

# RFP Response Form

## Supported Employment Services for Adults with a Serious Mental Illness

### PROPOSER INFORMATION

Proposer Name: UPMC-MYCS

Authorized Representative Name & Title: James Wyler, Senior Director of Clinical and Community Operations

Address: 500 Walnut Street, 3<sup>rd</sup> Floor, McKeesport, PA 15132

Telephone: 412-675-8453

Email: wylerjc@upmc.edu

Website: mycs.org

Legal Status:     For-Profit Corp.     Nonprofit Corp.     Sole Proprietor     Partnership

Date Incorporated: September 1969

### REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Carol R. Gross	412-673-4133	grosscr@upmc.edu
Contract Processing Contact	Thomas Rector	412-673-4093	rectord@upmc.edu
Chief Information Officer	Tracy Goldbach	412-675-8539	goldbacht@upmc.edu
Chief Financial Officer	Thomas Rector	412-673-4093	rectord@upmc.edu
MPER Contact*	Margaret Ogurchak	412-675-8548	ogurchakm@umc.edu

\* [MPER](#) is DHS's provider and contract management system. Please list an administrative contract to update and manage this system for your agency.

### BOARD INFORMATION

Provide a list of your board members as an attachment or in the space below.

Board Chairperson Name & Title: Noreen Fredrick, President

Board Chairperson Address: [REDACTED]

Board Chairperson Telephone: [REDACTED]

Board Chairperson Email: [REDACTED]

### REFERENCES

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### *Supported Employment Services for Adults with a Serious Mental Illness*

Provide the name, affiliation and contact information [include email address and telephone number] for three references who are able to address relevant experience with your organization.

*Please do not use employees of the Allegheny County Department of Human Services as references.*

Stacey Wisloski, Vocational Rehabilitation Supervisor

Office of Vocational Rehabilitation



Joy Smith, Area Manager

Community Work Incentive Coordinator

Western PA

AHEDD



Al Smith, Sr. Master Sargent, Operation Superintendent

171st Air Refueling Wing, Air Force Base



### **PROPOSAL INFORMATION**

Date Submitted 3/30/2018

Number of SE teams desired: One

Amount Requested: \$360,266.53

Proposal Abstract:

*Please limit your response to 750 characters*

Mon Yough Community Services started out as a mental health outpatient facility with three employees in 1969. We have successfully grown and adapted to meet the growing needs of a changing community. Today, we have a staff of over 350 full time employees to serve nearly 6,000 individuals a year who are struggling with a variety of issues ranging from mental illness, addiction, and developmental challenges. Our services encompass all aspects of mental health and developmental disabilities, including drug and alcohol rehabilitation, mental and behavioral health, employment, vocational training, and residential living programs. In 2017 MYCS became part of the UPMC Network of behavioral health service providers. This acquisition has enabled MYCS to partner with other behavioral health providers within UPMC to increase innovation and excellence in the field to drive

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positive outcomes in treatment.

MYCS committed to creating a “Center of Excellence” in 2015. This involved a five-year business plan with specific goals and targets. One goal has focused on developing Evidence-Based Practices and Outcome Utilization to Drive Treatment. MYCS has committed to integrating multiple EBP’s into our programs including: Motivational Interviewing, Dialectical Behavior Therapy, Cognitive Behavioral Therapy, and Interpersonal Psychotherapy.

MYCS has been providing supported employment programs to individuals in the Mon Valley and surrounding areas for over 20 years. We have adapted our programs continuously during this time to remain competitive in the field, fitting the needs of those we serve, using improved methods, including Evidence-Based Practices. We presently operate a MH Supported Employment Team of three full-time SE Specialists, serving MH individuals utilizing the EBP model. Currently this team is supervised by a full-time supervisor who will oversee all Employment Service Lines including ID and OVR. Per this Request for Proposal, MYCS will change our model to include one four-person team of employment specialist dedicated solely to MH/SE. The team will include an assistant supervisor who will be responsible for the day to day operations of the team. The assistant supervisor will report directly to the Supervisor of Employment Services who will be responsible for HR, Administrative, budget, and marketing aspects of the team. MYCS recognizes the importance of meaningful employment in the lives of those we serve. We remain committed to providing this service to all individuals to increase their overall quality of life. Research shows that approximately 60% of individuals can be successful at working using supported employment services. Our goal is to continue assisting individual’s in their quest for competitive jobs in the community and providing the necessary supports to ensure their success.

