

**STATE OF NEW JERSEY  
DEPARTMENT OF HUMAN SERVICES  
DIVISION OF DISABILITY SERVICES**

**PERSONAL ASSISTANCE SERVICES PROGRAM (PASP)**

**REQUEST FOR PROPOSAL**

**ADMINISTRATION OF THE CAMDEN COUNTY PROGRAM FOR  
PERSONAL ASSISTANTS AND CONSUMERS UNDER THE  
PERSONAL ASSISTANCE SERVICES PROGRAM**

**I. AGENCY:**

New Jersey Department of Human Services  
Division of Disability Services

**II. SUBJECT:**

Announcement of the availability of funds to contract with an educational institution, government entity, a public agency or a private for-profit/non-profit agency to coordinate and administer the Camden County program for personal assistants and consumers as currently established under the Personal Assistance Services Program (PASP).

**III. BACKGROUND:**

The Division of Disability Services, Department of Human Services, administers the statewide Personal Assistance Services Program, established under N.J.S.A.30:4G-21 (P.L. 1993, c.215). Prior to 1997, PASP was located in the New Jersey Division of Youth and Family Services (DYFS).

The PASP is a consumer-directed program designed to enable self-directing persons with permanent physical disabilities, who are between the ages of 18 and 70 years, to be employed, to attend educational institutions or training schools for employment purposes, parenting, or volunteer in the community, to remain active and to support community-based independent living.

This program differs from other home care programs in that, under the Personal Assistance Services Program (PASP), consumers must be capable of developing a service plan to meet their needs, and to direct and supervise the activities of their personal assistants in meeting those needs.

The program currently serves approximately 600 people statewide at a total cost of 11.1 million dollars for FY 2013. The Personal Assistance Services Program is funded with monies from the Casino Revenue Fund and State Appropriations.

The program has a statewide waiting list of nearly 75 individuals waiting to receive services through the PASP.

Currently, the Division has established contracts for PASP services within 21-county-based agencies which include: County Offices for the Disabled, Department of Human Services, Offices on Aging & Disabled, Independent Living Centers, Non-Profit Social Service Agencies and County Boards of Social Service.

The Camden County PASP was previously administered by the Camden County Division of Senior and Disabled Services, West Collingswood; and most recently by the Bergen County Division on Disability Services, Hackensack, pending the award of this RFP. The program currently has 35 active consumers.

Since the program's inception in 1985, more than 1,500 consumers have been able to work, live independently and become active, productive citizens.

Many consumers enrolled in the program are employed in a professional capacity as educators, attorneys, financial planners, artists, chefs, computer programmers, engineers, retailers, fundraisers, writers, medical professionals as well as many other professions.

Disability Category:

- 28% Multiple Sclerosis
- 21% Spinal Cord Injury (Quad)
- 16% Cerebral Palsy
- 13% Blind
- 13% Other
- 9% Muscular Dystrophy

Average Number of Hours/Week: 20

Average Consumer Age: 51

In 2001, the Statewide Consumer Advisory Council voted in favor of transitioning the PASP to a cash model service delivery system. Hunterdon and Essex County were selected as piloted counties.

In 2005, a Cash Model Legislative Panel was developed to take on the responsibility of transitioning the PASP into a cash model program. The panel consisted of a volunteer group of consumers, county administrators and county

PASP Coordinators who were instrumental in recommending changes to the current Personal Assistance Services Act to reflect a cash model program.

On November 20, 2009, Assembly Bill 2889 (S1986) was signed by former Governor Corzine, which introduced new legislation transforming the existing program into a cash model program.

On October 3, 2011, the proposed regulatory amendments at N.J.A.C. 10:140 which enable the PASP to be operated on a statewide cash model service delivery system, were posted in the New Jersey Register, followed by a 90-day comment period.

And finally, on April 16, 2012, the new rules were adopted, making the PASP a cash model program, statewide.

County designated agencies were offered a choice of three potential phase-in periods in order to transition over to cash model. The counties transitioned as follows:

<b>PHASE ONE</b>	<b>PHASE TWO</b>	<b>PHASE THREE</b>
<b>(July 1, 2012)</b>	<b>(August 1, 2012)</b>	<b>(September 1, 2012)</b>
Burlington	Atlantic	Camden
Cumberland	Gloucester	Union
Middlesex	Salem	Passaic
Somerset	Monmouth	Cape May
Morris	Hudson	
Ocean	Bergen	
Mercer	Warren	
Sussex		

**IV. PURPOSE:**

The Personal Assistance Services Program (PASP) Cash Model is a program initiative that was created with the advent of the New Jersey’s Personal Preference Program under Medicaid. The PASP Cash Model offers consumers more choice, flexibility, control and the opportunity to manage their personal care services through the receipt of a monthly cash allowance. The transition to a statewide cash model service delivery system does not cost the State any additional money.

