



# Request for Proposals

Outreach, Education, Assessment and Referral to Behavioral Health and Other Services for Residents of Allegheny County Housing Authority Facilities

**RFP Posting:** August 4, 2016

**Deadline for Questions:** August 18, 2016

**Submission Deadline:** August 25, 2016

**Estimated Award Decision/Notification:** Fall 2016

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

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# Definitions

Unless the context indicates otherwise, the following capitalized words are defined as follows for the purposed of this RFP.

1. ACHA: Allegheny County Housing Authority
2. Agreement: A contract negotiated between Allegheny County and the Successful Proposer to provide the Contract Services
3. Allegheny County: A home rule county and political subdivision of the Commonwealth of Pennsylvania
4. Allegheny Link: A DHS service that provides simplified and streamlined access to services and supports in an effort to help individuals and families maintain their independence, dignity and quality of life
5. Behavioral Health: Mental health and/or substance use
6. Contract Services: The specific outreach, education, assessment and referral 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
7. DHS: [Allegheny County] Department of Human Services
8. Proposal: A completed Response Form, with specified attachments, submitted in response to this RFP
9. Proposer: The individual, non-profit organization, or for-profit organization or business submitting a Proposal in response to this RFP
10. Resident(s): Adults, adolescents, children and families residing in ACHA public housing
11. Response Form: The Word document in which Proposers respond to requested information about this RFP
12. RFP: Request for Proposals
13. Successful Proposer: The Proposer(s) selected by the County to provide the Contract Services
14. Support Specialists: Employees of the Successful Proposer who will provide outreach, education, assessment and referral services to ACHA Residents

## **The Basics**

### ***What we need***

Allegheny County, on behalf of its Department of Human Services (DHS), is soliciting Proposals to from qualified Proposers to provide outreach, education, assessment and referral to Behavioral Health (mental health and/or substance use) and other DHS services (e.g., child welfare, aging, intellectual disability, community services) for residents of housing developments located in two Allegheny County Housing Authority (ACHA) regions. The Successful Proposer will employ two full-time employees who will be located on site within specific housing developments, to be designated by ACHA, located in the North Region<sup>1</sup> and East Region<sup>2</sup> of Allegheny County. The employees, henceforth referred to as Support Specialists, will provide the outreach, education, assessment and referral services (Contract Services) to adults, adolescents, children and families residing in the specified ACHA housing developments, henceforth referred to as Residents.

DHS intends to enter into an Agreement with one Successful Proposer to provide the Contract Services for a term of one year with an option to extend the term of the Agreement. The annual budget for the Agreement will be negotiated with DHS based on the Successful Proposer's submitted start-up and annual budget.

### ***What we don't want***

We are not looking for licensed outpatient or site-based psychiatric rehabilitation programs or services.

We are not looking for housing support services.

### ***What's important to us***

Support Specialists must demonstrate the ability to successfully conduct outreach with diverse clientele.

Services must be available on weekends and evenings.

### ***Who we are***

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

DHS 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.

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<sup>1</sup> The North Region is in the Tarentum area, which includes Rachel Carson Hall located at 135 E. Second Street, Tarentum, PA 15084 and Brackenridge Hall, located at 887 First Avenue, Brackenridge, PA 15014.

<sup>2</sup> The East Region includes Wilmerding Apartments located at 314 Commerce Street, Wilmerding, PA 15148, and General Braddock Tower High Rise located at 620 Sixth Street, North Braddock, PA 15104

## 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 programmatic 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. Deadline for Proposers to submit questions concerning this RFP is August 18, 2016.
- b. Proposals must be submitted by 3 p.m. on August 25, 2016.
- c. Proposers will be notified of their selection status in Fall 2016.

### 1.3 How to Contact DHS

- a. All inquiries and questions concerning the RFP must be submitted via email to [DHSProposals@alleghenycounty.us](mailto: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](http://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](http://www.alleghenycounty.us/dhs/solicitations).
- c. Proposers must submit a complete Proposal, which includes the following attachments that are 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](mailto:DHSProposals@alleghenycounty.us) no later than 3:00 p.m. EST on August 25, 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 [DHSProposals@alleghenycounty.us](mailto:DHSProposals@alleghenycounty.us)

### 1.5 Other Information

- a. Any 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 a 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 DHS Solicitations Archive after execution of an Agreement.

## Section 2: Background

Individuals who reside in public housing communities are often isolated and lack knowledge of existing services (e.g., Behavioral Health, senior services) designed to address their needs. Too often, individual needs are not identified or addressed until a crisis occurs (e.g., a lease violation/eviction resulting from Behavioral Health issues). Existing ACHA staff do not have specialized training or the skills to identify issues of concern or knowledge of available resources to make referrals and follow-up to make sure those referrals are being accessed.

In order to better identify ACHA Residents in need of support and refer them to services proactively, before an incident triggers a “crisis intervention” response, DHS is soliciting Proposals to provide the following Contract Services: outreach, education, assessment and referral (with follow-up to ensure service access) to Behavioral Health services, senior services and other services as needed, for Residents residing in ACHA public housing communities in the North and East Regions of Allegheny County. DHS anticipates that this improved access to supports will lead to increased self-sufficiency and a reduction in evictions for ACHA Residents.

## Section 3: Our Requirements

### 3.1 What we are buying and why

DHS intends to enter into an Agreement with the Successful Proposer to provide the Contract Services for a term of one year with an option to extend the term. The Successful Proposer will locate two dedicated, full-time Support Specialists in ACHA offices within housing developments designated by ACHA.