MYCS operates as a community mental health center. This enables us to offer a full range of services to our individuals. The SE team is knowledgeable of MYCS outpatient and recovery services and can easily navigate our internal processes to assist individuals with rapid referrals to additional services including, supports coordination, psych and social rehab programs, outpatient services which include open access hours to begin receiving outpatient services immediately. SE Specialists will also provide the necessary supports to individuals who seek care by outside providers. We believe in offering a person centered and whole person care approach to treatment.

At MYCS we embrace change and accept it as a necessary practice to produce quality services. We see this RFP as an opportunity to grow and improve our services utilizing DHS’s SAMHSA-based model, while increasing fidelity, improving quality, and producing improved outcomes for those we serve.

### **CERTIFICATION**

Please check the following before submitting your Proposal, as applicable:

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I have read the standard County terms and conditions for County contracts and the requirements for DHS Cyber Security, EEOC/Non-Discrimination and HIPAA.

By submitting this proposal, I certify and represent to the County that all submitted materials are true and accurate, and that I have not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

#### **ATTACHMENTS**

Please submit the following attachments with your Response Form. These can be found at <http://www.alleghenycounty.us/dhs/solicitations>.

- MWDBE documents
- Allegheny County Vendor Creation Form
- 3 years of audited financial reports
- W-9
- Completed budget template

#### **REQUIREMENTS**

Please respond to the following. The maximum score a Proposal can receive is 110 points. Your response to this section should not exceed 20 pages.

##### **A. Organizational Experience (10 points possible)**

1. Describe your organization's experience working with adults with a serious mental illness. Starting out as a mental health outpatient facility with three employees, MYCS has successfully grown and adapted to meet the growing needs of a changing community. Today, we have a staff of over 350 full time employees to serve nearly 6,000 individuals a year who are struggling with a variety of issues ranging from mental illness, addiction and developmental challenges. Our mission is to foster hope, renewal, healing and wellness for those who face the challenges of mental health, substance abuse and intellectual disabilities.

Mon Yough Community Services (MYCS) was founded on the belief that a community is only as strong as its members. Since 1969, MYCS has served the men, women and children of McKeesport and the Mon Valley area. Our programs encompass all aspects of mental health and developmental disabilities, including drug and alcohol rehabilitation, mental and behavior health, employment, vocational training and semi and independent living programs. MYCS' commitment to whole person care involves much more than doctors and clinicians. Our role has expanded to include an overall wellness program to offer additional supports as consumers transition to community living. MYCS uses evidence based practices to provide positive outcomes for our populations and works as a team to provide whole person care. MYCS helps thousands of children, adults and families through our programs and residences. We catch those who might otherwise fall between the cracks.

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2. Describe your organization's experience working with adults in the area of job search and development.

Mon Yough Community Services has been working with adults for approximately 20 years in the area of job search and development. MYCS prides itself in offering services that assist clients to learn the skills needed in order to become more independent in their personal job search. Over time, MYCS has adapted its approach to fit the needs of those we serve while implementing best practices as trends have changed in the MH and employment field. MYCS has incorporated Evidence Based Practices not only to SE but to all our services, as part of our Centers for Excellence Goals.

Staff work with clients to continuously update resumes, search for job leads based on the clients interest, attend job fairs, assist client with filling out job applications (both online and in person), practicing interview skills, assisting with transportation, following up with employers, and keeping contact with clients to offer follow along support once a job is obtained. The staff at MYCS network with employers in order to find job leads that would be a good fit for individual preferences and skills, to benefit both the client and the employer to ensure continued success.

