenges and/or barriers your organization may encounter in completing this project, and how the organization would plan to overcome these obstacles.</p>  | <p><b>150 points</b></p>   |
|   | <p>As the CEO of Thoughts Cost LLC, I can vouch for our organization's extensive experience in managing projects related to peer mentorship services. We have successfully collaborated with numerous non-profit organizations to develop, implement, and oversee peer mentorship programs for individuals with intellectual and developmental disabilities.</p> <p>Our approach encompasses various information dissemination methods, including presentations, flyers, brochures, videos, and other multimedia tools. We recognize the importance of tailoring our communication strategies to the unique needs and preferences of the individuals we serve, their families, and the diverse communities where we operate.</p> <p>For instance, we have partnered with non-profit organizations to create engaging and informative presentations on peer mentorship, which are delivered at workshops, conferences, and community events. We have also produced visually appealing, user-friendly brochures and flyers that offer detailed information about our peer mentorship programs and their benefits for individuals with developmental disabilities. Furthermore, we have developed videos featuring real-life success stories of individuals who have participated in our peer mentorship programs, sharing powerful testimonials and inspiring messages.</p> <p>We acknowledge that challenges and barriers may arise during the project, and we proactively address them. Potential challenges could include limited resources, coordinating with multiple stakeholders, navigating regulatory and compliance requirements, and addressing cultural and language barriers.</p> | <p>150 Thought cost is committed to getting the information to the community about the peer mentor project. It is committed to educating both the RHC staff and family members about community-based services. These services will ensure a successful placement in the community.</p> |

Bidder Name : Thoughts COST LLC

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|  | <p>To surmount these obstacles, we employ a comprehensive project management approach that involves effective communication, collaboration, and coordination with all relevant parties. Our skilled team has experience managing similar projects, and we use our expertise to streamline processes, allocate resources efficiently, and ensure compliance with all applicable regulations and standards. We also prioritize cultural competence and diversity in our approach, guaranteeing that our materials and messages cater to the specific needs and cultural backgrounds of the individuals we serve.</p> <p>In conclusion, Thoughts Cost LLC has a proven track record of successfully managing projects related to peer mentorship services, including disseminating information through various channels. We are confident in our capacity to fulfill the requirements outlined in the solicitation document and tackle any challenges that may emerge during the project implementation process. Our experience, expertise, and dedication to excellence equip us to provide effective peer mentorship services to individuals with developmental disabilities in collaboration with the Developmental Disabilities Administration and other stakeholders.</p>  |   |
| <b>DESIRED EXPERIENCE AND QUALIFICATIONS</b> |  |   |
| D  | <p>Please describe additional experience, skills and qualifications your organization possesses that are relevant to an evaluation of your ability to perform the Contract that is the subject of this Solicitation (for example other language capabilities). Include any certifications that may be applicable.</p>  | <b>50 points</b>  |
|  | <p>ANSWER: I am proud to highlight additional experience, skills, and qualifications that are relevant to our ability to perform the Contract for the subject Solicitation:</p> <p>Special Education Certification: Our organization employs staff members who are certified in Special Education, which provides us with a deep understanding of the unique needs and challenges faced by individuals with intellectual and developmental disabilities. This certification ensures that our team has the necessary expertise to develop and implement effective peer mentoring programs that are tailored to the specific needs of the target population.</p> <p>Years of Experience: With over 10 years of experience in the field of developmental disabilities, our organization has a proven track record of delivering high-quality services to individuals with intellectual and developmental disabilities. Our team has extensive experience in developing, implementing, and managing peer mentoring programs in collaboration with various organizations, including non-profits, schools, and government agencies.</p> <p>Peer Mentoring Program Experience: Thoughts Cost LLC has successfully implemented and overseen peer mentoring programs in the past, providing us with firsthand experience in designing, implementing, and managing such programs. We have a deep understanding of best practices in peer mentoring, including recruitment and training of mentors, matching of mentors and mentees, monitoring and evaluation of program outcomes, and providing ongoing support and supervision to mentors.</p> | <p>25 points- While thoughts cost knows that special education is better in the community, no details are provided as to how services will be executed by the vendor. As no examples are given, we cannot assume that the best interests of the mentored individuals will be advocated for.</p> |

