



Request for Proposals

Long Term Structured Residential Program for
Individuals with Serious Mental Illness Including
Individuals Being Diverted or Released from
Inpatient and Criminal Justice Facilities

RFP Posting: May 20, 2016

Deadline for Questions: June 17, 2016

Submission Deadline: June 24, 2016

Estimated Award Decision/Notification: August 2016

Allegheny County Department of Human Services
One Smithfield Street
Pittsburgh, PA 15222

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Definitions

The following words are used in this RFP and are capitalized to indicate their special meaning:

1. Agreement: A contract negotiated between Allegheny County and the Successful Proposer to provide the Contract Services.
2. Allegheny County: A home rule county and political subdivision of the Commonwealth of Pennsylvania.
3. AOP: Alternative Outpatient Program, a billing designation for HealthChoices
4. Community Care: Community Care Behavioral Health. The HealthChoices Behavioral Health Managed Care Organization for Allegheny County and 38 other Pennsylvania counties.
5. Contract Services: The specific services which the Successful Proposer agrees to provide to the County in response to this RFP as more particularly described in the Scope of Services in the Agreement.
6. CTT: Community Treatment Team. A team coordinated by ACDHS that provides outreach and community-based mental health services to individuals with serious and persistent mental illnesses.
7. ACDHS: The Allegheny County Department of Human Services.
8. ECSC: Enhanced Clinical Service Coordination. An ACDHS-coordinated level of service with a community-based clinical component for individuals experiencing serious mental illness or co-occurring serious mental illness and substance use disorders.
9. HealthChoices: Pennsylvania's Medicaid expansion, which uses federal funds to provide health coverage to qualified residents of Pennsylvania
10. JRS: Justice Related Services. The Allegheny County agency that provides information and services that support individuals with mental health or substance use disorders who become or are involved with the criminal justice system.
11. LTSR: Long-Term Structured Residence. A highly structured, locked, therapeutic, residential facility for adults who require mental health treatment and supervision around the clock but do not need in-patient hospitalization.
12. OBH: The ACDHS Office of Behavioral Health.
13. OMHSAS: [Pennsylvania] Office of Mental Health and Substance Abuse Services.
14. Program: The LTSR proposed in response to this RFP.
15. Proposal: The response submitted to this RFP.
16. Proposer: The individual, non-profit organization, or for-profit organization or business submitting a Proposal in response to this RFP.
17. Response Form: The Word document that Proposers fill out to answer questions about the solicitation. A completed Response Form is the Proposal.
18. RFP: Request for Proposal.
19. SC: Service Coordination. An ACDHS service that provides information about help that is available to individuals who are working through their recovery from mental illness or substance use disorders.
20. Successful Proposer: The Proposer(s) selected by the County to provide the Contract Services.

The Basics

What we need

Allegheny County and Community Care Behavioral Health (Community Care) are soliciting proposals to implement a Long-Term Structured Residence (LTSR) in Allegheny County for individuals with serious mental illness (with or without a co-occurring substance use disorder or dual-diagnosis of intellectual disability) who have been diverted or released from inpatient or criminal justice facilities. DHS contracts with Community Care to manage the HealthChoices contract for mental health and substance use disorder treatment service for HealthChoices-eligible residents of Allegheny County. ACDHS and Community Care intend to enter into an Agreement with the Successful Proposer to provide the Contract Services for a one year term with a County and Community Care option to renew the Agreement. The annual budget for this program will be negotiated with ACDHS and Community Care, based on the Successful Proposer's submitted start-up and annual budget.

What we don't want

We are not looking for a lower level of care that is not secure, such as a community rehabilitation residence (group home), mental health personal care home, or supportive housing.

What's important to us

Proposers must be able to bill treatment as Alternative Outpatient Program (AOP) to Community Care.

Proposers must have the ability to provide treatment/recovery support to individuals who are severely mentally ill as well as have multiple, highly complex needs. Individuals may need assistance with the following:

- managing activities of daily living
- developing appropriate social interactions
- learning to obtain services within the community
- taking care of physical health needs
- managing medication and coping with symptoms of mental illness
- recovery from substance use disorders
- overcoming challenges such as a criminal history in order to obtain housing or employment

Who we are

ACDHS is the issuing office for this RFP, on behalf of Allegheny County.

ACDHS is the largest department of Allegheny County government and provides publicly-funded services to more than 200,000 people annually, in areas including child welfare, behavioral health, aging, intellectual disability, homelessness and community services.

