Community Report

END OF YEAR RFP REPORT

FISCAL YEAR 2020



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Definitions and Abbreviations

Term Used in	
Report	Definition/ Explanation
CES: (Children's Extensive Support Services Waiver)	Provides home and community-based Medicaid benefits as an alternative to hospital or specialized nursing facility care for children with developmental disabilities and delays that are most in need due to the severity of their disability. Available for children from birth to age 18.
CHRP: (Children's Habilitative Residential Program Waiver)	Provides home and community-based Medicaid benefits as an alternative to hospital or specialized nursing facility care for children with developmental disabilities and high needs who are at risk of out of home placement or are in foster care. Available for children from birth to age 21. Also referred to at the comprehensive waiver, the DD waiver provides
DD: (Developmental Disabilities Waiver)	home and community-based Medicaid benefits as an alternative to hospital or specialized nursing facility care for adults with developmental disabilities requiring 24-hour supervision and support. It includes residential services to support individuals to live safely and participate in the community.
DP Affiliated Entity:	Continuum of Colorado, a Program Approved Service Agency (PASA) serving multiple catchment areas and providing a variety of direct service supports.
FSSP: (Family Support Services Program)	Provides financial assistance to families to aid them with the costs of caring for an individual with a developmental disability or delay.
FY19:	Fiscal Year 2019 spans from July 01, 2018 to June 30, 2019
FY20:	Fiscal Year 2020 spans from July 01, 2019 to June 30, 2020
Local RFPs:	Local RFPs are RFPs sent on behalf of individuals who are served by Developmental Pathways and (generally) reside in our catchment area; most "Local" RFPs are sent to providers in our catchment area, though a handful may have requested statewide distribution.
Placed/Completed:	An RFP is Placed/Completed when the client has chosen a provider (whether by the RFP process or not) and services are scheduled to begin.
RFPs Submitted:	Total number of unique RFPs submitted. Individuals in services may have multiple RFPs where each RFP is requesting a different service and/or requesting the same service at different times.
No Placement Found:	An RFP is No Placement Found when the individual or team stops searching for a provider because the request has not received any positive responses, or because all agencies that responded to the RFP were unacceptable or unwilling to provide services.
RFPs Withdrawn:	An RFP is Withdrawn when an individual or their team has decided they no longer need the service, their situation or needs have changed, or their Service Plan changed. Withdrawn would also include situations where the possible providers are identified but the individual/team does not make a decision.

Term Used in Report	Definition/ Explanation
SLS: (Supported Living Services)	Provides services for adults with developmental or intellectual disabilities who live with unpaid caretakers, or who live independently in the community.
State SLS: (State Funded Supported Living Services)	Provides supports to individuals with an intellectual or developmental disability to remain in their community; the program is fully state-funded (not waiver-funded); ongoing State SLS supports mirror the services approved under the HCBS-SLS wavier.
Statewide RFPs:	These are RFPs that DP has received from another CCB to be sent out on their behalf to the providers in our catchment area (most often for out of area placement); Developmental Pathways does not track responses or outcomes for statewide RFPs.
Unique Individuals:	Multiple RFPs may be sent out for one individual within the year. Unique individual counts only how many distinct individuals are represented in the data, regardless if multiple RFPs were sent on their behalf.

Overview

What is an RFP and why are they used?

Requests for Proposals (RFPs) are one strategy for connecting individuals in need of service(s) to providers of the service(s). The RFP process is unique to Community Centered Boards (CCBs). It is intended to help facilitate choice for individuals and ensure federal requirement of Conflict Free Case Management. These referrals can be for an individual who will be enrolling soon, an enrolled individual that is looking to add a new service, or for an enrolled individual seeking to find a new provider for an existing service.

The main HCBS ID/D waivers involved in Developmental Pathways' RFP process include:

- Supported Living Services Waiver (SLS Waiver),
- Children's Extensive Support Waiver (CES Waiver),
- Children's Habilitation Residential Program Waiver (CHRP Waiver),
- Developmental Disability Waiver (DD Waiver),
- and the **State Supported Living Services** (State SLS).

Process

The focus of the RFP process is to connect individuals with services that they need, to help protect their anonymity, and to give them the resources they need to make their decision. Case Managers work with individuals in services and their interdisciplinary team when appropriate to identify services needed. The Case Manager completes a profile which reflects the individual's support needs and preferences. The individual's name and other identifying information are removed, and an RFP number is assigned for tracking purposes. The profile is then distributed to qualified providers for the service(s) of interest. Providers will evaluate the profile and determine if they can support the individual; interested providers respond to the RFP. All provider responses are sent to the Case Manager. The Case Manager will share the interested providers' information and the RFP number with the individual in services and their team. The individual has the opportunity to interview providers, tour sites, etc. to help determine which provider might be the best match.

This report provides information on the outcomes of the RFP process. Positive responses from providers to RFPs can mean a few things: the provider may be interested in serving a new customer, willing to try to meet the unique needs outlined, and/or may be willing to work with the family through some type of transition period. Likewise, negative (or a lack of) responses to RFPs can also mean a few things: providers may not be able to meet the stated needs, may not have current openings for the service, and/or they may be indicative of a systemic provider capacity issue for the requested service.

The outcomes of all RFPs are tracked and are classified into three categories: Placed/Completed, Withdrawn, and No Placement Found.

Ensuring all aspects of the RFP Process is followed allows for the best, and most expedient way to support the individuals we serve.

Fiscal Year 2020 RFPs

RFPs are divided into two main categories: Local and Statewide. Local RFPs originate from Developmental Pathways and are only sent to providers within DPs catchment area. Statewide RFPs can originate from DP or another CCB and are sent to CCBs statewide to send out. However, the outcome of any Statewide RFP from another CCB is not tracked (e.g. Placed, Withdrawn, No Placement Found). The total Local and Statewide RFPs are shown in Table 1. Overall, there was an 8% decrease in RFPs received compared to FY19.

Table 1. Total RFPs for FY20 compared to FY19 stratified by Statewide and Local status

	FY19	FY20
Total Number of RFPs Sent:	3129	2891
RFPs sent for waiver funded IDD supports:	2971	2813
Sent Statewide for waiver funded IDD supports:	112	223
Sent Local for waiver funded IDD supports:	2859	2590
RFPs sent for State SLS funded supports:	144	69
Sent Statewide for State SLS funded supports:	11	1
Sent Local for State SLS funded supports:	133	68
RFPs sent for private pay funded supports:	14	9
Sent Statewide for private pay funded supports:	0	1
Sent Local for private pay funded supports:	14	8

Tracked RFPs

The rest of this report focuses on the Local RFPs (N=2664) and Statewide RFPs which were initiated and tracked to completion by Developmental Pathways (N=52). These 2716 tracked RFPs include HCBS waivers - DD, SLS, CHRP, and CES - as well as State SLS and Private Pay. Private Pay is utilized when individuals who want a service that is not included in the waiver or there is no room in the waiver budget to cover some or all of the service. Private pay RFPs are included under the program that the individual receives services from.

