



**REQUEST FOR QUALIFICATIONS
CERTIFIED ASSESSMENT CENTERS**

October 9, 2018

HealthChoices Allegheny County REQUEST FOR QUALIFICATIONS (RFQ)

Certified Assessment Centers
Release Date: Thursday, October 4, 2018

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Section 1: Summary and Purpose

Community Care Behavioral Health (Community Care) and the Allegheny County Department of Human Services, Office of Behavioral Health, (DHS) want to make it easier for people seeking substance use disorder (SUD) treatment to obtain a comprehensive substance use assessment, receive referrals to needed services and supports as indicated by that assessment, and start treatment without delay. The current opioid epidemic requires the creation of highly accessible evidence-based treatment and recovery support to respond to the complex needs of a growing population of people with polysubstance use and at risk of overdose. Because of this initiative, how to find treatment will become easier, obstacles to initiating treatment will be reduced, treatment availability will be better coordinated, and resources will be made available to those waiting for treatment so all people seeking help for themselves and loved ones will have a guide navigating a clear path toward recovery.

This RFQ is part of a multi-faceted effort that Community Care, on behalf of and in conjunction with DHS, has/have underway in order to assist the Allegheny County provider community with a more effective response to current SUD trends, including the opioid epidemic. Together, we have identified objectives imperative to creating high quality, highly accessible array of innovative services in the interest of contracting with local provider-partners equally committed to attaining these objectives.

These objectives are listed below, with those most relevant to this current RFQ bolded:

- **Guarantee immediate access for high-risk pregnant injection drug users, pregnant substance users, injection drug users, overdose survivors, and veterans.**
- **Use Pennsylvania's "Get Help Now" hotline as the virtual front door for accessing substance use services.**
- Increase access to case management support, certified addiction counseling, and peer recovery support services.
- Mobilize community-based support teams to facilitate the warm handoff of post-overdose survivors and other priority populations through critical transition periods.
- **Conduct level of care assessments (LOCA) in an impartial manner so that determinations resulting in referrals are made to the most appropriate program and providers, not exclusively those provided by the assessing agencies.**
- **Provide referrals that:**
 1. **Are consistent with the findings of an impartial level of care assessment**
 2. **Are consistent with an individual's preferred recovery path and choice of provider**
 3. **Consider are directed to the service provider(s) with the timeliest access and/or subspecialty expertise, e.g., working with individuals with trauma, gender or age specific focus, etc.**

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- 4. Include a minimum of at least two provider options as standard practice unless otherwise not available or not the individual's choice**
- Make initial dosing of Buprenorphine available 24/7 and 365 days a year throughout Allegheny County.
 - **Provide routine education about the benefits of, and access to, Medication Assisted Treatment.**
 - **Promote a regulatorily sound, common interpretation and uniform practice amongst provider stakeholders and human service organizations permitting and restricting information sharing on behalf of individuals with substance use disorders (SUDs), co-occurring SUD and mental illness, and those involved with child protective services if/when/where the safety of children may be at risk.**
 - **Collect, aggregate, share, and analyze data to inform interventions that:**
 - **Inform, in real time, the demand for services in our community**
 - **Respond to the changing treatment and service needs in our community**
 - **Capitalize on the resources available through multi-sector sponsors working to eliminate substance use issues in Allegheny County**
 - **Eliminate systemic barriers preventing or inhibiting opportunities for recovery and physical health among and beyond the priority populations recognized by the Department of Drug and Alcohol Programs (DDAP)**
 - **Minimize delays for the initiation of treatment and existence of waiting lists.**
 - Maintain and contribute data utilizing technological solutions to further impact the ability to monitor treatment quality, capacity, and availability.

In order to impact the rates of overdose related death and the prevalence of addiction to alcohol and other drugs in our community, the first step is to establish a network of providers equally committed to these objectives.