More information about ACDHS is available at <http://www.alleghenycounty.us/human-services/index.aspx>

Besides managing the HealthChoices contract for mental health and substance use disorder treatment services for HealthChoices-eligible residents of Allegheny County, Community Care is also the HealthChoices Behavioral Health Managed Care Organization for 38 other counties in Pennsylvania. Founded in 1996, Community Care's mission is to improve the health and well-being of the community through delivery of effective and accessible behavioral health services.

Community Care believes that recovery from mental illness and/or addictive disease is possible. Recovery involves changing one's attitudes, taking on new roles, developing new skills and sustaining hope. More information about Community Care is available at www.ccbh.com.

Section 1: Key Information

1.1 General Information

- a. This RFP is a solicitation to individuals, non-profit organizations, and for-profit organizations or businesses (Proposers) to submit a Proposal to perform the services as described in *Section 3.1: What we are buying and why*. Proposers must have the ability to meet the identified needs and quality standards within the program and funding guidelines specified in this RFP.
- b. The issuance of this RFP does not obligate the County to enter into an Agreement with any Proposers.

1.2 Timeline

- a. Proposals must be submitted by 3 p.m. on June 24, 2016.
- b. Deadline for Proposers to submit questions is June 17, 2016
- c. Proposers will be notified of their selection status in August 2016.

1.3 How to Contact ACDHS

- a. All inquiries and questions concerning the RFP must be submitted via email to DHSProposals@alleghenycounty.us
- b. All information about the RFP, including answers to questions, changes and clarifications, will be posted at our Active Solicitations website at www.alleghenycounty.us/dhs/solicitations
- c. Please be sure to check this website regularly for answers to questions, additional information, or changes to the RFP or the RFP process.

1.4 Submitting Your Proposal

- a. This RFP provides detailed information about the Proposal and Proposer requirements, the evaluation process and how to develop your Proposal.

- b. Please use the Response Form to develop your Proposal. Type your responses to each requested item directly into the Response Form. It is available at our Active Solicitations website with the RFP announcement at www.alleghenycounty.us/dhs/solicitations.
- c. Proposers must submit a complete Proposal, which includes the following, available on our Active Solicitations website:
 - Cover Page
 - Response Form
 - MWDBE Participation Statement or MWDBE Waiver and Participation Statements
 - Allegheny County Vendor Creation Form
 - Audited Financial Report
 - W-9
- d. Please do not send any attachments other than those listed above and on the Response Form.
- e. Please take time to review and understand the RFP in its entirety including:
 - The requirements (see *Section 3: Our Requirements*)
 - The evaluation process (see *Section 4: The Evaluation Process*)
- f. Make sure to complete each section of the Response Form and to stay within any word counts that may be specified in the Response Form.
- g. Proposals must be submitted electronically to DHSProposals@alleghenycounty.us no later than 3:00 p.m. EST on June 24, 2016 to be considered for review.**
- h. Please make sure to get your Proposal in before the deadline! If your Proposal is late, it will not be considered.
- i. You will receive an email when your Proposal is received.
 - If you do not receive this notification within 48 hours of submitting your Proposal, please contact us at DHSProposals@alleghenycounty.us

1.5 Other Information

- a. The Agreement originating from this RFP is subject to all of the Terms and Conditions specified in *Section 5: Contract Information*.
- b. Proposers are responsible for all costs related to the preparation and submission of their Proposal.
- c. Proposals become the property of the County and may become part of any subsequent Agreement between the Proposer and the County.
- d. The Successful Proposal will be posted online in the ACDHS Solicitations Archive after contract execution.

Section 2: Background

Currently, the Allegheny County Department of Human Services Office of Behavioral Health oversees six Long-Term Structured Residences (LTSRs). These programs offer treatment and recovery supports that assist individuals to live successful and fulfilling lives in the community. LTSRs provide a recovery-oriented, non-institutional environment for normalization and stability, consumer choice and involvement, family involvement and flexible levels of support and psychiatric care. Additional supports may include Service Coordination (SC) or Enhanced Clinical Service Coordination (ECSC), Justice Related Services (JRS) and Community Treatment Team (CTT) upon discharge. Through the issuance of this RFP,

Allegheny County is seeking to increase the availability of housing and treatment services for individuals with serious mental illness who have been released from inpatient and criminal justice facilities.