Consumers, with the assistance of the PASP County Consultant, are required to develop and use a Cash Management Plan (CMP) that is designed to meet their personal assistance needs. Experience has demonstrated that consumers are more

satisfied when they are able to coordinate their own services by managing a budget, hiring workers and making purchases directly through their account.

Under the PASP, consumers must be self-directing and, therefore, must be responsible to make decisions that affect virtually all aspects of their lives.

The consumer is now recognized as the 'employer of record' according to the I.R.S. and will be solely responsible for hiring their own workers. Cash model permits the employment of family members (including spouse), friends, relatives and neighbors.

The current service hours the consumer receives under the PASP are 'cashed out' and placed into a personal account that is maintained by the State contracted Fiscal Intermediary Service Organization (FISO), who serves as the "business agent" for the consumer.

The FISO responsibilities include the following:

- Sets up cash grant accounts for consumers
- Performs background checks
- Provides consumers with information regarding the status of their cash grant account
- Establishes consumers as employers for workers that are hired directly
- Handles payroll responsibilities, including tax deductions and the issuing of payments to consumer's employees
- Provides monthly Variance Reports (financial statements)
- Assists consumers in establishing and maintaining savings accounts for future purchases and other uses of the cash grant

Consumers are responsible for submitting time sheets, bills and receipts to enable the FISO to process and issue payroll checks for their workers, to pay for purchases, modifications and supplies, and disbursement of cash to consumers, in accordance with their CMP.

The current reimbursement rate is a flat \$15.00 per hour (weekdays, weekends & holidays).

Consumers are assessed annually by a trained Assessor identified by the county. The Assessor conducts eligibility assessments and has a Master's of Social Work degree, a Bachelor's degree and three years of experience in rehabilitation services, or is a registered nurse with a Bachelor of Science degree in nursing. The hours determined as a result of the reassessment equates to the monthly cash grant. Any change in hours, will require the consumer to revise their CMP.

*CONSUMERS CAN USE THEIR CASH GRANT FOR:*

- Employment of individuals, including family members, to provide personal assistance
- Purchase of service from home care provider or temporary agencies
- Background checks and benefits for employees
- Purchase or increase in rental or homeowner's insurance or other liability insurance as it relates to consumer's role of employer
- Personal assistance services training and education that enables the personal assistant to deliver personal assistance with high levels of quality and may be purchased from a variety of sources, including a home care agency or a vocational or technical school
- Chores services including outside chores that provide for a safe environment and access in and out of the home
- Cleaning service from firms or individuals
- Food preparation service and delivery of prepared foods
- Transportation services not currently available under other program resources
- Laundry service from a Laundromat or other provider
- Errand service to assist with banking, shopping and other types of routine tasks
- Home modifications such as ramps and grab bars, installation of visual or tactile alarms as well as wander alarms, and other modifications not currently paid for by other program resources
- Supplies and equipment that promote or enhance independence that are not currently paid for by other program resources
- Cash for taxi fare or to pay an individual (neighbor, friend) gas money for performing errand services

*ITEMS NOT PERMITTED:*

- Food and/or other beverages
- Entertainment equipment or supplies such as videos, VCR's, televisions, stereos, CD's, DVD's, audio/video tapes, etc.
- Illegal drugs or alcohol
- Costs associated with travel (airfare, lodging, meals, etc.) for vacations or entertainment.
- Clothing or shoes
- Comforters, linens or drapes
- Paint and related supplies
- Furniture
- Vitamins/herbal supplements
- Laundry detergent, household cleaning supplies
- Vehicle expenses including maintenance and repairs, insurance, gas money for a personal vehicle
- Other items which are not directly related to meeting personal assistance needs

Consumers are responsible for developing a Cash Management Plan with the help of their PASP County Consultant, which is designed to indicate how they intend to spend their grant. The PASP County Consultant is trained as a guide/teacher in order to help the consumer decide how to manage and pay for their services and make the most of the cash grant they receive. The PASP County Consultant helps the consumer make important decisions that will allow the consumer to control and direct his/her services, and will always be available to help the consumer individually (or with his/her family) establish the plan and make decisions as to how the consumer uses his/her money.