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|          | <p>Language Capabilities: Our team members are proficient in multiple languages, including English and Spanish, which enables us to effectively communicate and disseminate information in diverse communities. This allows us to reach a wider audience and provide inclusive services to individuals with developmental disabilities who may have language preferences or requirements.</p>   |  |
| <p>E</p> | <p>Please describe your organization’s experience and/or familiarity with community resources for individuals with developmental disabilities in <b>Washington State</b></p>  | <p><b>50 points</b></p>  |
|          | <p>ANSWER: Our organization boasts extensive experience and familiarity with community resources for individuals with developmental disabilities in Washington State. We have actively partnered with PSESD (Puget Sound Educational Service District) to supply educators and schools with resources specifically tailored for individuals with developmental disabilities.</p> <p>Our collaboration with PSESD has enabled us to gain a deep understanding of the local community resources available for individuals with developmental disabilities. We have forged strong relationships with relevant stakeholders and organizations, and have established a comprehensive network of resources that can support individuals with developmental disabilities in various aspects of their lives, including education, healthcare, employment, housing, social services, and more.</p> <p>Moreover, our team consists of professionals with certifications and expertise in special education and years of experience working with individuals with developmental disabilities. This ensures that we are well-equipped to comprehend the unique needs and challenges faced by individuals with developmental disabilities and provide tailored solutions to effectively meet their needs.</p> <p>In addition to our partnership with PSESD, we have collaborated with other local non-profit organizations, service providers, and government agencies to enhance our understanding of community resources and create a comprehensive knowledge base. We are committed to staying current with the latest developments and resources available for individuals with developmental disabilities in Washington State and continuously strive to improve our knowledge and expertise in this area.</p> <p>In summary, our organization's extensive experience, familiarity with community resources, and commitment to staying updated with the latest developments make us well-qualified to understand and meet the needs of individuals with developmental disabilities in Washington State. We are confident in our ability to leverage our expertise and partnerships to effectively implement the contract and deliver high-quality services that support individuals with developmental disabilities in their community.</p> | <p>25 points – While thought cost says and lists out what services they offer, they lack details of how listed services would be provided. These vague descriptions do not spell out what services are being provided or are being referenced in the proposal. I would like to see a better understanding of how PSESD would access the services the individuals requests.</p> |

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| <b>6</b> | <b>BIDDER'S SOLUTION AND PROPOSED APPROACH (TECHNICAL RESPONSE)</b>   | <b>MAXIMUM TOTAL POINTS<br/>600</b>  |
|----------|---|--|
| A        | <p>You will be required to develop a training curriculum for the Peer Mentors. The training curriculum must include: The role and responsibilities of the Peer Mentor; Transition planning schedules and benchmarks; Person Centered Language; Overview of ICF/IIDs; Overview of Home and Community Based supports and services; Establishing individualized and relevant transition goals; Effective communication strategies; and Strategies for working cooperatively with guardians, families and RHC staff. Please provide a brief summary of your proposed training curriculum including projected time in training, who will conduct the training, training approach, and frequency.</p>   | <b>150 points</b>  |
|          | <p>Thoughts Cost LLC has extensive experience in developing and delivering training curricula for various audiences, including peer mentors. Our proposed training curriculum for Peer Mentors would include comprehensive content covering the following topics:</p> <p>Role and Responsibilities of the Peer Mentor: This section would provide a thorough overview of the role and responsibilities of a Peer Mentor, including the importance of maintaining confidentiality, building trust, establishing boundaries, and promoting independence and self-advocacy.</p> <p>Transition Planning Schedules and Benchmarks: This section would focus on the various transition planning schedules and benchmarks for individuals with developmental disabilities, including the importance of person-centered planning and individualized goal setting.</p> | <p>50 points. The explanations just say that Thought Cost will be/is committed to trust without providing examples of why trust is earned. Just saying that an organization is committed is meaningless, especially without concrete</p> |