#### **B. Standards for SE Services (80 points possible)**

3. Describe your plan to make your SE services accessible:

- a. Describe how you will promote your SE services and partner with other mental health providers so they can make referrals for SE services.

In continuing to follow our current practices, Mon Yough Community Services SE Program staff will be accessible to MH providers within our agency as well as to other MH providers. Whole person care dictates that MYCS cross program boundaries to ensure that each person will receive **ALL** the services needed to have positive outcomes in all areas that affect their lives. The MH SE Program site is located within MYCS' administrative building. This location provides an easy transition into the SE program and convenience for appointment availability and location on the bus line in the Mon Valley area. MYCS Service Coordination, Psych and Social Rehab Programs are also located in this building, promoting easy access and collaboration of services. MH Supported Employment Program brochures and referral forms are available at all MYCS facilities. SE Specialists, program supervisors and director will promote SE Program, utilizing brochures and sharing contact information when in provider meetings with outside agencies, business contacts, etc. Program information will be available on the MYCS website, with a link to the referral form. Paper copies of referrals and brochures will be made available to outside agencies, hospitals, and employment centers. Supervisors and staff will utilize outreach strategies to meet with mental health providers to explain and promote the services being offered through Supported Employment. MYCS will utilize its Development Manager to assist with marketing and distribution strategies.

- b. Describe how you will allow clients to easily self-refer for SE services.

MYCS will continue to support a self-referral process that enables client's easy access to the supported employment program. Presently, clients can speak to a current SE specialist, notify their therapist, doctor, psychiatrist, service coordinator, or any other support staff they are working with requesting to be referred. Internally, referrals can be completed utilizing our electronic referral, by email, or paper referrals. Clients are able to call, walk in, email, fax, or

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notify the SE program in any form requesting enrollment into the SE Program. The only information needed at this time is the person's name and contact information. The SE Supervisors or Staff then contacts the client and/or someone from their support team in order to obtain additional information to ensure eligibility. Once eligibility is confirmed the intake process will be completed with the client.

4. Describe how SE services will fit within your organizational structure and how you will create a SE team supervised by a full-time supervisor in which staff work only with adults who have a serious mental illness.

MYCS has been operating MH/SE within our organizational structure for approximately 20 years. Over the years MYCS has remained dedicated to providing a high-quality service that fits the EBP model as required by Allegheny County and meets the needs of the individuals requesting these services. Our current team consists of three full time MH Supported Employment Specialists fully dedicated to only MH consumers on their caseloads. The team is presently supervised by a Full Time Supervisor.

Under the new requirements of this RFP, the team will be supervised directly by an Assistant Supervisor who will report directly to the Supervisor who oversees all Supported Employment Services. The Supervisor will be responsible for HR related functions, administrative duties, program budget, marketing and attending provider meetings. The Assistant Supervisor will be responsible for the day to day operations of the program (staff schedules/daily supervision/meetings, caseload maintenance, paperwork oversight, intake and referral processes, chart reviews, carrying a caseload when necessary, etc.) The Assistant Supervisor will complete field observations and report back to the supervisor. In the event that there is additional field observation needed based on performance, the Supervisor will conduct these observations. The Assistant Supervisor will drive the weekly team supervisions with the support and attendance of the Supervisor. The supervisor will conduct monthly individual staff supervisions with feedback provided by the Assistant Supervisor. The Assistant Supervisor will not make the following decisions without consulting first with the supervisor: staff discipline, changes to policies and processes, declination of eligibility, and caseload redistribution.

This team falls under the umbrella of our Vocational and Employment Services Programs, under the leadership of Program Director, Karen McKivens. At this time, MYCS is also growing its Supported Employment Programs to offer a full spectrum of services to include ID supported employment through Waiver Funding and OVR supported employment services. These services will have supported employment specialists operating separately from the MH team.