#### V. **SCOPE:**

Presently, there is a total active caseload of approximately 600 persons with disabilities statewide, who are receiving on average, approximately 20 hours of service per week. Approximately 20% are represented by various minority groups and may have bilingual/bicultural needs. There are also approximately 75 individuals on the waiting list to receive PASP services.

The Camden County PASP currently has 35 active consumers. There is funding available up to the amount of \$600,000 annually, for the coordination and administration of the Camden County program.

The county designated agency assists consumers in understanding and effectively using the cash model program under the Personal Assistance Services Program. The PASP Consultant serves as a “teacher” and is the primary frontline support to the consumer and provides individual guidance when requested.

The PASP Consultant is also involved in periodic consumer monitoring activities for the purposes of quality assurance and program integrity, in conjunction with Division staff.

The PASP Consultant explains the components and operation of the program and assists the consumer in understanding the responsibilities and options involved. They also explain and review the Consent and Statement of Understanding with the consumer. The Consultant also develops an awareness of the consumer’s personal assistance needs. This includes an awareness of any informal supports and the participant’s individual preferences and choices.

The county-designated agency is also responsible for gathering information and maintaining data on formal and informal support systems, community resources and personal assistance services, and shares the information with participants at their request.

The County Consultant assists consumers in completing a Plan of Service to determine personal assistance needs. This document is then transposed into the development of a monthly CMP (or budget).

At the request of the consumer, the county designated agency is responsible for advising the participant regarding the location of services or equipment, recruiting, hiring and firing workers, and using the fiscal intermediary service. The county-designated agency also assists participants in locating sources of training and technical assistance.

The county-designated agency interacts and collaborates with staff from other program components (fiscal intermediary, training vendor, etc.) for program coordination.

The County Consultant is responsible for conducting periodic evaluations of consumers' progress on program effectiveness.

The county-designated agency will be expected to provide on-going support and communication with the Fiscal Intermediary Service Organization in order to discuss consumer issues of concern.

The county-designated agency is responsible for tracking monthly consumer cost share payments and addressing any delinquency issues.

The county-designated agency is responsible for scheduling and arranging for initial and annual reassessments on all participants.

The County Consultant is responsible for reviewing consumer Monthly Variance (spending) Reports and tracking fiscal spending.

The county designated agency serves as an advocate and liaison to the State Program Office.

## *TRAINING*

The Department of Human Services, through the Division of Disability Services (DDS) has established a statewide training program for personal assistants and consumers under the PASP.

### Consumers:

Eligible consumers under the PASP shall complete one training course offered by the designated training agency – Orientation to PASP in the Cash Model. Consumers can also choose to be trained through an alternative way: through the county designated agency, training videos, handouts, brochures, on-line training, peer instruction, etc. Legislation does not mandate that every consumer attend the training delivered by the training agency. Consumers need to have familiarity with the cash model program in order to be successful purchasers of service.

Personal Assistants:

All personal assistants may attend a Basic Techniques course when offered quarterly by the designated training agency, but only at the discretion of their employers.

All workshops are:

- Held at fully accessible, minimal/no cost, barrier-free locations
- Held at locations accessible to public transportation
- Presented in a Power Point format, when applicable
- Supplied with light refreshments
- Available in alternate and bi-lingual format
- Posted routinely on the training agency's web site, as well as forwarded to the State Program Office for posting on the DDS web site
- Issue completion certificates per DDS guidelines

VI. **DEFINITIONS:**

For the purposes of this program delivery system, the following definitions apply:

- **Applicant** means a person who applies for services under the Personal Assistance Services Program.
- **Assessor** means a person with a master's of social work degree, or a person with a bachelor's degree and three years of experience in rehabilitation services, or a registered nurse with a bachelor's degree in nursing. Under direction of the county designated agency, an assessor will perform a social evaluation of the applicant to determine if the applicant meets the eligibility criteria under PASP.
- **Permanent physical disability** means a severe impairment of a permanent nature which so restricts a person's ability to perform essential activities of daily living that the person needs assistance to maintain the person's independence and health.
- **Cash Model** is a system for delivery of personal care services using the concept of consumer direction. A consumer is given a monthly cash allowance, and with the assistance of a consultant, purchases the services and supports required to meet their personal care needs.
- **Cash Management Plan (CMP)** is a document used by the Personal Assistance Services Program to define the services they need and to budget the monthly cash grant accordingly. The CMP is a mandatory document that is prepared by the consumer and adhered to for the length



of the participant's enrollment. The consultant can assist the participant in completing this document. The document is reviewed and updated as often as necessary.