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| <p>Person-Centered Language: This section would highlight the significance of using person-centered language in interactions with individuals with developmental disabilities, including understanding and respecting their preferences, strengths, and needs.</p> <p>Overview of ICF/IIDs: This section would provide an overview of Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IIDs), including the types of services provided, regulations, and best practices in supporting individuals in these settings.</p> <p>Overview of Home and Community-Based Supports and Services: This section would cover the different home and community-based supports and services available for individuals with developmental disabilities, including waivers, community inclusion programs, and other community resources.</p> <p>Establishing Individualized and Relevant Transition Goals: This section would focus on the importance of setting individualized and relevant transition goals for individuals with developmental disabilities, including strategies for identifying and prioritizing goals based on their unique needs and aspirations.</p> <p>Effective Communication Strategies: This section would provide training on effective communication strategies when working with individuals with developmental disabilities, including active listening, clear and concise communication, and adapting communication styles to meet individual needs.</p> <p>Strategies for Working Cooperatively with Guardians, Families, and RHC Staff: This section would emphasize the significance of collaborative and cooperative approaches when working with guardians, families, and staff in Residential Habilitation Centers (RHCs), including strategies for building positive relationships, addressing concerns, and promoting a team-based approach to care.</p> <p>Our training approach would be interactive, engaging, and tailored to the needs of the audience. It would involve a combination of instructional methods such as presentations, discussions, role-plays, case studies, and group activities to promote active learning and knowledge retention.</p> <p>The projected time for the training would depend on the specific requirements and needs of the Peer Mentors, but we anticipate a comprehensive training program that spans over multiple sessions, with a total estimated time of 20-30 hours.</p> | <p>examples. When a person with a disability needs care, the work must be done relatively soon. Vague care plans are not acceptable since a person should feel safe in their own home wherever home might be.</p> |
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|   | <p>Our experienced trainers, who possess expertise in working with individuals with developmental disabilities, would conduct the training. They would bring their extensive knowledge and practical experience to deliver engaging and impactful training sessions.</p> <p>We would work closely with DSHS/DDA to determine the optimal frequency and schedule for the training sessions, based on the availability and needs of the Peer Mentors. Our team would be flexible and responsive to accommodate any adjustments or modifications to ensure the training is delivered effectively and efficiently.</p> <p>In summary, Thoughts Cost LLC is well-equipped to develop and deliver a comprehensive training curriculum for Peer Mentors, leveraging our expertise in the field, interactive training approach, and experienced trainers. We are committed to providing high-quality training that meets the needs of the Peer Mentors and contributes to the successful implementation of the project. We look forward to partnering with DSHS/DDA to deliver a successful training program for Peer Mentors. Thank you for considering our proposal. Should you have any further questions or require additional information, please do not hesitate to contact us. We would be happy to provide any additional information as needed. Our goal is to ensure the success of this project and make a positive impact on individuals with developmental disabilities in Washington State.</p> |   |
| B | <p>Describe how you will recruit and retain Peer Mentors, such as where you would recruit and the process you would use to attract, screen, and select qualified individuals. Include if you plan to hire Peer Mentors, subcontract with individuals who can provide the service, use volunteers or some combination. Include if your plans call for you to partner with another organization.</p>  | <p><b>150 points</b></p>  |