Therefore, Community Care, on behalf of and in conjunction with DHS, has issued this Request for Qualifications (RFQ) to contract with experienced addiction treatment providers in Allegheny County to develop a network of Certified Assessment Centers (CACs) to: complete impartial screenings and assessments without delay to identify treatment needs based upon the needs and preferences of the client served; utilize common screening and assessment tools; share aggregate data and service access information; identify and facilitate referral to treatment providers (including those outside the organization conducting the assessment); ensure seamless and successful transition from assessment to treatment and/or from one level of care to the next; collaborate with key stakeholders, including family and natural supports to the extent allowed by consent and/or by regulation; and effectively engage individuals to assist them on a path toward recovery.

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Community Care, on behalf and in conjunction with DHS, will deem the successful applicants as Allegheny County CACs that will be eligible to contract with both Community Care and the County of Allegheny to provide the services described herein.

To be qualified as a CAC, qualified applicants must meet the following minimum standards:

1. Providers are eligible to apply based on interest and the ability to meet the qualifications described throughout this document. While it is not required that the applicant be credentialed or contracted with Community Care and/or the county at the time of application, reimbursement from Community Care and/or the county is contingent upon successful execution of a contract.
2. Provider is required to be licensed to provide intake, evaluation, and referral services as defined in the DDAP Licensing Alert 01-16 dated December 29, 2016.
3. Submit the Standard Supplemental Service Description for Drug and Alcohol Level of Care Assessments to DDAP and achieve approval
4. Possess existing PA PROMISe enrollment(s)
5. Adhere to an organizational philosophy that aligns with the Community Care and Allegheny County DHS position on the use of Medication Assisted Treatment

This competitive procurement process will result in the evaluation of submissions by qualified treatment and/or services provider applicants. Community Care and DHS will jointly establish an Evaluation Committee to be comprised of consumers and behavioral health stakeholders (“the Evaluation Committee”). Based on the evaluation of the RFQ responses and the qualifications described above, Community Care, and DHS will qualify a limited number of Applicants as Certified Assessment Centers (CAC). The RFQ Application process and timeline are described in detail in Section 5.

Section 2: Program Objectives

Community Care and Allegheny County Department of Human Services (DHS) are seeking existing drug and alcohol treatment providers who have previously performed substance use screenings and assessments, with a demonstrated ability to effectively monitor and improve process and recovery outcomes for individuals with substance use disorders and/or co-occurring mental illness, and which commit to fully align with the objectives identified by Community Care and DHS to become CACs.

As primary functions, CACs are required to:

1. Create or develop a Level of Care Assessment Program with expanded capacity and extended business hours to provide Allegheny residents urgent access to face-to-face assessments to ascertain the degree and severity of alcohol and other drug use, as well as identify the social, physical, and psychological effects of the substance use.
2. Identify individuals’ strengths and needs when assessing the appropriate service and/or treatment modality using ASAM Criteria.

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3. Provide Allegheny County residents access to timely and impartial substance use screenings LOCA referrals, case management services, transition support, and follow up support.
4. Commit staff resources to track, monitor, and deliver data reports to Community Care and DHS pertaining to all substance use screenings, LOCA, barriers, treatment failures, no shows, availability and access.

Note: The data to be collected and submitted will be used as an analytical tool to guide the choice of effective interventions and/or alter the scope and course of action to increase the likelihood the stated objectives will be met.

CACs must embrace and demonstrate the following principles in the provision of services:

- Alcohol and other drug treatment and interventions are most effective when they are highly individualized, trauma-informed, person-centered, recovery oriented, and aim to strengthen individuals' capacity for resiliency and self-sufficiency.
- Treatment providers are most effective when they assist individuals with complex needs by diligently pursuing the resources and support necessary to attain their recovery goals.
- Individuals, at any stage of recovery, have a better chance of developing the breadth and depth of internal and external resources they need to initiate, re-initiate or sustain their recovery¹ if they are presented with repeated opportunities to do so.
- Individuals who receive accurate and unbiased information about all available treatment options, including Medication Assisted Treatment, have a better chance of recovering because they can make a personal and informed choice about how they believe they can recover.
- Peer support is essential for recovery.