For FY20, there were 2716 RFPs – an 9% decrease from last fiscal year. However, the proportion of local RFPs to total RFPs (94%) is comparative to FY19 (96%). Additionally, Table 2 shows that the decrease in overall tracked RFPs did not affect the overall trends in RFPs.

Table 2. Total Tracked RFPs for FY20 compared to FY19

	FY19	FY20	% difference of change*
Total Number of Tracked RFPs Sent:	3006	2716	-
RFPs sent with 1 or more positive responses:	2768	2540	↑ 1%
RFPs sent with no response:	238	124	↓ 3%
RFPs sent that resulted in placement:	967	932	↑ 2%
Unique individuals represented:	1183	1051	-
Individuals with multiple RFPs sent out:	732	603	↓ 2%

^{*}The percent of FY20 compared to FY19. E.G. number of local RFPs with no responses was 5% of FY20 and 8% of FY19. The resulting difference is a 3% decrease.

Summary of Covid-19 Impact

The COVID-19 Pandemic impacted Medicaid and I/DD services. Starting March 13, 2020 HCPF issued a memo encouraging actions to stop the spread of COVID-19. The next week on March 17 another HCPF memo informed PASAs of steps to take if an agency temporarily closes due to COVID-19. On March 24, HCPF approved retainer payment for Day Habilitation which may affect the RFPs for established services. On May 11, 2020, a HCPF memo stated that Day program providers may begin to provide services in their settings for those members not considered 'Vulnerable Population.'

In an Ad Hoc document, Developmental Pathways roughly tracked provider closures. A majority of providers tracked closed between March 16 and March 19. The tracking later showed that these same providers began re-opening in late July and into August. Though these dates are unofficial and do not reflect all services and providers, they do provide a rough context for looking at how COVID-19 affected RFPs. Additionally, though COVID-19 played a large role during the second half of FY20, the following graphs do not show a direct causal link between the pandemic and the RFP process but merely a correlation.

Figure 1 demonstrates the similar trends between FY19 and FY20 during the first six months of the fiscal year including the decrease in RFPs during the winter holidays. However, there is a distinct drop in total RFPs in February 2020 whereas they increase in February 2019. April saw the highest volume of RFPs in FY19 and the lowest volume for FY20 (see orange marker in Figure 1).

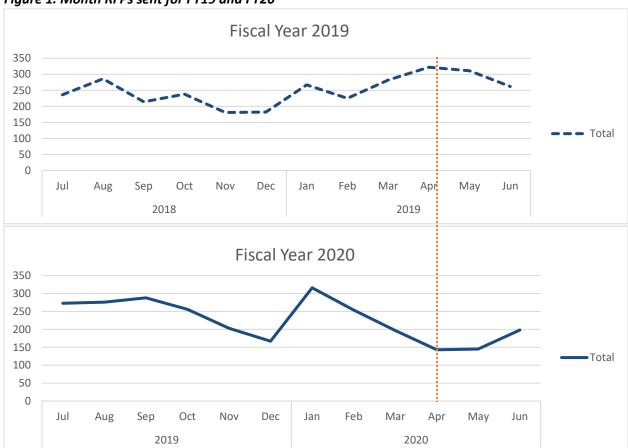


Figure 1. Month RFPs sent for FY19 and FY20

By reviewing RFPs sent each month by program, it is apparent that the yearly trend in Figure 1 is not driven by a single program. Additionally, the increase in RFPs in June was mostly driven by CES and SLS. CHRP and State SLS programs have too low of RFP volume to show monthly trends.

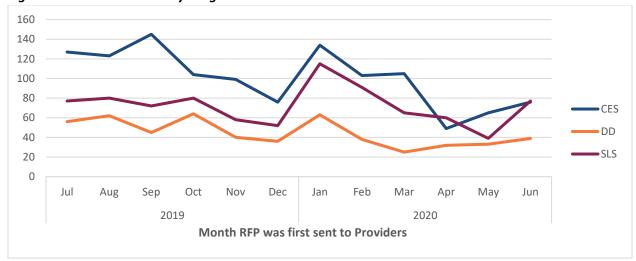


Figure 2. Month RFPs Sent by Program

Figure 3 shows a stacked model of RFPs submitted by outcome. The figure demonstrates that although the volume of RFPs decreases, overall, the proportion of outcomes (Placed, Withdrawn, vs No Placement Found) remained consistent. A notable exception to this trend is in February where we see the proportion of Withdrawn RFPs at the highest point (43%) and No Placement Found RFPs at the lowest point (19%).

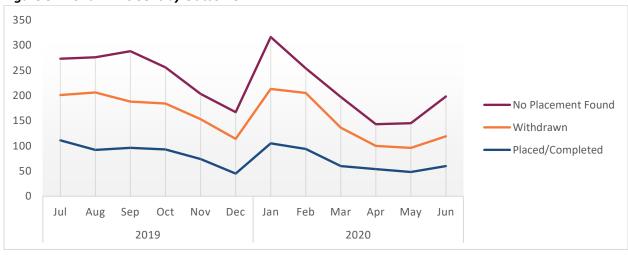
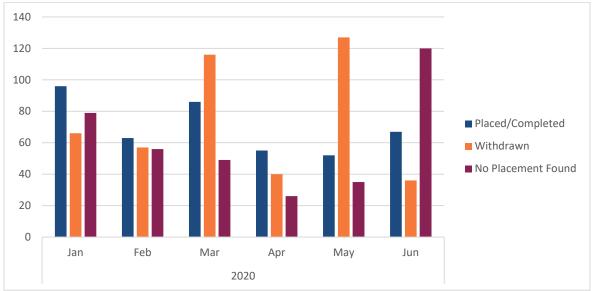


Figure 3. Month RFPs Sent by Outcome

RFPs are typically open until either the Case manager closes the RFP or if the RFP has been open for 90 days. Therefore, RFPs submitted in February reflect RFP outcomes occurring in February, March, April, and May. Figure 4 shows an increase in Withdrawn RFPs in March and May which could explain the February trend in Figure 3.

Figure 4. Month RFPs Closed by Outcome



Summary by Program

Figure 5 shows a breakdown of the 2716 RFPs:

- 1206 (44%) sent for individuals in HCBS-CES
- 43 (2%) sent for Individuals in HCBS-CHRP
- 535 (20%) sent for individuals in HCBS-DD
- 864 (32%) sent for individuals in HCBS-SLS
- 68 (3%) sent for individuals in State SLS

Since HCBS-CHRP is a new waver facilitated by DP as of 7/1/2019, there is a slight discrepancy when comparing FY19 to FY20. However, the proportion of each program compared to the total tracked RFPs is consistent with FY19.