|   | <p>At Thoughts Cost LLC, we have a comprehensive approach to recruiting and retaining qualified Peer Mentors. Our process includes the following steps:</p> <p>Recruitment: We will utilize multiple channels to recruit Peer Mentors, including online job boards, social media, community networks, and partnerships with relevant organizations. We will also leverage our existing networks and connections in the developmental disabilities community in Washington State to identify potential candidates.</p> <p>Screening and Selection: We will have a thorough screening and selection process to ensure that Peer Mentors meet the required qualifications and are a good fit for our organization. This may include reviewing resumes, conducting interviews, and checking references. We will also assess candidates' knowledge, skills, and experience related to the specific requirements of the Peer Mentor role, such as transition planning, person-centered language, and effective communication strategies.</p>  | <p>150 points this is a well thought out plan as to where recruiting peer mentors should take place. Since mentors have experienced life outside of the institution, their knowledge will</p> |

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|   | <p>Retention: We understand the importance of retaining qualified Peer Mentors to ensure the continuity and effectiveness of the program. We will provide a supportive and inclusive work environment, ongoing professional development opportunities, and competitive compensation to retain Peer Mentors. We will also establish regular channels of communication, feedback, and recognition to foster a positive relationship with our Peer Mentors.</p> <p>Hiring, subcontracting, or partnering: We will determine the most suitable approach for hiring Peer Mentors based on the specific requirements of the contract and the availability of resources. This may involve hiring Peer Mentors as employees of Thoughts Cost LLC, subcontracting with qualified individuals who can provide the service, utilizing volunteers with relevant skills and qualifications, or forming partnerships with other organizations to jointly deliver the Peer Mentor services.</p> <p>Our goal is to ensure that we attract, screen, and select the best-qualified candidates to serve as Peer Mentors, and that we provide them with the necessary support and resources to excel in their roles and contribute to the success of the program. We will closely follow the guidelines and requirements outlined in the Solicitation Document to ensure compliance with all applicable regulations and standards. We will leverage our expertise in the industry, including our experience working with organizations such as the Developmental Disabilities Administration, to recruit and retain highly qualified Peer Mentors for the program.</p> | <p>be key when persuading individuals to come out of the institution. This is a solid plan and can be used to guarantee that the knowledge will come from the heart of the person giving the advice.</p> |
| C | <p>Please provide a sample high-level project plan/implementation schedule identifying the proposed deliverable milestones and projected dates. The plan should include an outline of projected start dates for the different RHC ICF/IID (using a phased-in approach to initiating Peer Mentoring Services), timelines for development of Peer Mentor training, proposed timeline for implementation of the system for monitoring, tracking, reporting to DDA the number of referrals and outcome of each referral received, and the timeline for developing the process to evaluate satisfaction of services provided.</p>   | <p><b>150 points</b></p>   |
|   | <p>ANSWER: The proposed timeline for implementing the Peer Mentoring Services project consists of three main phases, spanning over 24 months.</p> <p>Phase 1: Initiation and Planning (Month 1-3)</p> <p>Conduct initial kickoff meeting with DDA to review project scope, goals, and expectations.<br/>         Develop detailed project plan, including timelines, deliverables, and resources required.<br/>         Conduct a thorough review of RHC ICF/IID facilities to identify specific needs and requirements for Peer Mentoring Services.<br/>         Develop recruitment and retention strategies for Peer Mentors, including identification of recruitment sources and screening process.</p>  | <p>150 points,<br/>         Working with DDA from the beginning, Thoughts Cost is trying to consider who will be quality peer mentors rather than let an</p>   |

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|   | <p>Develop Peer Mentor training curriculum and materials based on identified needs and requirements.<br/>         Develop system for monitoring, tracking, and reporting referral outcomes to DDA, as well as evaluating satisfaction of services provided.<br/>         Phase 2: Implementation (Month 4-18)</p> <p>Begin recruitment and screening of Peer Mentors, utilizing identified recruitment sources and screening process.<br/>         Conduct Peer Mentor training sessions based on the developed curriculum, utilizing qualified trainers.<br/>         Initiate Peer Mentoring Services in RHC ICF/IID facilities using a phased-in approach, based on facility readiness and availability of trained Peer Mentors.<br/>         Implement the system for monitoring, tracking, and reporting referral outcomes to DDA, including data collection and reporting mechanisms.<br/>         Conduct regular evaluations of Peer Mentors' performance and provide feedback and support as needed.<br/>         Develop and implement processes for evaluating satisfaction of services provided to individuals receiving Peer Mentoring Services.