Section 3: Description of the Service

Certified Assessment Centers (CACs) must provide any Allegheny County resident with a community-based or site-based screening and LOCA during business hours that extend into evening hours.

Referrals to CACs will originate from the following sources:

- Pennsylvania Get Help Now Hotline
- Emergency Departments
- Mental health and other substance use disorder treatment providers
- Inpatient medical and mental health units
- Congregate living residences
- Criminal Justice Agencies and Institutions
- Community Care

¹ White, W. & Cloud, W. (2008). Recovery capital: A primer for addictions professionals. Counselor, 9(5), 22-27.

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- HealthChoices Physical Health Plans
- Community HealthChoices Plans
- DHS- Bureau of Drug and Alcohol Service

The individuals seeking support may include youth, young adults, and adults with substance use disorders or co-occurring substance use disorders and mental illness. Individuals may also have complex physical health conditions. Individuals referred may be beneficiaries of one or more of the following health insurance coverage types: commercial, PA Medicaid, PA HealthChoices, PA Community HealthChoices, Allegheny County D&A or MH Program, or Medicare. Individuals may not have insurance at the time they seek support. CACs must provide services to all Allegheny residents regardless of their insurance coverage or ability to pay and link individuals without insurance coverage to HealthCare navigators, including staff at the Allegheny County Assistance Offices.

Clinical Staffing Pattern:

All CAC staff must meet minimum education, training and certification standards as specified by the Pennsylvania Code 28 Pa. Code § 704 or the Pennsylvania State Civil Service Commission, and may include:

- D&A Case Management Specialist
- D&A Case Management Trainee
- D&A Treatment Specialist
- D&A Treatment Specialist Trainee
- D&A Case Management Supervisor
- D&A Treatment Specialist Supervisor
- D&A Counselor
- D&A Counselor Assistant
- D&A Clinical Supervisor
- D&A Lead Counselor

Timely Access to Assessments

CACs are required to comply with all requirements within the DDAP Treatment Manual including Section 7.00 Performance Measure Requirements [Section 7.00 Performance Measure Requirements](#).

CACs must adhere to the following performance measures related to timely access to assessment and admission to treatment. Individuals are expected to be assessed or admitted to treatment within established timeframe requirements unless the person is incarcerated, hospitalized, or otherwise incapacitated. DHS and Community Care will oversee the following DDAP established benchmarks:

1. A minimum of 75% of individuals will receive a level of care assessment within 24 hours of initial contact.

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2. A minimum of 95% of individuals will receive a level of care assessment within 7 days of initial contact.
3. 100% of individuals within a defined priority population, which include pregnant substance users, pregnant injection drug users, injection drug users, overdose survivors, and veterans, are required to be admitted to treatment, including withdrawal management, immediately or within one hour. All other individuals requiring withdrawal management must be admitted within 24 hours of identifying the need for this level of care.
4. A minimum of 93% of individuals will be admitted into the recommended level of care within 14 days of the level of care assessment.

Considerations will be made if individuals decline the referral of first availability based on provider choice.

Virtual Front Door and Substance Use Screening

Allegheny County DHS, Community Care and the CACs will jointly develop a marketing plan and campaign to promote the use of PA Get Help Now's 24/7 hotline service across Allegheny County. The hotline call center is currently operated by First Choice Health System, Inc., whose staff is prepared to provide Allegheny County residents immediate help identifying resources, recovery support, or treatment programs. The PA Get Help Now hotline call center staff are experienced in substance use screening and using three-way calls to warm transfer people in need to service providers.

Representatives from Community Care, DHS, and the CACs will create a standardized emergent substance use screening tool. The call center and the CACs will use the same screening tool for all individuals entering the system of care via PA Get Help Now or direct contact with the CAC.

PA Get Help Now call center will direct all calls to CACs until 5:00 p.m. Monday through Friday. After 5:00 p.m., PA Get Help Now will direct all calls to an Engagement Center, which is referenced on page 10 of this solicitation. While phone calls will be transferred to the CACs until 5 p.m., CACs will be expected to operate beyond 5 p.m. to ensure adherence to the benchmark timeframes.