Average Days of RFPs

There was an average of 66 days between when the RFP was sent to providers and when the individual began

services for all RFPs that resulted in placement. There was little to no difference between FY20 and FY19 except for State SLS which averaged 74 days in FY19 compared to 48 days in FY20.

By program, the average days are:

- 65 for individuals in HCBS-CES
- 59 for Individuals in HCBS-CHRP
- 71 for individuals in HCBS-DD
- 65 for individuals in HCBS-SLS
- 48 for individuals in State SLS

The average days includes time for the provider to review and respond to the request; time for the Case Manager to forward the responses to the person in services and/or their representative(s); time for the individual in services to meet with, interview, and select providers; and time for the team to determine the amount, scope, frequency, and duration of services in order to submit a service plan or service plan revision. Other factors that affect the length of time before the start of services are the number of resends before receiving responses or if the requested is a new or established service.

Figure 6. Average days between RFP sent and service start date

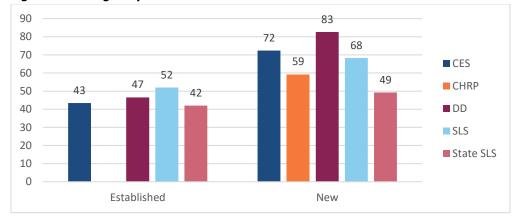
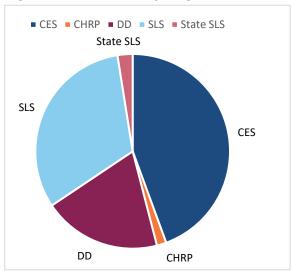


Figure 5. Tracked RFPs by Program



Summary by Outcome

RFPs have 3 possible outcomes:

- a. **Placed/Completed**: An RFP is Placed/Completed when the individual has chosen a provider and services are scheduled to begin.
- Withdrawn: An RFP is Withdrawn when an individual or their team has decided they no longer need the service, their situation or needs have changed, or their Service Plan changed.
 Withdrawn would also include situations where the possible providers are identified but the individual/team does not choose a provider.
- c. No Placement Found: An RFP is No Placement Found when the individual or team stops searching for a provider because the request has not received any positive responses, or because all agencies that responded to the RFP were unacceptable or unwilling to provide services.

Outcomes by Program

Below is a breakdown of tracked RFPs by outcome and program. Despite CES being only the third largest program at Developmental Pathways by active participant census, CES RFPs make up the highest number of RFPs for each outcome followed by DD, SLS, State SLS, then CHRP.

Table 3. RFP Outcomes by Program

			Hig	hest %			Lowesi	%				
Outcome	С	ES	Cl	HRP	D	D	S	LS	Stat	e SLS	Grar	nd Total
Placed/Completed	402	33%	8	19%	242	45%	269	31%	11	16%	932	34%
Withdrawn	398	33%	15	35%	193	36%	352	41%	25	37%	983	36%
No Placement Found	406	34%	20	47%	100	19%	243	28%	32	47%	801	29%
Grand Total	1206)	43		533		866		68		2716	

Table 4 shows how the percent of each RFP outcome for FY19 and FY20. Overall, there was a decrease in the number of RFPs that were Withdrawn (-7%) and an increase in RFPs that were Placed (2%) and No Placement Found (5%).

Table 4. RFP by Outcomes

	FY20	FY19	% difference of total
Total:	2716	3,006	-
Placed:	932	967	↑ 2%
Withdrawn:	983	1307	↓ 7%
No Placement Found:	801	732	↑ 5%

An RFP with an outcome of Withdrawn or No Placement Found can be due to various reasons that fall under each outcome definition. When a Case Manager reaches out to the RFP Case Manager Specialist to close out an RFP, the Case Manager will state which of the three outcomes occurred. In some instances, the Case Manager provides further explanation that is saved as a comment. For this report, each comment for RFPs listed as No Placement Found or Withdrawn were categorized. Tables 5 and 6

show the categories that accounted for more than 1% of the RFPs. A table with all possible categories can be found in Appendix A.

Table 5. Withdrawn RFPs by top categories

Comment Categories:	# of RFPS	% of Withdrawn
Due to COVID*	53	5.4%
Individual chose to stay with current provider	44	4.5%
Individual enrolled into another waiver	20	2.0%
Withdrawn - Unknown	682	69.4%
Individual never chose provider/set up service	32	3.3%
Resend a new or updated RFP**	49	5.9%
Total Withdrawn RFPs Represented	828	89.5%

^{*}RFPs were only categorized as "Due to COVID" if the Case Manager specifically mentioned that Covid-19 was the main reason for the RFP to be withdrawn.

Table 6. No Placement Found RFPs by top categories

Comment Categories:	# of RFPS	% of Withdrawn
Low provider responses	18	2.3%
No Placement Found- no details*	613	76.5%
No Provider Responses	128	16.0%
Expired – past 90 days	36	4.5%
Total No Placement Found RFPs Represented	795	99.3%

^{*}For these RFPs, no further explanation was provided by the Case Manager or RFP Case Manager Specialist. For FY21, we are collecting more granular data for the reasons behind No Placement Found.

Individuals placed with a DP Affiliated Entity

Developmental Pathways is committed to Conflict Free Case Management. Of all the tracked RFPs, 227 had a positive response from Continuum of Colorado (Continuum). 7 of those RFPs resulted in individuals and their families choosing Continuum. An additional 5 individuals and their families choose Continuum outside of the RFP process resulting in a total of 12 RFPs (0.4% of all RFPs) placed with Continuum. Tables 11 shows the 12 RFPs that were placed with Continuum.

Table 11. RFPs placed with Continuum of Colorado

RFP response:	Placed with	Average # of
	Continuum	positive responses
Original RFP:	6	6
First Resend:	1	5
Selected Outside of RFP:	5	5
Total:	12	5

^{**} Includes 12 RFPs that were resent due to processing error.

Summary of Resent RFPs

In order to garner positive responses for individuals seeking supports, RFPs with limited or no responses get resent. During FY20, an RFP would automatically be resent by the RFP Case Manager Specialist 7 days after the RFP was last sent if there are 2 or fewer positive responses. The RFP may also be resent if requested by the Case Manager. After the third resend, the RFP is marked as No Placement Found and has the option to be resent as a new RFP with updated information. As Figure 8 shows, most RFPs are closed before reaching the second or third resend. However, 5% of RFPs Placed were done after the 2nd resend.