<br/>         Phase 3: Monitoring and Reporting (Month 19-24)</p> <p>Continue ongoing monitoring, tracking, and reporting of referral outcomes to DDA, as well as evaluations of Peer Mentors' performance.<br/>         Review and analyze data collected to measure the effectiveness of Peer Mentoring Services and make any necessary adjustments to improve service delivery.<br/>         Prepare regular progress reports for DDA, including updates on referral outcomes, Peer Mentor performance, and satisfaction of services provided.<br/>         Collaborate with DDA and other stakeholders to address any challenges or issues that may arise during the implementation of Peer Mentoring Services.<br/>         Conduct final evaluation of project outcomes, including impact on individuals with developmental disabilities and recommendations for future improvements.</p> | <p>uninformed person try to educate those institutionalized. The individual will learn how great it is to exit the RHC and feel confident that supports will be available when they transition to the community.</p> |
| D | <p>Please describe your plan to respond to requests, complaints, concerns and/or feedback received from the Peer Mentor, Peer Mentee, guardian, RHC staff, etc. Include your strategies for immediately correcting any deficiencies.</p>   | <p><b>100 points</b></p>   |
|   | <p>ANSWER: As an organization committed to providing high-quality services, we understand the importance of promptly addressing requests, complaints, concerns, and feedback from all stakeholders, including Peer Mentors, Peer Mentees, guardians, RHC staff, and others. Our plan to respond to such matters includes the following strategies:</p>   | <p>100 points- considerations for promptness and being effective are included in this</p>  |

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| <p>Establishing clear communication channels: We will set up multiple channels for stakeholders to provide feedback, such as email, phone, and in-person meetings. We will ensure that these channels are easily accessible and clearly communicated to all stakeholders.</p> <p>Timely response: We will commit to responding to requests, complaints, concerns, and feedback in a timely manner, within a specified timeframe, such as 24-48 hours for routine matters and shorter timelines for urgent or critical issues.</p> <p>Active listening and empathy: We will actively listen to the concerns and feedback of stakeholders with empathy, showing understanding and compassion for their perspective.</p> <p>Collaborative problem-solving: We will work collaboratively with stakeholders to identify solutions to address their concerns or issues. This may involve conducting investigations, gathering additional information, and involving appropriate parties in resolving the matter.</p> <p>Corrective action: If deficiencies are identified, we will take immediate corrective action to address them. This may involve revising policies or procedures, providing additional training or support to Peer Mentors, or making necessary adjustments to the program implementation.</p> <p>Follow-up and resolution: We will ensure that all requests, complaints, concerns, and feedback are followed up on until they are resolved to the satisfaction of the stakeholders. We will maintain open communication with stakeholders throughout the resolution process and keep them informed of progress.</p> <p>Continuous improvement: We will continuously evaluate our response to requests, complaints, concerns, and feedback and use them as opportunities for improvement. We will seek feedback from stakeholders on the effectiveness of our response and take necessary steps to enhance our processes and procedures accordingly.</p> <p>By implementing these strategies, we aim to effectively and efficiently address any requests, complaints, concerns, and feedback received from stakeholders, ensuring their satisfaction and the quality of services provided. We are committed to maintaining a positive and collaborative relationship with all stakeholders throughout the duration of the project. We understand the importance of addressing concerns promptly and taking corrective action as needed to ensure a successful implementation of the Peer Mentor Services. Our team will be dedicated to maintaining open communication and resolving any issues in a timely and satisfactory manner. We are confident that our responsive and proactive approach will contribute to the overall success of the project. Our goal is to ensure that all stakeholders' concerns are addressed and that the Peer Mentor Services are implemented smoothly and effectively. Should any deficiencies be identified, we will take immediate</p> | <p>plan. The routine 24 to 48 hour response for complaints, listening to stakeholders for empathy, and solutions suggests that Thoughts Cost will listen to all parties before coming up with a solid solution for the discussed individual. This will ensure that all individuals will be available to address concerns regarding progress towards leaving the institution.</p> |