Section 3: Our Requirements

3.1 What we are buying and why

Allegheny County and Community Care are soliciting Proposals to implement an eight-to-12-bed, single-room-occupancy LTSR in Allegheny County. The goal of this specialized residential program will be to provide behavioral and psychiatric stabilization for individuals with a serious mental illness or a serious mental illness and a substance use disorder who have been diverted, discharged or released from inpatient or criminal justice facilities (the Program). Individuals with a dual diagnosis of intellectual disability are also eligible. Some individuals served may also have current or a history of sexually inappropriate behaviors. The Program will be housed in a locked facility which is staffed 24 hours per day, seven days per week. It is designed for people who do not need hospitalization but who require behavioral health treatment and supervision 24 hours per day. The Successful Proposer will implement a therapeutic community-based Program where consumers will stay for 12 to 24 months with specialized recovery-oriented treatment.

ACDHS intends to award one agreement to provide the Program to one Successful Proposer. The budget for this award is negotiable and will be based on the Successful Proposer's submitted start-up and annual budget.

A. Target Population

The Program will serve adult men, 18 years or older, who are residents of Allegheny County and meet all of the following criteria:

- Have been diagnosed with serious mental illness or a co-occurring mental illness and substance use disorder, or dually-diagnosed with an intellectual disability
- Are currently residing in either: 1) a state or community psychiatric setting and are requiring a step-down level of intervention or 2) Torrance Regional Forensic Center or in the Allegheny County Jail and deemed incompetent to stand trial, lack a community service plan and are at risk of civil commitment to Torrance State Hospital or are on a wait list for Torrance Regional Forensic Center
- May have current or a history of sexually inappropriate behaviors
- Do not require detoxification as indicated by drug and alcohol levels at time of admission
- Demonstrate that functional judgment is impaired to the point that self-maintenance and occupational or social functioning is severely threatened
- Have verification that there is an increase in the severity of symptoms such that continuation at a less intense level of care cannot offer an expectation of improvement or the prevention of deterioration and would result in danger to self or others

B. Provider Eligibility Criteria

The proposed LTSR must be a community-based program (i.e., not based in a hospital). In order to submit a Proposal under this RFP, Proposers must be currently enrolled in the HealthChoices program and able to bill as an Alternative Outpatient Provider (AOP) for mental health treatment services

delivered to eligible adults enrolled in the Program. Before beginning the Program, the Successful Proposer must obtain licensing as an LTSR through the Pennsylvania Department of Human Services Bureau of Human Services Licensing (BHSL).

C. Services

LTSRs are designed to improve an individual's functioning while stabilizing psychiatric symptoms that initially precipitated the person's acute care inpatient admission. The Successful Proposer will be expected to provide multi-disciplinary services, detailed below, in a recovery-oriented environment with a focus on strong integration with community services providers, involvement of peers in the program and strong collaboration with the natural support system of consumers – especially their families. The site should be welcoming and home-like (not institutional) and be accessible to bus transportation and community resources.

The Program should be based upon the following Pennsylvania Mental Health Consumers' Association (PMHCA) Community Support Program and Recovery Principles:

- Consumer centered/consumer empowered
- Culturally competent
- Responsive to special needs
- Use community-based natural supports
- Flexible
- Coordinated
- Accountable
- Strengths-based
- Free from restraints
- Home-like and not institutional

The services to be provided will include:

- Intensive psychiatric/behavioral health interventions 24 hours per day, seven days per week for a stay of up to 24 months
- Nursing care to monitor overall health and care management
- Peer support, psychiatric rehab and crisis services
- Mental health services including psychiatric care and medication management
- Substance abuse prevention/intervention services
- Individual, family and group therapy
- Specialized treatment for individuals being released from criminal justice facilities
- Specialized treatment for sexually inappropriate behaviors
- Case management
- Job skills training
- Life-skills training
- Socialization
- Health and wellness education, including tobacco use/cessation, use/abuse of drugs and/or alcohol and impact on individual well-being, lifestyle symptom management, use of medication, exercise, nutrition and weight management

The Program will also include specialized and on-going intensive transition planning, including but not limited to efforts to support successful and long-term integration back into the community.

Because it is expected that the individuals served by this Program will have particularly complex needs, including but not limited to a past or current involvement with the criminal justice system, co-occurring drug and alcohol addiction and serious physical illness, the Program sought through this RFP is expected to be highly flexible and deliver services and supports that are trauma-sensitive and responsive to the needs of the individuals being served. The LTSR is expected to work collaboratively with the persons served to support each individual's journey toward recovery.

ACDHS' Office of Behavioral Health (OBH) and Community Care will be responsible for monitoring the progress of the individuals who are enrolled in the Program.

D. Budget and Other Requirements

Proposers must have a referral agreement and provider contracts already in place with Community Care.