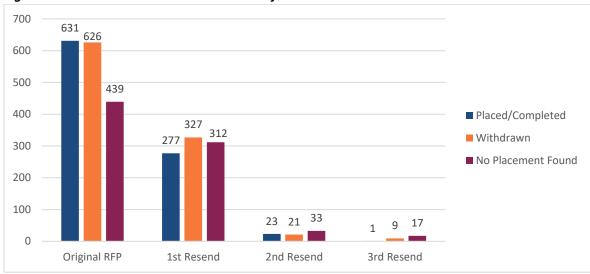


Figure 8. Tracked RFPs Status and Number of Resends when Closed

Placed RFPs by Timing of Provider Response

When a provider is chosen, the RFP Case Manager Specialist records if the provider responded to the Original RFP, one of the three possible RFP resends, to another RFP, or outside of the RFP process. If an individual/family chooses a provider that was not one who had responded to the RFP, it is categorized as being outside the RFP process. Figure 7 shows of the RPFs submitted and placed with a provider, the timing of the providers' responses to the RFP.

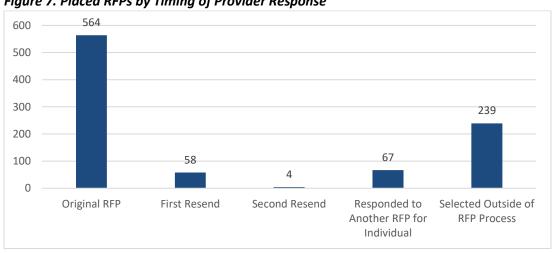


Figure 7. Placed RFPs by Timing of Provider Response

Summary of No Response Reporting

Of the Local 2716 Tracked RFPs, 201 received no responses which is consistent with FY19 (7.4% vs 7.9%). A lack of response on an RFP can mean many different things including:

- Providers may not be able to meet the stated needs including, but not limited to
 - Frequency and/or duration requested
 - Time of day requested
 - Type and/or intensity of support requested
 - Location of the requested supported
- Providers may not have openings for the stated supports at the time they are requested

A lack of responses can also be indicative of a systemic provider capacity and/or rate issues for the service that is requested. For example, Hippotherapy has a 93% no response rate due to the high demand of the service – for waiver and non-waiver individuals – and the low number of approved providers.

Table 12. No Response Rate by service (count/percent)

	RFPs		No Responses		
	(#	! /%)	(#,	/%)	
CHRP Habilitative Services	19	1%	18	95%	
Hippotherapy	57	2%	53	93%	
CHRP Transition and Intensive	3	< 1%	2	67%	
Support Services					
Prevocational Services	13	< 1%	3	23%	
Homemaker*	434	16%	44	10%	
Behavioral Services	213	8%	37	17%	
Mentorship	117	4%	6	5%	
Personal Care	99	4%	5	5%	
Transportation	55	2%	3	5%	
Massage Therapy	200	7%	5	3%	
Day Habilitation – SCC Only	112	4%	3	3%	
Respite	465	17%	9	2%	
Movement Therapy	237	9%	4	2%	
Residential Services	222	8%	5	2%	
Day Habilitation — SH and SCC**	180	7%	3	2%	
Community Connector	220	8%	1	< 1%	
Supported Employment	58	2%	0	0%	
Day Habilitation – SH only	10	< 1%	0	0%	
Youth Day Services	2	< 1%	0	0%	
Grand Total	2716	100%	201	7%	

^{*}Homemaker consists of RFPs for both Enhanced and Basic Homemaker services. They are combined for this report due to the Provider distribution list being the same for both services.

^{**}Day Habilitation RFPs were divided into RFPs requesting both or one of the Day Habilitation Service: Supported Community Connections (SCC) and Supported Habilitation (SH). SCC and SH services had distinct distribution lists.

No Response by Programs

In FY19, CES was the most likely program to garner no responses – 4% of CES RFPs did not receive a response. For FY20, CES remains the program with the highest No Response Rate. However, after factoring in that half of all CES no responses are due to Hippotherapy the CES rate is more in line with FY19 with a 4% No Response Rate.

Table 13. No Response Rate by Program

	No resp	onses	RFPs
Program	(#/%)		submitted
CES	87	7%	1206
CHRP	20	2%	43
DD	28	2%	535
SLS	44	4%	864
State SLS	22	2%	68
Grand Total	201	7%	2716

No Response by Support Level

A Support Level is based on a Support Intensity Scale assessment which creates a uniform way to determine the intensity of support needed by the individual. Programs requiring a Support Level are CHRP, DD, and SLS. Support Level 5 & 6 had the highest No Response Rate whereas, for FY19, Support Level 1 had the highest No Response Rate. For both FY19 and FY20, Support Level 2 had the almost triple the number of RFPs compared to any other level.

Table 14. No Response Rate by Support level

	No Res	ponse	At Least 1	RFPs		
Support Level	(#/%)		positive response	MITS		
1	12 6%		175	187		
2	25	5%	480	505		
3	13 5%		235	248		
4	9 6%		149	158		
5	16	10%	145	161		
6	6 15 10% 7 0 -		130	145		
7			4	4		
Totals	107	8%	1318	1408		

Family Care Giver (FCG) responses

The Family Caregiver Act allows for the delivery of services and supports for persons with developmental disabilities to be provided by a family caregiver.

According to the Act, all family caregivers must currently be employed by (or contracted with) a Program Approved Service Agency (PASA) to receive payment for the delivery of services to an individual. Additionally, a parent of an individual under 18 cannot serve as family caregiver as they are a Legally

Responsible Person. This latter regulation was adjusted during the 2020 pandemic to allow parents to be family caregivers for certain services already on the individual's service plan, that was no longer being offered due to the pandemic.

Out of all FY20 RFPs, 19% were Family Caregiver Requests – a 5% increase from FY19. CES and DD programs saw a 3% and 24% increase, respectively, from FY19.

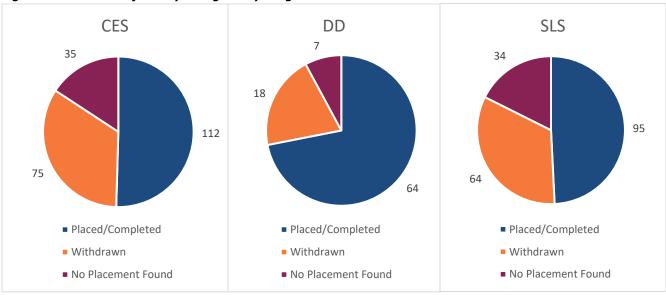
Table 15. No Response Rate for Family Caregivers by Program

Program	Total FC (#/%	_	No responses (#/%)		
CES	222	18%	2	1%	
CHRP	2	5%	2	100%	
DD	89	36%	1	1%	
SLS	193	22%	1	1%	
State SLS	7	10%	1	14%	
Grand Total	513	19%	7	1%	

^{*}Percent of row

Although the number of Family Caregiver Request increased during FY20, only the percent of Family Caregiver RFPs that were placed increased for CES. DD program continues to have the largest proportion of Family Caregiver RFPs placed.

Figure 9. Placement of Family Caregiver by Program



^{*}Of the 2 CHRP Family Caregiver requests 1 was No Placement Found and 1 was Withdrawn.