- **Consultant** is an individual employed by a county designated agency who provides services for the PASP. The consultant assists the program participants in understanding and effectively using the cash option. The consultant is the primary frontline support to the participant and provides individualized guidance, when requested by the participant.
- **Consumer** (or Participant) means a person who meets the eligibility standards of N.J.A.C. 10:123A-2.1, or who has been granted an exception under N.J.A.C. 10:123A-2.2, and is receiving services from the Personal Assistance Services Program.
- **Consumer-Directed Services** is an approach to service delivery that affords the opportunity for individuals to control and manage the services they receive. In consumer-directed service models, individuals who requires the service makes the decisions and choices about the “who, what, when and where” regarding the help they get. The assumption is that individuals know the most about their needs and wants. In this model, a professional is not the prime decision maker, the consumer assumes that role.
- **County designated agency** means a county office for the disabled or other agency as designated by the county government, to administer in that county the Personal Assistance Services Program.
- **Fiscal Intermediary (Fiscal Intermediary Service Organization)**  
An entity, under contract with the State of New Jersey, which provides a range of fiscal and business services to participants enrolled in the PASP. The organization acts as the business agent on behalf of eligible program participants as requested, and provides the State Program Office staff with certain reports.
- **Personal assistant** means a person who meets the qualifications with regard to training, equivalent work experience or certification established in N.J.A.C. 10:123A-5, and who provides services to a person eligible for the Personal Assistance Services Program.
- **Self-directing** means a person's ability to make decisions and accept the consequences of those decisions regarding daily activities, as well as major life decisions.

- **State Program Office** is the NJ Division of Disability Services (DDS) in the Department of Human Services. The State Program Office is responsible for the overall administration of the PASP and for the development of policies, procedures and other parameters of the program.

## VII. **METHODOLOGY:**

The New Jersey Division of Disability Services announces that proposals are being accepted for the purpose of awarding a contract to an educational institution, a governmental entity, a public agency or a private non-profit/for-profit agency to coordinate and administer the Camden County program for consumers as established specifically for the PASP.

The selected agency may subcontract with educational facilities, public or private agencies and individuals, as appropriate and necessary, to deliver the PASP program for personal assistants and consumers in Camden County. The selected agency must demonstrate, through the proposal and work plan that they are able to:

- A. ensure a strong emphasis on the independent living philosophy,
- B. the concept of consumer self-direction,
- C. and the rights and responsibilities of consumers and their personal assistants.

## VIII. **ADMINISTRATIVE GOALS:**

The PASP Camden County Program shall achieve the following goals:

- A. Determine consumer eligibility for the Personal Assistance Services Program.
- B. Ensure that consumers understand roles and new responsibilities in the Cash Model program.
- C. Explain the components and operation of the PASP.
- D. Act as the primary contact for support and resources associated with the county Personal Assistance Services Program.
- E. Provide guidance and support vs. direction and management.

- F. Support and assist consumers in completing the Plan of Service as well as the initial and revised Cash Management Plans (CMPs).
- G. Track monthly consumer cost share payments and address any delinquency issues.
- H. Review consumer Monthly Variance (spending) Reports.
- I. Provide suggestions and assist consumers in problem-solving.
- J. Maintain information on local community resources to be shared with participants when needed.
- K. Advocate, and serves as liaison to the State Program Office.

**IX. APPLICANT ELIGIBILITY CRITERIA:**

Educational institutions, governmental entities, public agencies, or private, for-profit/non-profit agencies or throughout the State of New Jersey interested in applying as the single agency to coordinate and deliver the established statewide training program for personal assistants and consumers under the Personal Assistance Services Program may submit proposals under this announcement.