For HealthChoices-eligible individuals, Community Care will fund the mental health treatment component of the Program utilizing monies provided by HealthChoices. The Program will also be partially funded through CHIPP/Human Services Block Grant funding. ACDHS will provide funding for room and board costs for all consumers as well as treatment costs for consumers who are not eligible for HealthChoices. Additional funds through an approved HealthChoices reinvestment plan will be available for property purchase and/or renovations.

The annual budget for the Program will be negotiated with ACDHS and Community Care, based on the Successful Proposer's submitted start-up and annual budget. The contract will be fee-for-service, based on the negotiated daily rate.

The Successful Proposer will be required to submit a supplemental service description for the mental health treatment component of the Program as an Alternative Outpatient Program (AOP). Community Care and ACDHS will review the description before submitting it to BHSL. In accordance with the PA Department of Human Services licensing regulations, the Program must meet the requirement of LTSR regulations (Chapter 5320). In order to draw down Federal Financial Participation (FFP), the Program must also be licensed as partial hospitalization or outpatient treatment program (Chapter 5210) as defined at <http://www.pabulletin.com/secure/data/vol26/26-9/287.html>.

3.2 What we require

Proposers must meet the following evaluation criteria and should address their qualifications by responding to the specifically requested items or questions in the Response Form. Proposers should download and type their responses directly into the Response Form available on the Active Solicitations webpage at www.allegHENYcounty.us/dhs/solicitations. The maximum score a Proposal can receive is 140 points, as outlined in the following sections.

Organizational Experience (15 points, 5 points for each criterion)

- Strong experience in providing adult behavioral health services
- A positive track record in collaborating with other services

- Strong experience in working with individuals involved in the criminal justice system and criminal justice system partners

Program Planning and Implementation (10 points, 5 points for each criterion)

- A thoughtful plan to develop and implement the Program that includes a timeline defining the project start date, first admission, and admission ramp up schedule.
- A solid strategy for hiring, training and maintaining qualified staff for start-up and on-going operations

Approach (80 points, 5 points for each criterion)

- A detailed plan for program slots, location and structure of the site
- A strong plan for health and wellness education
- A solid strategy for assisting consumers in their development and maintenance of independent living skills
- A detailed plan for nursing care to monitor overall health and care management, including coordinating behavioral and physical health needs
- A thoughtful plan to engage peer, family and/or natural supports in the consumer's recovery, with the consumer's consent
- Sufficient method to identify and treat consumers with co-occurring mental and substance use disorders
- A strong plan for engaging and coordinating with a consumer's probation officer
- A thoughtful plan for engaging individuals who do not want to participate in group sessions
- Ability to provide 24-7 crisis intervention and hospital diversion
- A strategy to develop person-centered and self-directed treatment plans built on consumers' strengths, needs, abilities and preferences
- A method for consumers to participate in vocational or educational programming, paid employment or volunteering
- A detailed plan for involving the consumer, family and other providers in treatment planning
- Discharge planning procedures that are customized to consumers' needs and barriers, initiated at admission and monitored and modified through the course of treatment
- Excellent therapeutic program activities with an appropriate role for the interdisciplinary treatment team
- A strong strategy for the intake and admission process
- A robust record management system

Program Evaluation and Quality Improvement (10 points, 5 points per criterion)

- Strong experience in and a solid strategy for measuring and reporting Program standards including clinical functioning, community functioning and consumer/family satisfaction
- A solid internal review process and strong ability to implement recommendations

Vignettes (20 points, 10 points per vignette)

- A thoughtful strategy to serve the individuals described in the two vignettes
- Strong sample treatment plans for the individuals described in the two vignettes

Financial Management and Budget (15 points, 5 points per criterion)

- Strong financial health, as evidenced by audits or other supporting financial documentation
- Fiscal and management capacity to manage program funds in a fiscally responsible manner

- Fiscally sound start-up year and annualized budget and budget narrative that reflect a realistic estimate of the costs associated with implementing the Program

Section 4: The Evaluation Process

4.1 Evaluation Model

Proposals will be evaluated by an evaluation committee created by ACDHS and Community Care. The evaluation committee will assign scores based on the Program description in *Section 3.1: What we are buying and why* and on the evaluation criteria in *Section 3.2: What we require* using the scale listed in *Section 4.2, c*.