Our MH/SE team is closely integrated with all our Behavioral Health Services, including our Psych and Social Rehab Programs, Service Coordination and Outpatient Services in order to provide a full continuum of care to those we serve. MYCS, as part of the UPMC network, will utilize UPMC's Talent and Acquisition team to recruit for the needed fourth supported employment specialist team member and assistant supervisor.

5. Describe how you will rapid goal plan with clients. Include how you will build an individualized service plan that reflects the interests, skills and personal preferences of clients and a timeline for when the service plan is created and updated.

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Goal Planning begins at intake.

- a. All SE Referrals will be sent directly to SE Supervisor's and Program Director. The Assistant Supervisor will verify eligibility and the referral will then be routed to the SE specialist with the expectation that the individual is immediately contacted to schedule an intake appointment. This process should occur within one-two weeks of receipt of the referral.
  - b. The intake appointment: the SE Specialist will complete intake packet, which consists of consents, release of information, and face sheet. The vocational assessment is completed collaboratively with the individual to gain information under the following domains: vocational, educational, social, self-maintenance, legal, and substance Abuse. The assessment provides the SE Specialist with the information necessary to know the individual's interests, skills and personal preferences. This is a fluid document and is reviewed and updated as needed. The collaborative completion of this document aids in the completion of the next step which is the development of the Individual Rehabilitation Plan (goal plan).
  - c. Individual Rehabilitation Plan (Service Plan): Goals are discussed at the intake appointment and at subsequent appointments with the Plan reaching completion within 30 days of intake. The plan will address the following:
    1. Specific employment related goals, noting a time for attainment.
    2. The responsibilities of both the individual and SE Specialist.
    3. Frequency of contact will be updated once a job is obtained and as needed.
    4. Individual needs during job search and employment.
  - d. Individual Rehabilitation Plans will be updated at a minimum of every six months or when a need changes.
  - e. The primary goal of the SE Specialist should be to find the natural fit between the individuals strengths and interests and a job in the community.
  - f. The SE Specialists operate in the community utilizing laptops with wi-fi capabilities to complete concurrent documentation, utilizing signature pads in real time.
6. Describe how you will plan for follow-along support that will continuously support clients once they obtain work.
- Rapid job search begins within one month of admission into the SE program. This helps to utilize the individual's current motivation to explore competitive employment in the community. Once a job is obtained the following steps occur:
- a. SE Specialist ensures that the individual knows that follow along supports are continuous and not time limited.
  - b. Individual will remain on the SE Specialists caseload
  - c. SE Specialist meets with the individual to develop a plan that addresses the supports needed on the job. The individual Rehabilitation Plan will be updated at this time, to include both the employer and consumer supports needed.
  - d. Supports will be identified and may include: crisis intervention with a crisis plan, job coaching, job support, transportation needs, and natural supports.
  - e. SE Specialist and individual will establish frequency of follow along supports based on individual's need.