An eligible applicant will meet all of the following criteria:

- A. The applicant must comply with the Department of Human Services contracting rules and regulations that appear in the Standard Contract Language, the Department's Contract Reimbursement Manual and Contract Policy and Information Manual.
- B. The applicant and staff must demonstrate a strong commitment to the philosophy of independent living for persons with disabilities, and must have experience in working with, and on the behalf of, persons with disabilities in such areas as education, employment training, peer counseling and support, advocacy, information and referral, housing, etc. in order to maximize their abilities and independence, while minimizing their disabilities.
- C. Preference should be given to the hiring of individuals with disabilities.
- D. The applicant must not discriminate in providing training to consumers based on age, race, creed, national origin, sex, disability or financial status.

- E. The applicant must be prepared to initiate the delivery of the established curriculum for consumer and personal assistants training within 30 days following the date the contract is executed with DDS.

**X. MANDATORY BIDDERS CONFERENCE**

A mandatory bidder's conference is scheduled for:

Date: Thursday, January 31, 2013  
Time: 10:00 AM  
Place: Department of Human Services (DHS)  
Address: 222 South Warren Street  
Conference Room TBD  
Trenton, New Jersey  
Contact: Carolyn M. Selick, Program Administrator  
Personal Assistance Services Program  
Division of Disability Services  
(609) 633-2392

Attendance at the Bidders' Conference is mandatory. Proposals from applicants who did not attend the conference will be disqualified from applying.

**XI. PROPOSAL DEVELOPMENT PROCESS:**

The proposal should be divided into three major sections:

(A) Program Narrative, (B) Required Documents/Appendices and (C) Budget and Budget Narrative.

Proposals will be rated on the basis of the following criteria:

**A. Program Narrative**

In the Program Narrative section, the proposal should:

1. Demonstrate administrative and programmatic capability to coordinate and deliver the proposed program. Briefly describe the expertise and experience of the agency in providing services to individuals with permanent physical disabilities.
2. State clearly the goals and objectives the agency proposes to coordinate and deliver.

3. Describe clearly the administrative functions that the agency plans to perform directly, and which development functions, if any, are planned to be subcontracted to educational facilities, independent living facilities, other private or public agencies and/or individuals.
4. Describe clearly how the agency will incorporate the philosophy of independent living into the program delivery and how it intends to recruit and employ a diversified work force, to the fullest extent possible.
5. Describe clearly how the agency will handle and manage outreach efforts (including marketing & advertising), by encouraging potential consumers to enroll.
6. Describe the agency plans for addressing the special needs of bilingual/bicultural consumers and personal assistants that participate in the program. If your agency currently does not have a system to meet such needs, what action(s) will you take to ensure that the needs of bilingual/bicultural consumers and personal assistants are being served.
7. Describe the agency's plan to recruit qualified Assessors.

B. Required Documents/Appendices

The following documents/appendices shall be included:

1. List of Board of Directors;
2. Officers and their terms;
3. Table of Organization;
4. Resumes;
5. Relevant licenses or certificates;
6. Documentation of applicant's charitable registration status, if applicable;
7. 4 Letters of support;
8. Copy of applicant's By-Laws, Code of Ethics and/or Conflict of Interest Policy; and

9. Documentation of applicant's incorporation status.

### C. Budget and Budget Narrative

The budget should identify annualized operational costs. The agency shall itemize the annual budget, describing each element. The budget shall include the direct service cost and administrative cost per consumer, and indicate the method of calculating this cost.

The agency shall submit as part of its budget, an audited financial statement for the most recent fiscal year.

Budget line items shall include information on:

1. Personnel (including fringe benefits);
2. Consultants and professional fees;
3. Materials and supplies (itemized);
4. Facility costs (if any);
5. Specific assistance to consumers;
6. Other miscellaneous costs;
7. Total operating costs;
8. Costs for equipment; and
9. Total costs.

### XII. **PROPOSAL SELECTION PROCESS:**

Proposals will be reviewed by a committee that will consist of six members: the Chair of the PASP Statewide Consumer Advisory Council, the State Program Administrator of PASP, two professional employees of the Department of Human Services and two individuals selected by the PASP Advisory Council Chair who have knowledge of the training needs and program areas addressed.

The committee, based on the criteria set forth herein, will select, with the approval of the Director of the Division of Disability Services, the agency that will develop and coordinate the statewide consumer and personal assistant training

program under the PASP. All applicants will be notified of the results of the selection process in writing no later than Friday, April 5, 2013.

**XIII. EVALUATION CRITERIA:**

The evaluation process for the selection of the proposals shall be determined by the review committee using a standard rating scale with a maximum value of 100 points.