When a PA Get Help Now call center representative answers a hotline call, they will gather and record basic demographic and location information. Call scenarios will include individuals calling for themselves or on behalf of family and friends. The call center representative will use the emergent care substance use screening tool to determine the need for a Level of Care Assessment.

CACs will be required to arrange for a dedicated phone line for receiving warm transfer calls from PA Get Help Now call center. PA Get Help Now staff will initiate a three-way call ("warm transfer") with the caller and the CAC staff person to transition and report identified needs and

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screening information. CACs will be expected to operate this dedicated phone line through extended business hours. Community Care and DHS will provide PA Get Help Now with a list of the Allegheny County's CACs under contract. The list will include the CAC's program location, telephone number, and list of programs beyond LOCA, so a caller can choose a CAC based on proximity, timeliness, and choice.

The hotline call center representative will provide the caller with the name and location of all CACs, noting the two that may be closest in proximity to the caller's present location. Once the caller chooses a CAC with which to connect, (regardless of physical proximity), the call center staff will "warm transfer" the caller with the chosen CAC.

After introductions are made, the hotline call center representative will indicate whether a LOCA has been discussed and indicated. The CAC is expected to honor the recommendation or request for a LOCA; effectively engage the caller; and schedule a time to complete a LOCA as soon as possible, consistent with the access standards set forth as below, and as clinically indicated based upon the information available at the time of the call. If urgent, the CAC staff may either encourage the caller to accept the LOCA be conducted by a mobile assessor at the caller's present address or other alternative location, cognizant of safety factors for the individual and/or the mobile assessor. If it is determined that the LOCA is best completed on site at the CAC location, the CAC will help arrange safe transportation and greet the individual when they arrive at the CAC.

Access to Mobile and Site Based Level of Care Assessments

LOCA must be done face to face and based on ASAM criteria. The LOCA is expected to be completed within 24 hours of receipt of the referral request, pending exceptions below or other prevailing clinically urgent circumstances, irrespective of the referral source. The CAC will use a standardized LOCA template created by the coalition of CACs in conjunction with Community Care and DHS.

CACs will offer individuals identified as part of a priority population a face-to-face ASAM criteria LOCA within three hours of receiving a referral from local emergency departments, mental health and substance use disorder treatment providers, inpatient medical and psychiatric units, congregate living residential programs, and/or the Allegheny County Jail. All other LOCAs will be conducted within 24 hours of receiving a referral from these same sources.

The LOCA will include, but not necessarily limited to, the following:

- Demographics
- Drug /Alcohol Use
- Housing Status
- Family composition
- Behavioral Health Status

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- Legal Involvement
- Physical Health Conditions
- Military Status
- Recent and historical trauma
- Employment/Educational Status
- Family history
- Abstinence and recovery periods
- Barriers to initiating treatment
- Indication of priority population status
- Assessment summary and LOCA determination
- Assessment of non-treatment needs

Once the LOCA is completed, treatment recommendations will be discussed with the client and readiness for treatment is assessed. Use of motivational interviewing and peer supports is expected as exploration of treatment options, timing, arrangements for personal and family needs are made, etc. It is expected that the CAC will remain directly engaged with the individual until such time that s/he has been successfully admitted to a treatment facility.

If individuals refuse a LOCA and do not respond to the CAC's efforts, the CAC will provide them with telephone crisis numbers, and referral information to interim services. The CAC will document the caller's rationale for refusing the LOCA, and their attempts to engage the person and eliminate the barriers interfering with treatment initiation.

Community Care, DHS, and the CACs will sponsor the development of collaborative agreements between the CACs and referral sources. The goal is to establish agreements with specific agency-based referral sources to provide space to mobile assessors at various sites across the county at which to conduct the LOCA or outline procedures for the individual or from which to have the individual transported to a CAC service location.