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- f. SE Specialist and Supervisor's will discuss follow along supports in weekly team meetings and individual staff monthly supervisions to ensure established supports are met.
  - g. Assistant Supervisor will keep a list of individuals receiving follow along supports with support frequency noted. This list will be reviewed in weekly team meetings.
  - h. In the event that an individual loses their job, they will be removed from follow along supports and rapid job search will begin immediately. SE Specialist and individual will discuss what led to the job loss to make adjustments to future follow along supports, thus increasing job success.
7. Describe your plan for client support integration:
- a. Describe how your Employment Specialist will coordinate with an SE client's existing supports to ensure that all supports are working together to help the client meet their vocational goals. Include how you will contact the client's supports, how you will incorporate yourself as an active participant of that team, how you will coordinate routine communication, and what situations that would necessitate additional communication.  
SE Specialist will obtain a list of individual's supports at intake. Supports may consist of treatment team members, family, friends, employers, etc. This list may be updated at any time.
    - 1. Consent/release of information forms will be completed for each member of the team based on individual's preferences.
    - 2. SE Specialist will reach out to team members with an introduction of themselves and their role in supporting the individual. This can be done via phone calls, e-mails, letters, and in person treatment team meetings.
    - 3. If the team members are within MYCS, communication can be maintained through the EMR, sending in-basket requests to team members, all team members will have access to the individuals EMR to review assessments, goal plans, service notes, etc. SE Specialists can attend team meetings within Service Coordination, Rehab Services, and Outpatient, to present individual cases, increase communication, and promote information sharing.
    - 4. Outside Providers: SE Specialists will utilize release of information and Letters of Agreement in these instances. Information will be shared via telephone, email, and in person meetings. SE specialists will request attendance at treatment team meetings to promote communication and information sharing.
    - 5. Contacts with both MYCS and outside providers will be maintained at a minimum of monthly, as well as when an urgent need arises. Contacts will be maintained via telephone, email, in-person meetings, Etc.
    - 6. In the event that an urgent need arises, the SE Specialist will contact the team to request a team meeting. Meetings can be accommodated in person or via conference call.
    - 7. All contacts will be documented in the EMR via a service note. Supervisors can run a monthly report in the EMR to ensure completion of such contacts. These contacts will also be reviewed at weekly team meetings.
  - b. If you are a mental health center, describe the supports that are available at your center and how you will facilitate client access to them. If you are not a mental health center or if you are



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not proposing to operate in a mental health center, describe how you will facilitate client access to supports within the community.

MYCS operates as a Community Mental Health Center in the Mon Valley. MYCS is dedicated to providing exceptional care and services to individuals who need them most. We offer a full continuum of care that includes, Service Coordination, Outpatient Mental Health, Outpatient Drug and Alcohol, DUI, Social and Psych Rehabilitation, Certified Peer Support, Supported Employment, and MH Residential Facilities. Our Outpatient Mental Health services is comprehensive and offers medication management services, and individual and group therapy. Our ATIS (Addiction, Treatment, and Intervention Services) offers levels of care treatment for our clients, including Partial Program, Intensive Outpatient and Outpatient services, all including individual and group therapy. In addition, our physicians provide MAT (Medication Assisted Treatment). Outpatient Mental Health and ATIS both offer Open Access intake hours to clients during the week, which allows individuals to walk in without an appointment where they are then linked to an outpatient clinician to begin outpatient services immediately.

Our SE Specialist can assist individuals with coordination of access to these services, utilizing internal referrals, emails, phone, and EMR in basket requests. SE Specialists are knowledgeable of the services available within MYCS and can provide the appropriate referrals to these departments.

- c. Describe how you will connect clients to additional supports, as requested by the client. The SE Specialists are very knowledgeable of adult services within Allegheny County and have maintained working relationships with providers offering multiple services within all levels of care. Collaboration takes place between the SE Specialist, individual, and providers as part of the intake process and ongoing. SE Specialist have resource guides and brochures available to share with individuals. Once a support need is identified the SE Specialist will assist the individual with making contact via referral or setting up an appointment. SE Specialists will follow up with the individual and referral source to ensure linking of services was successful and the individual's needs are met. SE Specialist will maintain contact to ensure that all supports are working together to supports the individual's vocational goals. Supervisor's and SE Specialists will review available resources and support needs at weekly team meetings.

8. Describe how you will educate your staff about benefits counseling basics and how you will work with AHEDD to ensure all clients who qualify for benefit counseling receive it. As part of the new hire employee orientation training, SE Specialists will be provided basic benefits counseling by program supervisor's and through on-line training. At this time the SE Specialist will also be signed up for the next available benefits course through AHCI, and provided contact information for AHEDD. All staff will be required to take benefits counseling classes on an annual basis to ensure they are up to date on benefits information.

MYCS has a current working relationship with Joy Smith at AHEDD. SE Specialists will continue to offer benefits counseling to each client in the Supported Employment program upon enrollment and again when they obtain a job, by referring them to Joy Smith at AHEDD. SE Supervisor's will review AHEDD referrals with staff during weekly team meetings and at staff individual supervisions, to ensure that clients are being offered this service and that staff are following up with AHEDD when the client agrees to accept benefits counseling.