4.2 Evaluation Process

The evaluation process will consist of the following steps:

- a. An evaluation committee will be formed by the ACDHS and Community Care and will consist of some or all of the following:
 - ACDHS data analysts and content experts from within ACDHS and Community Care, selected for their expertise and/or experience
 - ACDHS and Community Care administration
 - Representatives of foundations, educational institutions, community and civic organizations, businesses and/or non-profit agencies
- b. Each member of the evaluation committee will sign a confidentiality and conflict of interest agreement.
- c. All committee members individually review and score each Proposal. Evaluators will award points to a Proposer's Response Form responses according to their expertise and best judgment of how each response meets the evaluation criteria using the following scale:
 - 0 – Not addressed in Proposal
 - 1 – Poor
 - 2 – Below expectations
 - 3 – Meets expectations
 - 4 – Exceeds expectations
 - 5 – Outstanding
- d. The evaluation committee members then will meet collectively to compile and discuss the individual scores and evaluation of each committee member.
- e. The County shall have exclusive discretion to shortlist a reduced number of Proposals receiving the highest or most satisfactory evaluations for more extensive review using the same criteria outlined above. In this case, ACDHS and Community Care may request that shortlisted Proposers make modifications to their Proposal or budget or make a formal oral presentation. The evaluation committee will review the modifications and/or oral presentation and rescore the shortlisted Proposals using the original evaluation criteria.
- f. At any time during the review process, ACDHS and Community Care may contact a Proposer to discuss any areas of the Proposal needing clarification or further explanation.
- g. The committee will submit their recommendation for award of an Agreement to the Director of ACDHS for his approval, who in turn will submit a request to the County Manager

for approval for the County to enter into an Agreement with the Successful Proposer(s). The County is under no obligation to award a contract as a result of this RFP. The County reserves the right to reject any and all Proposals.

- h. All Proposers will be notified of their status following the final determination of which Proposer(s) will be awarded Agreements.
- i. Proposers not awarded a contract who are interested in receiving feedback regarding their submission may request a phone call at DHSProposals@alleghenycounty.us.

4.3 Other Requirements

For a Proposal to be eligible for evaluation, the Proposal must be:

- Received by the due date/time to be considered for the review
- Properly formatted and include answers to all questions
- Include all required forms and attachments

Proposals which do not meet the above requirements will not be considered.

Section 5: Contract Information

In order to enter into an Agreement with the County, Proposers must be willing to comply with all contract requirements listed below and all standard terms and conditions contained in a County contract for provision of services to ACDHS and its offices. Additional details about contracting with Allegheny County are provided in the [DHS Contract Specifications Manual](#), available at www.alleghenycounty.us/dhs/solicitations.

5.1 Minority, Women or Disadvantaged Business Enterprise (MWDBE) Requirements

Allegheny County has MWDBE goals of 13% participation for Minority Business Enterprises and 2% participation for Women and Disadvantaged Business Enterprises, and hopes that Proposers will make a good faith effort in assisting the County in meeting these goals.

- a. Proposers may be registered and certified with the Allegheny County Department of Minority, Women and Disadvantaged Business Enterprises. If so, please indicate registration on the RFP cover page.
- b. Regardless of registration status, Proposals must include either of the following:
 - 1. If your organization is able to meet the MWDBE contract goals, an MWDBE Participation Statement is REQUIRED.
 - 2. If your organization will request a waiver from participating in the MWDBE contract goals, an MWDBE Participation Statement and a Waiver Statement are REQUIRED. Please attach the required explanations with the waiver statement.
- c. MWDBE statements and resources can be found at:
 - [MWDBE Participation Statement](#)
 - [MWDBE Waiver Request](#)
 - A list of MWDBEs that have been certified by Allegheny County and the Pennsylvania Unified Certification Program can be found at <http://www.county.allegheny.pa.us/mwdbbe/index.aspx>

- d. For more information about MWDBEs, please review the following: [MWDBE Contract Specifications Manual](#)

5.2 HIPAA Compliance

ACDHS is a covered entity under the Health Information Portability and Accountability Act (HIPAA). Therefore, a Successful Proposer must comply with all HIPAA requirements.

5.3 Cyber Security

- a. Successful Proposers must meet the minimum computer specifications which begin on page 14 of the [DHS Contract Specifications Manual](#), available at www.alleghenycounty.us/dhs/solicitations.
- b. All electronic devices must have sufficient security software and settings to minimize the risk of an information breach.
- c. Successful Proposers must also have policies in place to ensure that electronic devices are physically secure when not in use (e.g., locked in a vehicle trunk, password protected).

5.4 Equal Employment Opportunity and Non-Discrimination Requirements

By submitting a Proposal, a Proposer agrees to not discriminate against any employee, applicant for employment, independent contractor, client or any other person on the basis of race, color, religion, national origin or ancestry, sex, gender identity or expression, sexual orientation, disability, marital status, familial status, age (40 or over), or use of a guide or support animal because of blindness, deafness or physical disability.