Note: After 5:00 p.m. Monday through Friday, weekends and overnight hours, the PA Get Help Now hotline and other identified referral sources will "warm transfer" callers to an Engagement Center, which will operate 24/7 and 365 days a year. The Engagement Center will function similarly to a Certified Assessment Center after business hours, but also provide 24/7 recovery support walk in services, a mobile assessment team, and a Safe Place to Stay for those waiting for SUD treatment. A separate and distinct Request for Proposal will be published soliciting a vendor to operate the Engagement Center and Safe Place to Stay. This protocol will be implemented once the Engagement Center is fully operational.

The CACs, including the Engagement Center and First Choice Health System, Inc., will execute formal agreements to accept each other's screening recommendations and LOCA determinations as adequate justification to pursue admission to treatment programs within

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their own organization. CACs will not reject individuals who wish to have a LOCA completed even if an initial screening did not indicate a LOCA be conducted.

Elimination of Barriers to Treatment Initiation and Engagement

CACs will be expected to provide case management services that address substance use, mental health, housing, human service and non-treatment needs. Case management services will address individual's unique barriers that prevent them from initiating or remaining engaged with indicated treatment. Case management services will include but not be limited to addressing the need for insurance coverage, transportation, child care, transfer of caregiver responsibilities, housing responsibilities, financial constraints, physical illness, legal issues and access to basic needs such as food, clean clothing and hygiene products for themselves and their families. The CAC will link individuals to resources and services that can fulfill these treatment and non-treatment needs. In the event the case management activities cannot be completed by the CAC, a referral to an appropriate case management entity will be completed, with consent from the individual, which includes the sharing of identified needs with the case management provider. CACs will also provide SUD education and support to family and friends of individuals with SUD.

Uniform Access and Follow-up

CACs will be required to apply CAC screening and LOCA access standards to all persons seeking SUD services. These standards are expected to be applied regardless of the originating referral source, and include referrals made on behalf of individuals contemporaneously served by a different program or department of the CACs' own organization. The same access will be available to all County residents, regardless of insurance coverage or ability to pay.

In the event a LOCA determination indicates a person needs any of the ASAM Withdrawal Management Service (Medication Assisted Treatment or Detoxification), the CAC will ensure the person is admitted to the ASAM Withdrawal Management Services provider within the benchmark timeframes defined above.

CACs will be required to have follow up contact with every individual who has received a LOCA within 48 hours to determine the success of the transition, level of engagement, and the need for additional support and referrals.

Warm Handoff

CACs will be expected to facilitate warm handoffs (physical transfer) of individuals meeting criteria for ASAM Withdrawal Management Services (WMS) or ASAM levels of care. CACs will provide/arrange transportation to the first appointment within the benchmark timeframes defined above for individuals assessed as needing non-WMS levels of care.

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Section 4: Monitoring and Reporting Deliverables

CACs must track, collect, aggregate and submit reports on CAC data, including but not limited to referrals, referral sources, screenings, LOCA determinations, barriers to engagement, treatment refusal, access standards, admissions, successful transitions and treatment slot availability. Data can be used to determine the effectiveness of tested interventions. Data will allow CACs the ability to change direction as they learn the impact their services are having.

Section 5: The RFQ Process

RFQ Timeline

Tuesday, October 9, 2018	RFQ is released
Friday, October 19, 2018	RSVP to Applicants' Conference due to dempseyr@ccbh.com
Monday, October 22, 2018	Applicants' Conference at Community Care Behavioral Health 339 Sixth Avenue, Suite 1300, Pittsburgh, PA 15222
Friday, October 26, 2018	Letter of Intent to respond to RFQ due no later than 4:00 p.m.
Friday, November 23, 2018	Application Due Date - Applicants submit 1 original and 12 copies of the RFQ response no later than 3:30 p.m.
Friday, November 30, 2018	Distribution to Review Committee
Friday, December 7, 2018	Review Committee Session 1
Monday, December 10, 2018	Final Applicant Interviews (if necessary)
Friday, December 21, 2018	Selection of applicant(s) and Notification
Monday, January 7, 2019	First in the series of monthly implementation meetings held for up to twelve months
Monday, January 21, 2019	Projected Date for Acceptance of PA Get Help Now Calls

*Dates are subject to change

RFQ Applicants' Conference

On Monday, October 22, 2018, an Applicants' Conference will be held at the Community Care office at 339 Sixth Avenue, Suite 1300, Pittsburgh, PA 15222. This conference will also be available through a global crossing connection at 1-888-744-8762, access code 454 2642#. All prospective Applicants meeting the qualifications noted below are invited to attend.

