

In Colorado, when an individual with an intellectual and developmental disability (IDD) would like to start a new service or switch providers for an existing service, they have two options: 1) to choose a new provider without going through the RFP process - this is called Family Choice, or 2) to choose a new provider by using the Request for Proposals (RFP) process to find out which providers are willing to offer the service(s) they need. The majority of people (about 80%) choose to use the RFP process to find a new provider. In an effort to understand any issues people may have accessing IDD services, Alliance has worked with Colorado’s 20 Community Centered Boards (CCBs) to collect and analyze RFP data to know more about the volume of RFPs, the provider response rates to RFPs, and whether individuals were ultimately successful in choosing a provider for their needed service(s) (provider placement). For the purposes of RFP Response and Placement Rates, only data from July 2016 – April 2017 are used (representing 9 months of RFPs). This is because all RFPs have an inherent turnaround time: time to receive responses back from providers and to track service placement or lack thereof. As such, we limit the time range to only those time periods where a response/outcome would be expected.

RFP Volume:

- 7,607 RFPs were sent across Colorado between July 2016 and June 2017.
- 47% of the RFPs sent were for SLS waiver services, 21% were for DD waiver services, 27% were for CES waiver services, and 5% were for state-funded SLS.
- The RFP tracking template allows CCBs to track (if the information is readily available) whether the RFP is for a new service or not. For purposes of the RFP data project, a new service was defined as a service not currently authorized for the individual. 69% (4,180) of RFPs were for new services and 31% (1,845) were not for a new service.
- Day Hab services were the most commonly requested service (20% of all requests), Respite was the second most needed service (15% of all requests), and Behavioral services was the third most requested (12% of all requests). All other services represented 9% or less of the total number of requests.

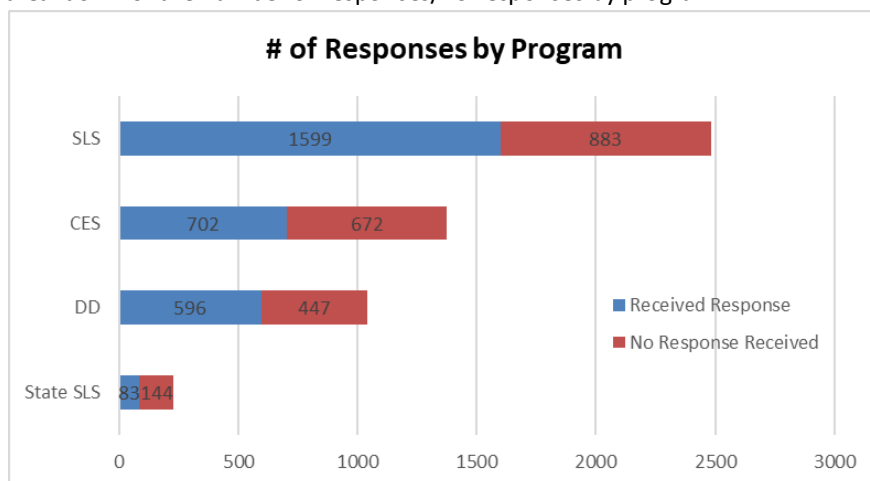
RFP Response Rates:

General Considerations:

- A response indicates that at least one provider had at least an initial willingness to consider providing the indicated services for an individual.

Overview:

- In total, 4,573 RFPs were sent between July 2016 and April 2017 (only 9 months of data were used to allow for response time prior to analysis).
- Overall, 65% of RFPs received at least one response from a provider while 35% of all requests received no response at all.
- This chart shows the breakdown of the number of responses/no responses by program



RFP Placement Rates:

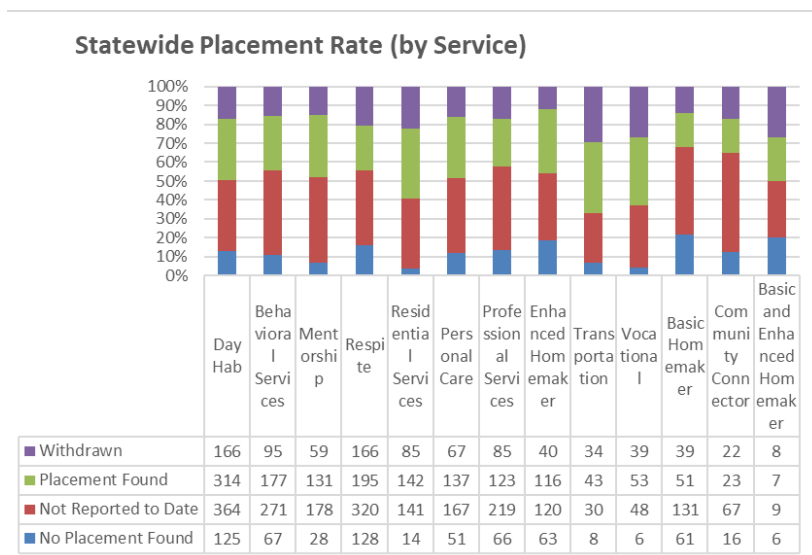
General Considerations:

- A placement indicates the individual found a provider for the service identified in the RFP. For these numbers, the individual may not have a start date of supports tracked, but did have a placement outcome identified.
- Given the amount of time elapsed (4-15 months, depending on when the RFP was sent), the majority of “Not Reported to Date” statuses will likely result in there being no service placement for the individual.

Overview:

- Only 33% of IDD services sought by individuals using the RFP process were successfully placed with a provider for a service.
- Statewide, the average time from an RFP to the individual beginning services is 63 days, or two months. With service plans typically lasting 12 months, this represents 17% of a full plan year (on average) without a needed service in place. If an individual’s plan lasts only 8 or 9 months, this percentage is even higher.
- The following chart shows the placement rate by service for RFPs sent state-wide. The blue and red combined show the number of folks who have not yet found a provider willing to offer their requested service, a full 4 to 15 months after the RFP was sent.

Service Category	Encompasses:
Basic Homemaker	Only basic homemaker (CES/SLS)
Behavioral Services	All behavioral services (CES/DD/SLS)
Community Connector	Only community connector (CES)
Day Hab	Only day hab SCC and day hab SH (DD/SLS) (Prevoc and SE are tracked under Vocational)
Enhanced Homemaker	Only enhanced homemaker (CES/SLS)
Mentorship	Only mentorship (SLS)
Personal Care	Only personal care (CES/SLS)
Professional Services	Hippotherapy, massage therapy, movement therapy (CES/SLS)
Residential Services	All residential (IRSS/GRSS)
Respite	All respite (CES/SLS)
Transportation	Includes all transportation (DD/SLS)
Vocational	Includes all supported employment, discovery, and prevoc (DD/SLS)



Conclusions:

- Of the 4,573 RFPs sent between July 2016 and April 2017, 65% received a response from a willing provider. However, only 33% of all RFPs resulted in a service placement with a provider.
- The majority of RFP requests are for new services, making the long-time placement period and low-placement rate of special concern.
- Some services have a much lower placement rate than others, including Respite, Community Connector, Professional Services, Basic Homemaker, Enhanced Homemaker, Behavioral Services, and others.
- Day Habilitation is one of many critical services, yet 50% of all Day Habilitation RFPs have not resulted in an individual accepting a provider placement. This means that 258 people who have Day Habilitation as part of their care plan are not receiving the service.

Data Limitations and Special Notes:

- Funding sources other than IDD waivers (CES, DD, SLS) or state SLS funds (e.g. private pay) are excluded.
- Three CCBs have no record of RFP requests during the response period: Horizon Specialized Services, Southeastern Developmental Services, and Mountain Valley Developmental Services.
- Some CCBs (e.g. The Resource Exchange) do not report on Family Choice so the number of people using the family-choice method from that area is unknown.
- One CCB, Rocky Mountain Human Services, had RFPs sent during the time period but was unable to report on responses or placement, so their data is only included in the volume data aggregation.