^{**}Of the 7 State SLS Family Caregiver requests 5 were No Placement Found, 1 was Withdrawn and 1 was Placed.

For both FY19 and FY20, Supported Employment was requested via Family Caregiver, but none were placed.

Table 16. Family Care Giver Placement by Service

	Placed/		No Placement	Grand	
	Completed	Withdrawn	Found	Total	% Placed
Residential Services	62	15	5	82	76%
Community Connector	38	19	12	69	55%
Day Habilitation - SCC	6	4	1	11	55%
Respite	72	48	20	140	51%
Personal Care	25	15	11	51	49%
Homemaker	53	36	19	108	49%
Movement Therapy	2	1	2	5	40%
Mentorship	9	11	4	24	38%
Day Habilitation – SH & SCC	2	2	2	6	33%
Massage Therapy	2	3	1	6	33%
Behavioral Services	1	2	1	4	25%
CHRP Habilitative Services		1	1	2	-
Hippotherapy			1	1	-
Supported Employment			1	1	-
Transportation		2	1	3	-
Grand Total	272	159	82	513	53%

^{*}Services with no RFPs requesting Family Care Giver are not shown.

Summary of New/Established Services

RFPs were tracked by whether the service was established on the individual's service plan, or if it was a new service for the individual.

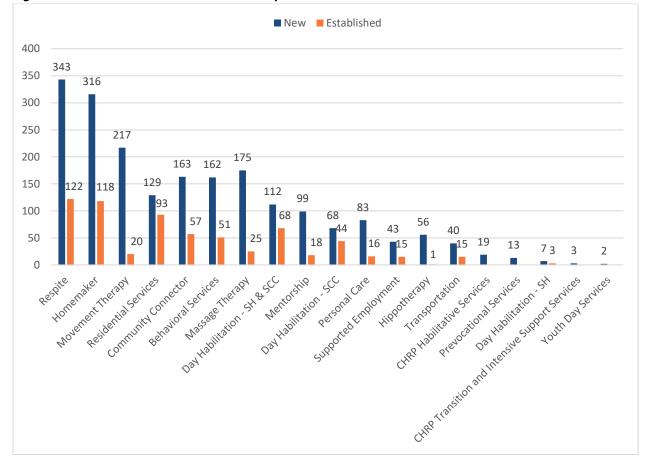


Figure 10. New and Established Services requested

New/Established Services by Program

New services can be for individuals enrolling onto a new service or established individuals who are looking to add a new service to their service plan or for private pay services. New services make up 75% of the total FY20 Tracked RFPs which is consistent with FY19 (76% new RFPs). Residential services has the lowest percent of requested services for New Service at 58%.

Table 17. New Services by Program

	CES	CHRP	DD	SLS	State SLS	Total	% of Service Total
Respite	233	3		100	6	342	74%
Movement Therapy	169	6		39	3	217	92%
Massage Therapy	119	4		48	4	175	88%
Community Connector	157	6				163	74%
Behavioral Services			99	55	8	162	76%
Residential Services			125	4	-	129	58%
Day Habilitation – SH & SCC			44	60	7	111	62%

	CES	CHRP	DD	SLS	State SLS	Total	% of Service Total
Homemaker	188			116	12	316	73%
Mentorship				88	11	99	85%
Personal Care				79	4	83	84%
Day Habilitation – SCC			20	46	2	68	61%
Hippotherapy	46	-		10	-	56	98%
Supported Employment			20	23	-	43	74%
Transportation			11	28	1	40	73%
CHRP Habilitative Services		19				19	100%
Prevocational Services			2	10	1	13	100%
Day Habilitation – SH			1	5	1	7	70%
CHRP Transition and Intensive Support Services		3				3	100%
Youth Day Services	2					2	100%
Grand Total	915	41	323	711	60	2049	75%

^{*}A dash (-) identifies services that are available for the specified waiver but was not requested.

Table 18. New Services by Placement

	Placed/Completed (#/%)			nent Found /%)	Grand Total
Respite	130	38%	108	31%	343
Homemaker	118	27%	101	23%	316
Movement Therapy	55	25%	70	32%	217
Massage Therapy	42	24%	57	33%	175
Community Connector	68	42%	52	32%	163
Behavioral Services	46	28%	50	31%	162
Residential Services	88	68%	11	9%	129
Day Habilitation – SH & SCC	42	38%	27	24%	112
Mentorship	27	27%	36	36%	99
Personal Care	29	35%	23	28%	83
Day Habilitation – SCC	19	28%	22	32%	68
Hippotherapy	2	4%	38	68%	56
Supported Employment	20	47%	7	16%	43
Transportation	12	30%	13	33%	40
CHRP Habilitative Services		0%	14	74%	19
Prevocational Services	1	8%	4	31%	13
Day Habilitation – SH	-	-	3	43%	7
CHRP Transition and Intensive Support Services	1	33%	2	67%	3
Youth Day Services	-	-	2	100%	2
Grand Total	700	34%	640	31%	2050

Table 19 Established Services by Program

	CES	CHRP	DD	SLS	State SLS	Grand Total	% of Service Total
Respite	98	1		22	1	122	26%
Homemaker	99			19	-	118	27%
Residential Services			92			92	42%
Day Habilitation – SH & SCC			47	19	2	68	38%
Community Connector	56	1				57	26%
Behavioral Services			33	15	3	51	24%
Day Habilitation – SCC			19	24	1	44	39%
Massage Therapy	16	-		9	-	25	13%
Movement Therapy	20	-		-	-	20	8%
Mentorship				17	1	18	15%
Personal Care				16	-	16	16%
Supported Employment			9	6	-	15	26%
Transportation			9	6	-	15	27%
Day Habilitation – SH			3	-	-	3	30%
Hippotherapy	1	-		-	-	1	50%
Grand Total	291	2	212	153	8	665	25%

^{*}A dash (-) identifies services that are available for the specified waiver but was not requested.

Table 20. Established Services by Placement

	Placed	l/Completed (#/%)		nent Found /%)	Grand Total
Respite	40	33%	30	25%	122
Residential Services	35	38%	9	10%	92
Day Habilitation – SH & SCC	22	32%	14	21%	68
Homemaker	24	35%	20	35%	63
Community Connector	17	30%	17	30%	57
Behavioral Services	17	33%	20	39%	51
Day Habilitation – SCC	15	34%	8	18%	44
Massage Therapy	9	36%	5	20%	25
Movement Therapy	7	35%	4	20%	20
Mentorship	7	39%	2	11%	18
Personal Care	8	50%	2	13%	16
Supported Employment	5	33%	4	27%	15
Transportation	9	60%	3	20%	15
Day Habilitation – SH	-	-	2		3
Hippotherapy		0%		0%	1
Grand Total	232	35%	161	24%	665

Summary of RFPs by location

Developmental Pathways catchment area includes Arapahoe and Douglas counties and the City of Aurora – located in Arapahoe, Douglas, and Adams County. However, individuals served can be located or receive services outside of DP's catchment area.