Interested Applicants are asked to RSVP to Rosemary Dempsey, Project Manager, at dempseyr@ccbh.com with the name(s) of those whom will be in attendance, in person or by telephone, by *Friday, October 19, 2018*.

Contact and communication regarding this procurement with any staff at Community Care, Allegheny County DHS staff, or representatives from Allegheny HealthChoices, Inc., unless

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occurring at the Applicants' Conference or through the RFQ Project Manager, is grounds for disqualification.

Questions for the RFQ Applicants' Conference are to be submitted to the Project Manager, Rosemary Dempsey, by Wednesday, October 17, 2018, via email to dempseyr@ccbh.com. Additional questions will also be accepted at the Applicants' Conference. The RFQ Project Manager will collect all questions and disseminate responses to all prospective Applicants who submit intention to apply. This process will ensure that all potential Applicants receive the same information.

Letter of Intent to Apply

All Applicants intending to apply to this RFQ must submit a Letter of Intent. Letter of intent must be received by Community Care by 4:00 p.m. on **Friday, October 26, 2018**.

The Letter of Intent should include, at a minimum, the following:

- Name of the Applicant Organization
- A statement of the intent to submit a response and signed by an Executive of the organization
- Name, title, address, telephone number, and email address of the contact person(s) for the intended submission

Applicants are to **email Letters of Intent by 4:00 p.m. on Friday, October 26, 2018** to: Rosemary Dempsey at dempseyr@ccbh.com

PLEASE NOTE: THE COMMITTEE WILL ONLY EVALUATE SUBMISSIONS FROM APPLICANTS WHO MET THIS REQUIREMENT.

Proposal Submission Deadline

Applicants are to:

- **Submit an original, plus twelve (12) hard copies of their application by 3:30 p.m. on Tuesday, November 27, 2018** to Community Care's Pittsburgh office at 339 Sixth Avenue, Suite 1300, Pittsburgh, PA 15222
- Securely bind and paginate all copies
- Place budgets submission in a folder separate from the narrative application
- Provide an electronic copy of the proposal and budget via email or via flash drive

PLEASE NOTE: THE COMMITTEE WILL NOT REVIEW ANY APPLICATIONS SUBMITTED AFTER 3:30 P.M. ON TUESDAY, NOVEMBER 27, 2018.

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MISCELLANEOUS BIDDER INFORMATION:

Requirements

1. Applications for this RFQ must be according to the format, content, sequence, and page limit as outlined. An authorized representative of the Applicant agency must sign the application. Any application may be rejected if it is conditional, incomplete, or deviates from guidelines set forth in this RFQ. However, Community Care reserves the right to accept any part of the application and not be obligated in any way to accept those parts that do not meet with approval. Community Care and DHS reserve the right to negotiate any part of the application.

Limitations

1. This RFQ does not commit Allegheny County or Community Care to award funding. Allegheny County and Community Care reserve the right to cancel this RFQ in whole or in part.
2. Allegheny County and Community Care reserve the right to seek additional applications beyond the final submission date, if, in their sole discretion, the applications received do not meet the guidelines or the intent of this RFQ.

Proposal Scoring

1. Each member of the Evaluation Committee will individually evaluate and assign ratings, with a maximum of 100 points signifying excellence. For each section, the mid-value will be awarded for proposals meeting the criteria. For those exceeding it, additional points will be awarded. For example, those applications which meet the criteria for a section that totals 10 points will be awarded 5 points. If the Applicant exceeds the criteria, 6-10 points will be awarded. If the criteria are not fully met, 0-4 points will be awarded for that section.
2. The Evaluators' scores will be averaged for a single score for each application.

