



Housing & Community  
Services Department  
**Community Services  
& Administration Division**

## MEMORANDUM

**To:** Commission on Disability,  
Commission on Aging

**From:** Drew King, Manager Community Services & Administration

**Date:** June 2, 2010

**Subject:** Request for Feedback on Review Panel Funding Recommendation for Award of Contract for Emergency Services for Berkeley Residents with Severe Physical Disabilities

The City of Berkeley has recently finished its proposal review period. The review panel evaluated and scored four agency proposals to provide Emergency Services for Berkeley Residents with Severe Physical Disabilities, which included agency interviews, and reference checks. This review led to the panel recommending that the emergency services contract award be given to Center for Independent Living (CIL). The City is soliciting additional input from the community prior to making its recommendation to the City Council regarding the award of the Emergency Services contract.

### REQUEST FOR PROPOSAL PROCESS

On March 29, 2010, the City released a Request for Proposals (RFP) for emergency services for Berkeley residents with severe physical disabilities. To encourage the submission of proposals from a range of service providers, the RFP outlined the four key program components and allowed agencies to apply for one or more of the components: Emergency Attendant Care with Incidental Case Management, Emergency Transportation with Incidental Case Management, Emergency Personal Assistive Equipment Repair, and Disaster Response Registry.

On April 7, 2010, staff held a pre-proposal meeting that 11 individuals attended representing six agencies or firms. On April 27, 2010, the City received four proposals, all of which proposed providing all four program components.

A review panel was established to evaluate and score the proposals using a tool that considered agency experience and capacity, approach to service delivery, program

design and budget for each component, references and interviews, if needed (See Attachment). The panel was comprised of the Manager of the Community Services and Administration Division of the Housing & Community Services Department, a staff member from the City of Oakland's ADA Programs Division and three community members: representatives from the Commission on Aging and the Commission on Disability and the City of Berkeley's representative to the Alameda County Transportation Improvement Authority's Paratransit Advisory Planning Committee (PAPCO).

After reviewing the applications, panelists developed a list of questions for each agency to help them better understand the proposals submitted. All four agencies provided written answers to the questions. Agency answers were provided to the panelists for review and consideration while they discussed and scored the proposals using the evaluation tool. The panel's initial scores resulted in three invitations for interviews. Again the panel developed a list of questions to ask each agency during the interview.

The RFP required each agency to provide at least three references. Agency references were checked by staff who presented the information to the panel for discussion and scoring. After the interviews, panelists finalized their scores to include impressions from the proposals, agency responses to written and verbal questions, and references. Based on its evaluation scores, the panel recommended that CIL be awarded the contract.

#### RATIONALE FOR RECOMMENDATION

The panel reviewed all the proposals carefully and scored them in the areas mentioned above. Due to Center for Independent Living's history of leadership in the community, and strong management track record, the panel recommended CIL as the better choice to provide the Measure E services than EDI. CIL has a longstanding mission of supporting lifelong independence for disabled members of the community. CIL provides a broad range of services as part of its Independent Living Skills Instruction, which includes travel and mobility training; Personal Assistance Services, which assists consumers in navigating the In-Home Supportive Services (IHSS) system including matching consumer needs with home care workers; and assistive technology. Expanded emergency services funded by Measure E will be coupled with the broad range of services CIL already provides and will increase connections between residents and the many resources available to people with disabilities both locally and countywide.

The panel acknowledged the work accomplished by EDI and its commitment to serving Berkeley residents over the past decade but was concerned about certain aspects of their prior performance. Specifically, the panel was concerned that EDI had concentrated its attendant services in fewer clients who have come to overly rely on them, resulting in fewer residents being able to access services at all. Measure E funded services are the primary services EDI provides. EDI provided attendant services

to 111 Berkeley residents in FY 2009, 53% of its contract goal. Over the past three years, EDI has been unable to achieve the contract goals for service measures and number of unduplicated individuals in the emergency attendant care program area. In light of proposed budget cuts to the State's funding of IHSS, the panel was particularly concerned about ensuring that eligible residents are knowledgeable about Measure E funded services and that the services are accessible to all residents in need of emergency attendant care. It is estimated that there are more than 1,500 recipients of IHSS funded attendant care support living in Berkeley. While recognizing some recent improvements in agency administration with the hiring of an interim executive director there remain concerns about EDI's ability to support clients in becoming more independent and its capacity to conduct outreach to the broader community to expand the availability of emergency attendant services.

#### NEXT STEPS

Staff will be soliciting feedback at the upcoming Commission on Disability meeting on Wednesday, June 9, 2010. The Commission on Disability meets at the North Berkeley Senior Center, 1901 Hearst Avenue, Berkeley. The meeting is scheduled to begin at 6:30 p.m.

Staff will be soliciting feedback at the upcoming Commission on Aging meeting on Wednesday, June 16, 2010. The Commission on Aging meets at the South Berkeley Senior Center, 2939 Ellis Street. The meeting is scheduled to begin at 1:30 p.m.

In order to assure service delivery is uninterrupted while the contract deliberation process continues and to facilitate a thoughtful, inclusive process, City of Berkeley staff is preparing a report and recommendation that is expected to go to the City Council on June 22, 2010 to extend the term of the current contract with Easy Does It through October 31, 2010.

Feedback from both the Commission on Disability and the Commission on Aging will be considered and a report and recommendation will go to the City Council after they return from their summer recess. The City Council is scheduled to return from their summer recess for Council meetings on September 21, 2010 and September 28, 2010.

#### Attachments:

1: Review Panel Evaluation Tool