### **Contract Services**

The requested Contract Services include the following:

- Offering onsite or arranging the Behavioral Health services, senior services and other services based upon the needs of the ACHA Residents
- Conducting on-site presentations, workshops, meetings and one-on-one conversations with interested Residents on topics related to mental illness, substance use, senior services and other community resources
- Performing outreach to Residents and informing them about appropriate community resources (e.g., food assistance, health insurance options, employment programs, transportation services)
- Identifying those in need of mental health and/or substance use services
- Providing referrals and assisting identified Residents with accessing treatment, rehabilitation and/or supportive services and conducting follow-up case management
- Developing early intervention plans and recovery action plans with Residents in need
- Assisting with crisis intervention when necessary (e.g., mental health crisis, possible eviction due to behavior or non-payment of rent, overdose)
- Providing any ACHA Resident who is evicted from the ACHA housing development with a referral to the DHS Allegheny Link to access other homeless or housing services
- Providing assistance to the families of ACHA Residents (where applicable) on topics such as relationship building and recovery supports
- Providing supportive counseling and motivational support for identified Residents in their homes, common areas of the resident's building or other appropriate place
- Providing or coordinating with other appropriate social services for Residents (e.g. benefit applications, senior services, AA/NA and ALANON meetings, developmental disability services, crisis services, warm line consumer-run mental health supportive phone service)
- Providing monthly reports regarding services provided in each ACHA Region
- Meeting with ACHA and DHS on a quarterly basis to review service needs/gaps and other issues or concerns

**The Successful Proposer must offer the Contract Services during evening and weekend hours; however, the Successful Proposer will only be required to have staff onsite when ACHA's security and facility management are available.**

### **Measuring and Improving Outcomes**

The Contract Services are intended to improve outcomes in a number of areas. During the initial year of the Agreement, baselines will be established from which quantitative goals for the next year(s) will be set. The Successful Proposer must measure and improve outcomes in the following areas:

- Successful resolution of conflicts between ACHA Residents and/or between Residents and ACHA staff
- Number of workshops/presentations provided on site

- Number and type of outreach activities, assessments and interventions with individual Residents
- Number of referrals for Behavioral Health and other DHS services; number of referrals that were acted upon
- Number of evicted Residents who were assisted in finding other housing options
- Number of crisis interventions provided

### **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](http://www.alleghenycounty.us/dhs/solicitations). The maximum score a Proposal can receive is 100 points, as outlined in the following sections.

#### **Experience and Philosophy (30 points)**

- Strong experience providing similar services to a comparable target population (10 points)
- Organizational philosophy and approach to service delivery that are in line with DHS's recovery-oriented approach and appropriate to meet the goals of this RFP (10 points)
- An organizational structure, range of services and geographic coverage appropriate for this RFP, including the ability to provide evening and weekend hours (5 points)
- A Contract Services manager who has experience and/or training in the following areas (5 points):
  - Involuntary commitment procedures
  - Mental Health First Aid
  - Crisis Intervention
  - Drug and Alcohol assessment and supports
  - Other services (e.g., senior services, support services)

#### **Approach (50 points)**

- A detailed and appropriate plan for outreach, education, assessment and identification of ACHA Residents in need of mental health and/or substance use supports (10 points)
- A detailed plan for referring Residents to supportive services and follow-up to ensure that the services have been accessed. (10 points)
- A method for developing early intervention plans and recovery action plans consistent with the goals of this RFP (5 points)
- A strong plan for crisis intervention, including appropriate identification of outside resources to be utilized (5 points)
- A detailed plan for providing counseling and motivational support for identified Residents (5 points)
- A strong plan for measuring and improving Contract Services outcomes (10 points)
- Demonstrated capacity to recruit, develop and supervise high quality staff (5 points)

#### **Financial Management and Budget (20 points)**

- Strong financial health, as evidenced by audits or other supporting financial documentation (5 points)
- Fiscal and management capacity to manage program Contract Services fund in a fiscally responsible manner (5 points)



- A budget and budget narrative that reflect a realistic estimate of the costs associated with implementing the proposed services (10 points)

## Section 4: The Evaluation Process

### 4.1 Evaluation Model

Proposals will be evaluated by an Evaluation Committee convened by DHS. The evaluation committee will assign scores based on the 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 DHS and will consist of some or all of the following:
  - Content experts from within DHS, selected for their expertise and/or experience
  - DHS 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 Evaluation Committee members will individually review and score each Proposal. Each Evaluation Committee member will award points to each response on a Proposer's Response Form according to their expertise and best judgment of how the Proposal submitted by that Proposer meets the evaluation criteria in *Section 3.2* 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 for more extensive review using the same criteria outlined above. In this case, DHS 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, DHS may contact a Proposer to discuss any areas of the Proposal needing clarification or further explanation.
- g. The Evaluation Committee will submit their recommendation for award of an Agreement to the Director of DHS 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 or enter into an Agreement 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 an Agreement who are interested in receiving feedback regarding their submitted Proposal may request a phone call at [DHSProposals@allegheycounty.us](mailto:DHSProposals@allegheycounty.us).

### 4.3 Other Requirements

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

- Received by the due date/time
- Properly formatted and include responses to all requested information
- Complete with all required forms and attachments

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

## Section 5: Contract Information

Following approval from the County Manager, the County will enter into an Agreement with the Successful Proposer to provide or furnish the Contract Services. 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 DHS and its offices. Additional details about contracting with Allegheny County are provided in the [DHS Contract Specifications Manual](#), available at [www.allegheycounty.us/dhs/solicitations](http://www.allegheycounty.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 expects 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.allegheycounty.pa.us/mwdb/index.aspx>

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

## **5.2 HIPAA Compliance**

DHS 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](http://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.