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9. Describe how you will ensure that your staff spend at least 70 percent of their time out of the office and in direct service in the community engaging and supporting clients and employers.

Assistant Supervisor will monitor staff's time in the community in the following manner:

- a. Our current EMR has a built-in scheduler that shows staff's appointments by day, time, and duration. A report can be run to calculate the time staff spend on appointments. This information is utilized to develop monthly productivity reports for staff.
- b. Staff will also be required to complete a weekly spreadsheet that documents their time spent in facility verses in the community.
- c. Assistant Supervisor will review the staff spreadsheets, cross referencing their schedule in the EMR.
- d. Assistant Supervisor will review productivity calculator and spreadsheets with Supervisor. Supervisors will address with staff in weekly team and individual supervisions to ensure compliance.

10. Describe how you will locate a diverse array of competitive jobs and employers that match client interests and skill sets.

MYCS SE Specialists will continue to meet the MYCS agency expectations of being out in the community meeting with employer's face to face in order to network and obtain information on a vast array of jobs. SE Specialists will attend job fairs as they are available to help seek out new employers in the area. SE Specialists will talk with employers about the individual preferences and needs of each client to ensure that they are finding a good job match. SE Specialists will speak to employers about the jobs available within a company and any flexibility within the positions to meet the interests and skill sets of the client while still meeting the needs of the employer. It is the expectation that these tasks are primarily completed with the client. SE Specialists are expected to be creative in their thinking to explore job possibilities with employers that will have the potential to ensure a match of employer needs and client skills/interests. Each individual SE Specialist will be expected to build a spread sheet of potential employers that include potential jobs and contact information. SE Supervisor's will review this list of employers with staff at team meetings as well as individual supervisions. The list that each SE Specialist presents will need to continuously be expanded upon as well as reviewed for accuracy of contact information and available job types offered by the company. SE Specialists will continue, as they currently do, to share the network of employers and job openings that they have available to the SE team in order to provide assistance to all clients served within the SE program. The SE team will continue to work as a vocational unit providing assistance and support to each other.

11. Describe your staffing plan:

- a. Describe how you will support clients in the interim between when an Employment Specialist leaves and when a new Employment Specialist is hired.

MYCS SE team will run with the following back up plan during staff vacancies:

1. Supervisors will evaluate all staff caseloads to plan for redistribution. Appropriate fit for client and new SE Specialist will be addressed at this time.
2. SE Specialists with openings below the 25-max caseload will have cases redistributed to bring them to 25.
3. Assistant Supervisor will maintain a caseload to serve any remaining caseloads during this time.

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4. Supervisor will assume the administrative duties of the assistant supervisor during this time to allow for caseload maintenance by the Assistant Supervisor.
  - b. Describe how you will conduct weekly group supervision and what the outcomes you will seek through the supervision.

As an agency, MYCS strives to provide clinical supervision as a standard in addressing staffs ongoing professional development. The SE program will have weekly group supervision that will be documented with agenda items discussed. Supervision will consist of reviewing client cases, while exploring current stressors, circumstances, situations, and identifying new strategies to assist clients in their daily work lives. The supervisor's will also review information from chart audits; including employer contacts, jobs obtained, and required documentation. Staff will learn to conceptualize cases, paying particular attention to elements of the EBP model and how it may be applicable in each case review. Supervision is intended to help staff develop and to provide support for one another.
  - c. Describe how you will observe staff in the field at least twice per year, where at least one of which will be when staff are conducting job development activities.