Table 21 shows RFPs which had zero positive responses or had a 'No Placement Found' outcome by county. Note that the county is determined by where the individual submitting the RFP resides. Of the tracked RFPs 2491 (91%) were for individuals in DPs Catchment area.

Table 21. Responses and No Placement Found by County

	Resp	with 0 oonses t/%)	RFPs Placem (Total RFPs	
Arapahoe	117	7%	486	29%	1676
Douglas	59	8%	203	29%	706
Denver	7	6%	38	30%	126
Adams	6	5%	45	40%	112
El Paso	3	10%	5	17%	30
Jefferson	2	7%	7	24%	29
Pueblo	3	23%	7	54%	13
Elbert	1	10%	8	80%	10
Boulder	2	50%	-	-	4
Out of State	1	25%	2	50%	4
Grand Total	201	7%	801	29%	2716

^{*}Counties without 'No Placement Found' and 'No RFPs with 0 responses' have been removed. Full table can be found in Appendix C.

Table 22 shows outcome by city/zip code within Developmental Pathways' catchment area. For a complete list of all cities and zip codes, see Appendix C. Aurora increased from 20% No Placement Found in FY19 to 29% in FY20. Englewood also saw an increase from 25% to 37% No Placement Found.

Table 22. RFP Outcome Area by City

	No Placement	Placed/		
City	Found	Completed	Withdrawn	Total
Aurora	390	446	514	1350
Littleton	109	174	149	432
Castle Rock	66	90	83	239
Parker	68	66	68	202
Englewood	67	59	55	181
Denver	45	65	67	177
Colorado	4	3	14	21
Springs	4	3	14	21
Pueblo	7	3	3	13

	No Placement	Placed/		
City	Found	Completed	Withdrawn	Total
Franktown	5		6	11
Golden	5	3	1	9
Brighton	7	1		8
Fort Morgan	7			7
Commerce City	1	4	2	7
Westminster		3	3	6
Larkspur	5	1		6
Grand Total	801	932	983	2716

^{*}Only includes DP catchment area and other larger RFP contributor municipalities

Table 23 shows the number of RFPs closed as No Placement Found by service and by cities with the highest RFP volume. Any area where the percent of RFPs not placed is above 50% is highlighted in red. Any service with no areas fitting the 50% criteria had the highest not placed highlighted in orange for reference.

Overall, most RFPs sent for each service originate from Aurora followed by Littleton. Behavioral Services, Supported Employment and Transportation however have the second highest volume of RFPs from Denver and Parker. A full account of all cities by service is available upon request.

Table 23. RFP No Placement by service and City

					Community									
	Beh	aviora	al Serv	ices	Connector			Day Habilitation						
	No Placement Found	Total RFPs	% not placed	% Requested by service	No Placement Found	Total RFPs	% not placed	% Requested by service	No Placement Found	Total RFPs	% not placed	% Requested by service	Les Co	
Aurora	36	115	31%	54%	27	107	25%	49%	39	154	25%	51%	1350	50%
Littleton Castle	2	12	17%	6%	12	44	27%	20%	14	47	30%	16%	432	16%
Rock	2	11	18%	5%	7	18	39%	8%	4	23	17%	8%	239	9%
Parker	9	17	53%	8%	6	17	35%	8%	6	15	40%	5%	202	7%
Englewood	5	15	33%	7%	4	14	29%	6%	6	18	33%	6%	181	7%
Denver	10	29	34%	14%	5	9	56%	4%	3	28	11%	9%	177	7%
Colorado Springs					0	2	0%	1%	2	5	40%	2%	21	1%
Pueblo	3	. 4	75%	2%					1	2	50%	1%	13	0%

^{*}CHRP Habilitative Services, CHRP Transition and Intensive Support Services, and Prevocational Services were not included. To see the top cities for these services view Appendix C

		Hippo	therap			Home	emake	r	M	assag	e Thera	ру		Men	torship		Mo	veme	nt The	rapy		
	No Placement Found	Total RFPs	% not placed	% Requested by service	No Placement Found	Total RFPs	% not placed	% Requested by service	No Placement Found	Total RFPs	% not placed	% Requested by service	No Placement Found	Total RFPs	% not placed	% Requested by service	No Placement Found	Total RFPs	% not placed	% Requested by service	- + o T	
Aurora	18	26	69%	46%	61	209	29%	48%	38	107	36%	54%	21	57	37%	49%	43	121	36%	51%	1350	50%
Littleton	7	11	64%	19%	24	80	30%	18%	10	38	26%	19%	8	21	38%	18%	4	37	11%	16%	432	16%
Castle Rock	2	4	50%	7%	18	51	35%	12%	1	13	8%	7%		9	0%	8%	9	25	36%	11%	239	9%
Parker	2	5	40%	9%	9	31	29%	7%	2	11	18%	6%	3	10	30%	9%	7	18	39%	8%	202	7%
Englewood	4	4	100%	7%	13	28	46%	6%	5	15	33%	8%	4	10	40%	9%	6	16	38%	7%	181	7%
Denver Colorado	0	1	100%	2% 2%	7 0	20	35% 0%	5% 0%	3	9	33% 0%	5% 1%	1	7	14%	6%	1 0	8	13% 0%	3% 0%	177 21	7% 1%
Springs Pueblo																					40	00/
חוממווע																					13	0%
T debio		Dorco	nal Car		Por	idonti	al Com	isos		Po	cnito		C				-	Franco	ortotic			0,0
T debio		Perso	nal Care		Res	sidenti	ial Serv			Re	spite	e e	Supp	orted	Employ		1	Γransp	ortatio			0,0
Tuesio	No Placement Found	Total RFPs	% not blaced	% Requested by service	No Placement Found	Total RFPs	ial Serv	% Requested by service	No Placement Found	Total RFPs	% not placed	% Requested by service	No Placement Found	Total RFPs patroo	% not placed	% Requested by service	No Placement Found	Total RFPs dsue dsue	% not placed	% Requested by service	- toto	
Aurora	No Placement Found			Requested by service				Requested by service	No Placement Found		not placed	Requested by			not placed	Requested by service			not placed	Requested by service		
		Total RFPs	% not placed	% Requested by service	No Placement Found	Total RFPs	% not placed	% Requested by service		Total RFPs	% not placed	% Requested by	No Placement Found	Total RFPs	% not placed	% Requested by service	No Placement Found	Total RFPs	% not placed	% Requested by service	L to T	
Aurora	12	Total RFPs	w not blaced %26%	% Requested by service	01 No Placement Found	Total RFPs	% not blaced	% Requested by service	58	Total RFPs	w not blaced %	% Requested by	No Placement Found	Total RFPs	% not placed %	% Requested by service	No Placement Found	Total RFPs	% not placed	% Requested by service	1350	50%
Aurora Littleton	12 2	Total RFPs	% uot blaced % 26% 15%	% Rednested by service	No Placement Found	Total RFPs	% uot blaced % 7%	% Rednested by service	58 21	232 232 85	% uot blaced % 25% 26%	% Rednested by	No Placement Found	Total RFPs	wot blaced %21%	% Rednested by service	O Placement Found	59 Total RFPs	% uot blaced %0%	% Rednested by service	1350 432	50%
Aurora Littleton Castle Rock	12 2 3	13 13 13	26% 15% 23%	% Rednested by service	No Placement Found	103 29 12	% uot blaced % 10% 7% 8%	% Rednested by service	58 21 16	232 82 200	pased with the second s	50% 18% 11%	O No Placement Found	28 Total RFPs	% uot blaced % uot blaced % 0%	% Rednested by service 2%	No Placement Found	65 Total RFPs	% uot blaced % % % % % % % % % % % % % % % % % % %	% Rednested by service	1350 432 239	50% 16% 9%
Aurora Littleton Castle Rock Parker	12 2 3 1	7 Total RFPs	% uot blaced % 26% 23% 23%	% Rednested by service 13% 7%	No Placement Found	13 29 12 13	% not blaced % 7% 8% 0%	% Rednested by service 2% 6% 6%	58 21 16 18	232 82 50 42	25% 26% 32% 43%	% Rednested by 11% 9%	No Placement Found	28 6 4 3	page with the state of the stat	% Rednested by service 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	No Placement Found	20 20 60 30 10	% uot blaced %% 31% %% 33% 30%	% Rednested by service 5% 18%	1350 432 239 202	50% 16% 9% 7%
Aurora Littleton Castle Rock Parker Englewood	12 2 3 1 5	46 13 7 9	26% 15% 23% 14% 56%	% Rednested by service 13% 7% 9%	No Placement Found	103 29 12 13 21	wu blaced 10% 7% 8% 0% 19%	% Rednested by service 5% 6% 9%	58 21 16 18 8	232 82 50 42 19	25% 26% 32% 43% 42%	% Rednested by 4%	No Placement Found	28 Lotal RFPs 6	21% 0% 0% 33% 17%	% Rednested by service 10% 2% 10%	No Placement Found	29 20 3 10 3	31% 0% 33% 30% 67%	% Rednested by service 18% 5%	1350 432 239 202 181	50% 16% 9% 7% 7%