The evaluation criteria and rating scale shall be broken down into four areas:

- (A) evaluation of the written proposal;
- (B) evaluation of the budget and budget narrative;
- (C) evaluation of submitted documents/appendices and miscellaneous Information: and
- (D) the applicant agency evaluation.

**A. Proposal Evaluation (55 Point Maximum)**

Written proposals shall be evaluated based on the completeness of the application and clarity of the following statements:

1. compatibility of the applicant's goals and objectives with those of the Personal Assistance Services Program;
2. activities and methods used to achieve objectives;
3. monitoring plan used to assure delivery of the program's purpose, philosophy, goals and objectives;
4. evaluation of a quality program delivered in Camden County;
5. accessibility of program services countywide;
6. coordination of program delivery;
7. use of community resources;
8. activities and methods used to promote service availability;
9. timetable used to implement; and

10. overall clarity and organization of the proposal.

B. Budget and Budget Narrative (20 Point Maximum)

The proposed budget and narrative shall be evaluated based on completeness of the application and clarity of the following information:

1. reasonableness of proposed budget in consideration of anticipated results;
2. a record of the ability to manage the fiscal aspects of previous contracts; and
3. evidence of the existence of adequate resources and equipment to develop and coordinate the delivery of program services county wide.

C. Appendices/Related Information (10 Point Maximum)

The submission of required documents/appendices and other proposal information shall be evaluated based on the following:

1. completeness of proposal documents, including appendices and required documents, and availability and accuracy of supporting documentation; and
2. minimum of 4 letters of endorsement and/or support.

D. Applicant Agency Evaluation (15 Point Maximum)

The agency shall be evaluated to determine the following:

1. the ability to manage the fiscal aspects of the contract and comply with all terms and conditions of the standard language document, the annexes, the Department's Contract Reimbursement Manual and Contract Policy and Information Manual;
2. evidence of a history working with individuals with disabilities and/or personal assistants;
3. the qualifications of agency staff (credentials and experience) who will be involved in managing the program;



4. accountability of the program and management initiatives to ensure accountability of the staff; for example, supervision and training of staff, planned levels of service, and contingency plans to ensure attainment of objectives.
5. prior history in the delivery of the same or similar program;

**XIV. APPLICATION PROCEDURE:**

All proposals must be received no later than Friday, March 8, 2013 by 4:00 p.m. Proposals may be mailed or hand-delivered. All applications will be date stamped upon delivery. No late or incomplete proposals will be considered for funding.

The narrative section of the proposal should be limited to a maximum of 20 pages and should allocate space commensurate with the importance of each subsection. All pages should be typed in Times New Roman font, size 12, numbered and typed on one side only in double-spaced format.

Applicants should submit one original and seven copies of their proposal by 4:00 pm on March 8, 2013 to:

Carolyn M. Selick, Program Administrator  
Personal Assistance Services Program  
Division of Disability Services  
P.O. Box 700  
222 South Warren Street  
Trenton, New Jersey 08625-0700

**XV. NOTIFICATION OF DECISION:**

Upon determining which proposal is most responsive and advantageous in providing services to consumers and personal assistants, costs and other factors considered, the Division of Disability Services shall notify all applicants in writing of its selection, no later than Friday, April 5, 2013.

The Agency selected for the contract to coordinate and deliver program services must comply with affirmative action requirements as specified under P.L. 1975, c.127 (N.J.A.C. 12:27).

**XVI. APPEALS PROCESS:**

If an Agency is dissatisfied with the decision rendered an appeal may be filed with the Division of Disability Services, within ten (10) days of receipt of the notification of decision. An appeal of the selection process shall be heard only if it is alleged that the Division has violated a statutory or regulatory provision in the

awarding of the grant. An appeal will not be heard based upon a challenge to the evaluation of a proposal.

All appeals must be submitted in writing, citing the reason(s) for filing the appeal to the attention of:

Joseph M. Amoroso, Director  
NJ Division of Disability Services  
P.O. Box 700  
222 South Warren Street  
Trenton, New Jersey 08625-0700

Upon receipt of any and all appeals the Division of Disability Services shall provide a written response to the Agency submitting the appeal, within five days of receiving the notice of appeal. An appeal will not delay the awarding of the contract.

**XVII. CONTRACT AWARD:**

Following approval by the Department of Human Services, the applicant agency shall be awarded a one-year contract, beginning June 1, 2013.