SE supervisor will arrange with each individual SE staff a date and time every 6 months to observe them completing their necessary job duties. The SE Supervisor will utilize the time frame of having an observation within the first 6 months of employment and use the six month and annual evaluation dates of the staff to complete the observation of job development activities. The SE Supervisor will document the observations by filling out an observation supervision form to include details of what is observed. SE supervisor will keep these documents on file so that they are available for reference when needed. SE Supervisor will address any issues or concerns with staff after the observations so that the staff can improve their skills. SE Supervisor will also suggest trainings for the SE staff to attend in order to build upon their skillsets.
12. Describe how you will provide quality assurance and will ensure fidelity to the SE model described in the RFP. Include: how you will ensure paperwork is timely and complete; how you will ensure staff understand and utilize recovery and wellness principles and practices in their work with clients; and how you will ensure staff honor client preferences in the job search process and that staff use a variety of employers.
- Quality assurance is key in implementing any Evidence Based Practice. MYCS prides itself on following an EBP as close to its fidelity as possible. Performing timely chart audits on a consistent basis from representative samples, completed by reviewing documentation in the EMR, and interviewing staff, clients, and family when possible, is significant when assuring quality. Results of audits will be discussed with staff in weekly team meetings and monthly staff supervision. In addition, the SE supervisor will request specific reports from the EMR to monitor caseloads along with documentation requirements. Spreadsheets will be developed to track employers along with client preferences. MYCS prefers a minimum of 8-10 employers, allowing variety of employment selection. A formalized review of adherence to the fidelity of the model will occur quarterly at MYCS's Quality Meeting.

Staff will be provided training upon hire, reviewing basic concepts of recovery and wellness. Some areas covered in the training are as follows:

- Understanding the definitions of wellness and recovery

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- Eight Dimensions of Wellness
- Using basic concepts of Motivational Interviewing to evoke change in clients to make healthier choices

Staff will be provided with a pre- and post-test to determine understanding of the training material presented. Observation of staff in the field and in weekly and individual supervision, will determine how principles are being applied and followed. Yearly refresher trainings will also be provided.

#### **C. Data Reporting and Collection (5 possible)**

13. Describe how you will ensure that data are entered in the web-based SE application in a timely, accurate manner.

As part of the new hire employee orientation training, SE Specialists will be provided training on the AHCI Database by program supervisor. Staff will attend training offered by Allegheny Health Choices, Inc. for the data base system used for tracking purposes. Staff will be expected to schedule time within their schedule to allow them to enter information into the data base on a weekly basis. Supervisors will review in weekly team meetings as well as in monthly individual supervisions. Any issues or concerns that arise with the data base system will require the supervisor to contact AHCI in order to get it resolved. Supervisor will continue to monitor the reports emailed from AHCI on a weekly and monthly basis and compare it to staff documentation for accuracy. Supervisor compiles this data in a monthly compliance report that is reviewed in quarterly Compliance and Quality meetings and reviewed by Program Director.

#### **D. Budget (15 points, this section is not counted towards page limits)**

14. Please attach a completed budget template that reflects a realistic estimate of the costs associated with the requested services. The template can be found on DHS's Solicitation webpage at [www.alleghenycounty.us/dhs/solicitations](http://www.alleghenycounty.us/dhs/solicitations).
15. Provide a detailed budget narrative that clearly explains and justifies the proposed budget.

#### **Mon Yough Community Services, Inc. (MYCS) MH Supported Employment RFQ – Budget Narrative**

##### **Direct Admin Staff**

Four (4) Employment Specialist and One (1) Assistant Supervisor salary and benefits were included in the budget at a 100% FTE for each to support the employment services. 20% of a Program Supervisor was also included in the RFP to support the employment service, this includes both salary and benefits.

Salaries are determined on an individual basis based upon education and years of experience of the staff, but on average, should be in the \$35,000 range for the employment specialist. The fringe benefit rate is 26% of salaries and includes Employer Taxes, Health Benefits, Paid Time Off, Life Insurance, Short & Long-Term Disability, 401k Match, Parking Assistance, Employee Assistance Programs and Leave Management Program.

Note: For future years, MYCS typically budgets a 3% increase for staff salaries.