Appendix A: Summary by Outcome

Table A1. Tracked RFPs with a Withdrawn outcome by comment categories

Comment Categories	Number of RFPs	Pe	ercent
Due to Covid		53	5.39%
Enrollment being withdrawn		6	0.61%
External reason		5	0.51%
Individual chose to stay with current provider		44	4.48%
Individual enrolled into another waiver		20	2.03%
Individual is no longer interested/service no longer needed		77	7.83%
Individual moved out of state		8	0.81%
No Room in Budget		3	0.31%
Withdrawn - unknown		682	69.38%
Withdrew from services		4	0.41%
Individual never chose provider/set up service		32	3.26%
Resend a new or updated RFP		49	5.9%
Grand Total		983	100.00%

Table A2. Tracked RFPs with a No Placement Found outcome by comment categories

Comment Categories	Number of RFPs		Percent
Expired – past 90 days		36	4.49%
Individual does not like any provider who responded		5	0.62%
Providers have not followed up on calls		1	0.12%
Low provider responses		18	2.25%
No Placement Found- unknown		613	76.53%
No Provider Responses		128	15.98%
Grand Total		801	100.00%

Appendix B: Summary by Provider Table B1. Total Providers chosen by program.

rable 21. Total Froviders ellosell by programm				
Provider	CES	DD	SLS	Total
1st Choice Life Skills Academy	0	1	0	1
A Cognitive Connection LLC	0	1	0	1
A New Horizon Psychotherapy	0	0	1	1
A World of Excellent Home Care Inc	1	0	0	1
A-1 Home Care Services	3	0	0	3
Accent on Independence	0	0	3	3
Achieving An Independent Me LLC	2	0	0	2
Acting Up Seminars LLC	0	1	0	1
Active Community Access, LLC	0	0	1	1
Adam's Camp	1	0	0	1
Allies, LLC	0	1	0	1
Alpine Adult Day Care LLC	0	0	1	1
Alternative Support, Inc.	0	3	0	3
Anchor Consultation and Care LLC	0	0	2	2
Angel Group Home	0	2	0	2
Angels Family LLC	0	0	2	2
Angels of Colorado Home Care, LLC	3	1	4	8
Angels Service LLC	9	1	2	12
Autism Community Supports	2	0	0	2
Bafflink Home Health Services	1	0	0	1
Belk Model LLC	0	4	0	4
Bethesda Lutheran Communities	0	9	0	10
Briana McKinney BCBA MT- BC LLC	1	0	0	1
Bridges of Colorado	0	1	0	1
Care & Community LLC	0	0	3	3
Care Foundation Service LLC	0	4	1	5
Caring Voices	2	0	0	4
CentrePoint Support Living LLC	0	4	0	4
Children's Hospital Colorado	0	0	1	1
COLiaisons	0	1	0	1
Colorado Autism Consultants	0	1	0	1
Colorado Family Caregivers	87	0	47	134
Colorado Healthcare Solutions	0	0	2	2
Community Advantage	0	3	1	5
Community Choices Day Services	0	0	1	1
Community Intersections	0	2	0	2
	•			

Community Support Services Inc0101Complete Care Counseling Agency LLC1416Consultants for Children0001Continental Home Health Inc170623Cottonwood Community Alternatives, Inc.0639Creative Personal Care Services LLC0101Deluxe Homehealth Care Agency LLC0123Developmental Disabilities Resource Center0156Continuum of Colorado14712Divine Royal Care LLC1135Dragonfly Supportive Services LLC0257Dunamis Home Health Services LLC0257Dungarvin Colorado-Denver0202Eden Care Facility LLC0213Enabled, Inc.01011Encouraging Development0011Excel Services Network100010Excellency Mobility0011
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Excel Services Network 10 0 10
Excellency Mobility 0 0 1 1
EZ Connections LLC 10 0 0 10
Families for Families LLC 0 2 0 2
Family Home Health LLC 0 0 1 1
Friends for Life 0 0 0 1
Garden Autism Services of CO 2 0 1 3
GENtle Touch Massage Therapy 6 0 6
Giannas Angels Day Program Inc 0 6 3 10
Innovative Services of Colorado 0 2 0 2
Golden Medical Transportation Services LLC 2 0 0 2
GoldStar Learning Options, Inc. 4 0 0 4
Hands to Heart Therapeutic Massage 1 0 1 2
Heart of Gold Home Care LLC 0 0 1 1
Helping Hands LTD 0 0 1 1
Highpointe Services LTD 0 1 0 1
Homeward, Inc. 0 2 0 2
Hope Services Center LLC 3 0 0 3
Individual Dynamics 0 5 2 7
Insight Behavior Partnership LLC 0 1 2 3
Integrated Life Choices of Colorado, Inc. 37 26 37 103
KAAUM Enterprises LLC 0 1 0 1