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|   | <p>action to correct them and ensure that the project proceeds as planned. We are committed to continuous improvement and will use feedback from stakeholders to refine our processes and procedures as needed throughout the project timeline. Our team's dedication to providing excellent customer service and promptly addressing any concerns or feedback is a key aspect of our approach to project implementation. We are confident in our ability to effectively respond to requests, complaints, concerns, and feedback from stakeholders, and take appropriate actions to ensure a successful implementation of the Peer Mentor Services. Should any deficiencies be identified, we will take immediate corrective action to address them and ensure that the project stays on track. Our commitment to open communication, collaborative problem-solving, and continuous improvement will guide our approach to addressing any issues or concerns that may arise during the project timeline. We understand the importance of maintaining a positive and proactive approach to resolving requests, complaints, concerns, and feedback, and will ensure that our team is responsive and diligent in addressing these matters throughout the project duration. We are dedicated to ensuring the satisfaction of all stakeholders and the successful implementation of the Peer Mentor Services.</p>  |  |
| E | <p>Please describe how you will separate the work related to this Peer Mentor Services Contract from the other activities of your organization.</p>   | <p><b>50 points</b></p>  |
|   | <p>ANSWER: As an experienced organization, we understand the importance of maintaining clear separation between different contracts and projects to ensure proper focus and execution. Here is our plan for separating the work related to the Peer Mentor Services Contract from our other activities:</p> <p>Dedicated Team: We will designate a dedicated team specifically for the Peer Mentor Services Contract. This team will be responsible for all aspects of the project, including planning, implementation, monitoring, and reporting. Team members will not be assigned to other projects or contracts during their involvement in the Peer Mentor Services Contract, ensuring their full attention and commitment to the project.</p> <p>Project Management: We will implement robust project management practices to ensure that the Peer Mentor Services Contract is managed separately from other projects. This includes establishing a separate project plan, timeline, and deliverables specific to the Peer Mentor Services Contract. We will also assign a dedicated project manager who will be responsible for overseeing the project and ensuring that it remains separate from other organizational activities.</p> <p>Documentation and Reporting: We will maintain separate documentation and reporting systems for the Peer Mentor Services Contract. This includes keeping separate records, files, and databases specific to the contract, and ensuring that all project-related communication, reporting, and documentation are clearly identified and segregated from other organizational activities.</p> | <p>50 points- The team shows dedication to all the steps involved in peer mentoring individuals who want to leave the institutions. Further by keeping all files separate, we can ensure that each project will be kept separate and secure.</p> |

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| <p>Communication Channels: We will establish separate communication channels for the Peer Mentor Services Contract, including dedicated email accounts, phone lines, and other communication tools. This will ensure that all communication related to the contract is clearly identified and separated from other organizational communication.</p> <p>Staff Training: We will provide comprehensive training to our team members involved in the Peer Mentor Services Contract to ensure that they understand the importance of separating the work and maintaining confidentiality and professionalism in their interactions with all stakeholders. This will include training on organizational policies and procedures related to confidentiality, conflict of interest, and separation of work.</p> <p>By implementing these measures, we are confident in our ability to effectively separate the work related to the Peer Mentor Services Contract from our other activities and maintain a high level of professionalism and confidentiality throughout the duration of the contract. Our administrative assistance and operational manager will play a key role in ensuring proper separation and adherence to organizational policies and procedures. We understand the importance of keeping the work separate and will diligently follow our plan to ensure compliance. If any issues or concerns arise, we will address them immediately and take corrective actions as needed to maintain the integrity and separation of the work related to the Peer Mentor Services Contract. Additionally, we will maintain open lines of communication with all stakeholders and promptly respond to any requests, complaints, concerns, or feedback received to ensure timely resolution of any issues that may arise. Our goal is to provide exceptional service and maintain the highest standards of professionalism throughout the contract duration</p> |  |
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