Interviews

1. Interviews with Applicants will be scheduled at the discretion of the Evaluation Committee, DHS, and Community Care.
2. Written questions will be provided to Applicants prior to the interview.

Selection Criteria

The Evaluation Committee will work with Community Care to provide feedback on all submissions. Community Care will forward this feedback to DHS. DHS will be responsible for the review and ultimate decision regarding the issuance of the award.

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Section 6. Technical Proposal

To be responsive to the RFQ, Applicants' submissions should address the specific questions below for each of the five topic areas. RFQ Applicants must limit their responses in keeping with the page limits for each section.

Applicants interested in pursuing the designation of a CAC in Allegheny County must meet the following requirements and are required to submit verifying documentation or information covering the following areas:

- A. Mandatory Criteria
- B. Licensure and Staffing Requirements
- C. Skill and Experience Requirements
- D. Programmatic Requirements
- E. Quality Requirements
- F. Project Budgets - include a 6-month startup costs and a separate 12-month operating budget

A. Mandatory Criteria 16 points (Page limit – 1)

The following are mandatory requirements. Applications not clearly demonstrating that they are met will not receive further consideration during the qualifications review process. Provide a statement of your organizational commitment to each of the following criteria:

1. Recommendations and subsequent referrals will be based on ASAM LOCA conclusion, the first availability of services, and individual's educated choice of treatment option.
2. Efforts will be in place to monitor LOCA determinations as to avoid a routine pattern of referring to services provided by the CAC's parent organization.
3. Develop and use a standardized substance use assessment tool and standardized LOCA template.
4. Acceptance of screening and LOCA determinations completed by other CACs and/or the Engagement Center as legitimate determinations of the appropriate level of care upon receiving a referral for a treatment services provided by the CAC parent organization.
5. All CAC staff will complete required DDAP trainings within one year of employment (Addictions 101, Case Management Overview, Screening and Assessment, Confidentiality).

B. Licensure and Staffing Requirements: 16 points (Page limit – 2)

Provide evidence of the following:

1. Possess current SUD service license(s).
2. Possess an active PROMISE enrollment to provide LOCA.

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- a. Attach copies of your current SUD license(s) and PROMISE number(s) (not included in page limit).
3. Function as a currently participating/contracted SUD service provider in good standing with Community Care, DHS, and DDAP.
4. Provide a Table of Organization for your agency depicting the lines of responsibility for the clinical and administrative oversight of the CAC.
 - a. Include a description of the supervisory structure to support the overall functioning of the CAC (not included in page limit).
5. Include a statement confirming a commitment to work with DHS and Community Care through the implementation, development, and ongoing monitoring of the Certified Assessment Centers.

C. Skills and Experience Requirements: 16 points (Page limit – 5)

1. Provide an overview of your organization's experience serving individuals with substance use disorders and co-occurring substance use disorders and mental illness.
2. Explain how your organization embeds the principles of resiliency and recovery principles into service delivery for everyone.
3. Explain your organization's cultural competence philosophy.
4. Describe your organization's experience implementing new and innovative programs.
5. Describe your organizational approach to change management.
6. Highlight your organization's experience working with the criminal justice system, including but not limited to courts, probation and parole, and Allegheny County Jail.
7. Describe your agency's sensitivity to trauma and how the CAC will use trauma informed care to improve the identification and response to clients and staff impacted by trauma.
8. Describe how your agency supports persons with traumatic histories and how this impacts their engagement, retention and belief in recovery.
9. Submit data that demonstrates your organization has objectively monitored and improved relevant outcomes for individual with substance use disorders.