Provider	CES	DD	SLS	Total
Kalis and Associates	0	0	1	1
Laradon	0	4	0	4
Life Enrichment Opportunities LLC	0	0	3	3
Life House Services LLC	0	1	2	3
Lion Protection Services LLC	1	0	0	1
Loving Heart Home Care Agency	3	0	3	6
Metro Music Therapy, Inc.	2	0	2	4
More Maitri Inc	0	9	1	11
Mosaic	0	3	0	3
Mountain Lane Home Healthcare LLC	7	0	3	10
Mountain State Medical Massage	0	0	2	2
NAZ Adventures Inc	2	1	23	26
New Day In Home Support and Respite Services	0	2	2	4
Novus Behavior Associates LLC	0	5	1	6
Omega Plus Home Health Care	0	2	0	2
Opportunity Support Inc	0	1	0	1
Optimum Guidance	0	1	0	1
Overture	0	10	4	14
Parker Personal Care Homes, Inc.	7	3	4	14
PASCO	2	1	0	3
People's Day Services	9	2	3	14
Personal Assistance Services of Colorado	5	1	4	10
Progressive Counseling LLC	0	2	1	3
Promise Ranch Therapeutic Riding	2	0	0	2
Prosper LLC	0	2	0	2
Pueblo Regional Center	0	1	0	1
Purdue Home Care	0	3	0	3
Queen's Care in Home, Inc.	5	0	2	7
R & A Home Care	7	0	7	14
Real Care Inc	0	10	0	10
Rehoboth Home Support LLC	0	1	0	1
ResCare Residential	0	1	0	1
Residential Care Services	0	1	0	1
RM3C, LLC	0	0	0	1
Rocky Mountain Human Services	0	1	0	1
Roundup Fellowship	0	1	0	1
SALFA AGENCY, LLC	1	0	0	1
Sample Supports, LLC	1	6	6	13
Rehabilitative Rhythms	10	0	1	12

Provider	CES	DD	SLS	Total
Shared Touch, Inc.	0	1	3	5
Shauna L Casement, PsyD, PC	0	2	0	2
Shields Foundation LLC	0	0	1	1
Sister Sister Home Care Services, Inc	2	1	0	3
Smith Agency	0	6	0	8
Soul Dogs Inc	0	4	1	5
Sozo SSS International LLC	0	4	0	4
Special Operations Services	2	1	0	3
Spectrum Community Services	0	1	0	1
Stars & Stripes Transportation	0	0	1	1
Stepping Stone Support Center Inc	0	1	0	1
Support Inc	0	7	0	7
Support, Inc.	0	3	0	3
Taylor's Therapeutic Touch LLC	6	0	1	7
Tender Hearts Adult Day Care	0	0	1	1
The Child and Family Therapy Center of Denver,	22	0	1	23
LLC	22	U	1	23
Thrive Community Options LLC	0	5	2	7
TLC Connection	0	9	0	9
To The Rescue	0	6	1	7
Trellis	0	0	1	1
Tutti Music Group LLC	7	0	0	7
Vantage Plus Inc	0	1	0	1
Vitalcare Corporation	39	0	4	45
Coming Full Circle LLC	4	0	0	4
Wellspring Community	0	0	0	1
Williams World LLC	53	3	22	78
Loving Life Host Homes	0	3	0	3

Appendix C: Summary by Location Table C1. Responses and No Placement Found by County

		0 Responses /%)	RFPs with N	Total RFPs	
Arapahoe	117	7%	486	29%	1676
Douglas	59	8%	203	29%	706
Denver	7	6%	38	30%	126
Adams	6	5%	45	40%	112
El Paso	3	10%	5	17%	30
Jefferson	2	7%	7	24%	29
Pueblo	3	23%	7	54%	13
Elbert	1	10%	8	80%	10
Boulder	2	50%	-	0%	4
Out of State	1	25%	2	50%	4
Grand	-	0%	-	0%	2
Teller		0%		0%	2
Broomfield	-	0%	-	0%	1
Weld		0%		0%	1
Grand Total	201	7%	801	29%	2716

Table C2. RFP Outcomes by City

-	No Placement	Placed/		
City/Zip	Found	Completed	Withdrawn	Grand Total
Aurora	390	446	514	1350
Littleton	109	174	149	432
Castle Rock	66	90	83	239
Parker	68	66	68	202
Englewood	67	59	55	181
Denver	45	65	67	177
Colorado Springs	4	3	14	21
Pueblo	7	3	3	13
Franktown	5		6	11
Golden	5	3	1	9
Brighton	7	1		8
Commerce City	1	4	2	7
Fort Morgan	7			7
Larkspur	5	1		6
Westminster		3	3	6
Arvada		3	2	5
Elizabeth	5			5
Monument		2	3	5
Byers	2	2		4
Henderson		2	2	4
Sedalia	1	2	1	4
Kiowa	3			3
Longmont		1	2	3
Simla			3	3
Out of State	1		1	2
Woodland Park			2	2
Bennett	1			1
Boulder			1	1
Broomfield		1		1
Greeley			1	1
Peyton	1			1
Strasburg	1			1
Wheat Ridge		1		1
Grand Total	801	932	983	2716

Table C3. Supported Employment and Prevocational Services by City

	Supp	orte	d Employ	ment	Prevocational Services			
	No Placement Found	Total RFPs	% not placed	% Requested by service	No Placement Found	Total RFPs	% not placed	% Requested by service
Aurora	6	28	21%	48%	3	5	60%	38%
Denver	2	10	20%	17%	0	2	-	15%
Englewood	1	6	17%	10%	0	3	-	23%
Littleton	0	6	-	10%	1	2	50%	15%
Castle Rock	0	4	-	7%				
Parker	1	3	33%	5%	0	1	-	8%
Byers	1	1	100%	2%				

Table C4. CHRP Specific Services by City

	CHRP Habilitative Services					tensiv	nsition a e Supporvices	
	No Placement Found	Total RFPs	% not placed	% Requested by service	No Placement Found	Total RFPs	% not placed	% Requested by service
Aurora	8	10	4%	53%				
Castle Rock	2	2	1%	11%	0	1	-	33%
Denver	1	3	0%	16%	1	1	100%	33%
Littleton	1	2	0%	11%				
Parker	1	1	0%	5%				
Fort Morgan	1	1	0%	5%	1	1	100%	33%