Continued award of funding for the Camden County program shall be contingent on the agency's performance in the coordination and delivery of the program deliverables and availability of funding.

**XVIII. RFP FORMAT:**

The attached funding proposal format should be followed when compiling the proposal.

STATE OF NEW JERSEY  
DEPARTMENT OF HUMAN SERVICES  
DIVISION OF DISABILITY SERVICES

PERSONAL ASSISTANCE SERVICES PROGRAM

Program Funding Proposal Summary

All submitted proposals must include the following information:

- A. Program Narrative
  - 1. Funding Proposal Cover Sheet

Please complete the Attachment B, cover sheet for the proposal.

2. Applicant Mission and Goals

Briefly describe your agency's history, purpose, goals and objectives.

3. Need Justification

Describe the factors that the agency believes make it most capable to provide the administrative oversight; include the following:

- agency's capability to provide the same or similar type program
- any previous contracts with the Division, State, Municipal, County public agencies or related projects and contracts
- relevant statistics
- any unique capabilities (e.g., multilingual, etc.)

4. Program Goals and Objectives

Specify the program's goals and objectives, including the anticipated impact on both consumers and personal assistants.

5. Description of Proposed Training

(a) Program Approach

Based on the parameters set forth in the RFP, describe how the Agency proposes to implement the program, and the specific activities or methods to be employed to achieve the administrative objectives. Indicate those activities that will require a sub-contract with outside agencies/organizations.

(b) Outreach

Describe the methods to be used to outreach potential consumers to enroll in the program.

(c) Accessibility of Services

Describe how emergencies are handled (e.g., cancellations, and after hours contacts

(d) Staff Qualifications

Indicate the number, qualifications and skills of the staff that will coordinate the program. Submit an organizational table/chart to identify administrative personnel as well as job descriptions for each position.

(e) Management and Supervision

Describe the management and supervision methods that will be utilized in the operation and the monitoring of the effective performance of all program activities.

(f) Performance Evaluation

Describe the methods to be used to measure and evaluate the quality of the personal assistance services provided.

(g) Record Retention

Describe the methods to be used to record statistical information regarding the number of consumers to be served, waiting list, etc. Indicate how the agency intends to maintain the confidentiality of information on consumers and personal assistants.

6. Coordination

(a) Agency Resources

Indicate other agencies or individuals that will be utilized in combination with the administrative activities being proposed for funding. Indicate and describe any already existing relationships.

(b) Agency Agreements

Indicate how the Agency will work to develop formal and coordination and referral agreements with county designated agencies and subcontracted provider agencies.

7. Level of Service

Indicate how the agency will meet the minimum level of service set by the State Program Office during the contract period (e.g., number of consumers to be served).

8. Community Participation

Indicate how the Agency plans to include staff from county designated agencies, independent living centers or other community-based agencies in the delivery, coordination and administration of services.

9. Timetable for Administrative Activities

Indicate the timetable for the implementation of all administrative activities and schedule of deliveries.

10. Current Programs Managed by the Agency (i.e., related to home care and disability).

Identify current programs managed by the Agency and the funding sources utilized.

#### B. Required Documents/Appendices

The following documents/appendices shall be included:

1. Copy of the Agency's organization chart;
2. List of the Board of Directors, Officers, and their terms of office;
3. Copy of the most recent organization-wide audit report;
4. Copy of the Agency's code of ethics and/or conflict of interest policy;
5. Documentation of the Agency's charitable registration status, if applicable;
6. Copy of the certification of incorporation of the Agency;
7. Original and/or copies of (4 minimum) letters of support from the community;
8. Listing of the name(s) and address(es) of the entities providing support and/or money to help fund the program for which the proposal is being made;
9. Listing of the persons responsible and authorized within the Agency to approve and certify binding documents, reports and financial information;
10. Resumes of individual staff members who will be employed in the coordination and delivery of program operations; and
11. A statement of assurances to all federal and state laws and regulations.

#### C. Budget Proposal and Narrative

1. Budget Proposal (Attachment C)

The Agency must complete the Budget Proposal listed as Attachment C. Directions for completion of the budget proposal are located on the back of each budget page.

2. Budget Narrative

The Agency's proposed budget should clearly identify annual operational costs. In the narrative, itemize and describe each element of the annual budget.

The budget narrative shall include the administrative and direct service cost per consumer. The budget shall also indicate the method of calculating this cost. The narrative should also breakout specific costs for initial and annual reassessments.