D. Programmatic Requirements: 32 points (Page limit –5)

1. Describe how your organization will meet each of the following CAC responsibilities as they relate to the following:
 - a. Taking Referrals
 - b. Conducting Level of Care Assessments
 - c. Providing recovery and case management services
 - d. Ensuring successful transitions to treatment
2. Describe the personnel that will operate the CAC, including:
 - a. Staff schedule

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- b. Work and on-call schedule
 - c. Education, training, and professional qualification by staff position
3. Identify the license type the CAC will operate under and indicate if this license is currently held by your organization or will need to be obtained.
4. Describe the service location where your organization will operate the CAC program.
 - a. Is this property/service location currently owned and operated by your organization?
 - b. Does the service location currently have a DDAP program license and it is PROMISE enrolled?
5. Describe what Evidence Based Practices (EBPs) you will implement to support the service delivered by your CAC.
6. Detail both initial and ongoing training staff will need to provide CAC services.
7. Explain how your organization will assess individuals' risk for tuberculosis (TB).
 - a. Describe what actions will be taken upon determining someone is at high risk for TB.
8. Describe strategies to engage other treatment providers so they will be receptive and responsive to accepting CAC referrals for individuals within the defined priority populations.
9. Detail how your organization will recruit and maintain a diverse workforce that is reflective of the individuals being served.
 - a. Discuss how the CAC staff will acquire the ability to interact effectively with individuals of different cultures to ensure the culturally specific needs of all individuals are largely met.
 - b. Detail how your organization facilitates communications and provide assessments to individuals who do not use English as their primary language.
10. Submit a project plan with a timeline that details the tasks required to start up a Certified Assessments Center through accepting the first referral from the PA Get Help Now Hotline.

E. Case Scenarios: 10 points, 5 points per scenario (Page limit –2)

Please read each scenario and formulate an engagement strategy, LOCA completion plan, barrier and needs assessment, resources and support to recommend, transition plan and follow up arrangements. Also, describe the strategies, resources, linkages, and supports your CAC would provide.

Case Scenario #1

Michael is a 40-year-old Caucasian male referred to your CAC from the PA Get Help Now Center at 3:00 p.m. Michael's mother encouraged him to call for help for alcohol use. Michael states he's reluctant to seek help because he's never been to any form of counseling or treatment services previously. He doesn't know what to expect if he did go to treatment, and he is not sure what the next steps would be, but he's trying to make his

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mother happy since he's recently lost his job and moved back in with her. He reports that he doesn't drink every day, but when he does drink, he blacks out and he also will occasionally abuse cocaine when he drinks. He only sees a problem with using cocaine because it's illegal, and thinks his mother is over-reacting about his alcohol use because her father was an alcoholic. His mother is now threatening to kick him out if he doesn't get help.

Case Scenario #2

Francis is a 24-year-old African-American woman referred to your CAC from a local Emergency Room at 9:00 a.m. Francis has been dependent on opioids for the past 5 years, and she received treatment from the Emergency Room earlier this morning related to an opioid overdose. She is somewhat open to treatment for her opioid use, however she has tried detox several times before and feels like she would be "wasting her time" by trying detox again. She has a friend who has been in recovery and had attended a methadone program which helped him achieve long-term recovery, so she is curious if this might be something she should try. Francis is also concerned about the commitment of daily visits to a methadone program because she doesn't have a car and doesn't live near a bus line. She isn't interested in other forms of medication assisted treatment at this time, but mainly because she says she doesn't know enough about them.

F. Quality and Data Reporting Requirements: 10 points (Page limit –2)

1. Describe your organization's quality management methods that will be used to collect the data described in Section 5: Monitoring and Reporting Deliverables.
2. Describe the staff that will support the collection, aggregation, and reporting of the data.

G. Cost: Budget

Applicants' budgets will be used to assess the direct and indirect cost of the CAC design. Applicants' budgets will not be used by Community Care or Allegheny County DHS to determine CAC reimbursement rates. Applicants' who are invited to be designated as a CAC will work separately with Community Care and Allegheny County to determine reimbursement rates.

Submit the following budget items:

1. A startup and annual accounting budget and narrative using Attachment A: CAC Budget Proposal.
2. A copy of the Applicant organization's most recent financial statement.