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#### **Indirect Staff Roster**

Included on the Admin Staff Roster are employees that are directly charged to the program who are performing a task directly related to the operation of the program. These staff included our Billing Department, Front Office Staff, Supervisors and Managers. The FTE percentage for the billing department is based upon the percentage of units billed for the department compared to the entire agency billing units. The FTE percentages for the other Admin staff is based upon FTEs that they support.

Salaries are determined on an individual basis based upon education and years of experience of the current Admin staff. The fringe benefit rate is 26% of salaries and includes Employer Taxes, Health Benefits, Paid Time Off, Life Insurance, Short & Long-Term Disability, 401k Match, Parking Assistance, Employee Assistance Programs and Leave Management Program.

Note: For future years, MYCS typically budgets a 3% increase for staff salaries.

#### **Indirect Admin Expense**

The Admin Staff's Salary and Benefits pull over from the Roster tab to populate the Personnel Expenses.

The Corporate Administrative Allocation is the agency's approved ICAP Plan that allocates the Executive Management Team, Fiscal Department, Human Resources Team and Information Technology Team to all departments within MYCS. These costs include salary, benefits and operating costs for the Corporate Admin department. The allocation for this department will be based on the total department's weekly employee's hours to the total MYCS agency hours.

Note: For future years, MYCS typically budgets a 3% increase for staff salaries.

#### **Direct Admin Expense**

Costs included on the Direct Administrative Expense tab are all the cost associated with operating the program.

Direct Wages and Benefits – These costs pull over from the Direct Admin Staff Roster tab.

Staff Training – Includes education and training classes or programs for staff.

Office Space – This includes the onsite offices for the staff at MYCS facilities, the cost is allocated based upon the square footage occupied by the staff.

Maintenance/Cleaning – Cleaning of the offices is based upon the square footage calculation used in the Office Space allocation.

Building Utilities – All utilities are allocated based upon the Office Space square footage allocation for the department. These include Electric, Gas, Water, Sewage, Garbage Removal and other Misc. Utilities.

Communications – This includes landline, mobile phone and data service for the staff.

Office Supplies – Includes various office products that are purchased directly for the staff, such as copy paper, pens, tablets, post-it notes, etc.

Transportation/Travel – staff that use their personal vehicles for business purposes, traveling between the office and client appointments are reimbursed under the IRS standard mileage rate guidelines.

## RFP Response Form

### *Supported Employment Services for Adults with a Serious Mental Illness*

Vehicle Maintenance and Repair – In order to transport clients to appointments, the program will need vehicles, this line item includes estimated gas, maintenance and repairs of those vehicles.

Postage – Includes any mailings that the department is using USPS postage.

Printing – Includes the cost of the copier maintenance agreement based upon the office space allocation for the department.

Insurance – Includes General Liability, Professional Liability, Building and Workers Compensation coverages for the Department.

Equipment/Furniture – Includes Laptop computers and accessories, office furniture and other office equipment that are directly used by the staff.

Indirect Administrative Expenses – These costs are pulled over from the Indirect Admin Expense Tab.

## Proposed Supported Employment Team Staff

Position/Title	Full Time Equivalent	Salary	Benefits/Fringe	Total Salary/Benefits
Employment Specialist	4.00	36,000	9,360	<b>181,440</b>
Assistant Supervisor	1.00	39,600	10,296	<b>49,896</b>
Supervisor	0.20	42,500	11,050	<b>10,710</b>
Other: (please identify)				-
				-
<b>Total</b>				<b>242,046</b>

## Proposed Indirect Staff

Staff Name	Position/Title	Full Time Equivalent	Salary	Benefits/Fringe	Total Salary
MO	Billing Manager	0.0093	71,000	18,460	832
PG	Lead Billing Specialist	0.0093	42,900	11,154	503
MR	Billing Specialist	0.0093	40,735	10,591	477
LI	Billing Specialist	0.0093	33,950	8,827	398
CC	Billing Specialist	0.0093	38,000	9,880	445
VA	Billing Specialist	0.0093	35,600	9,256	417
JG	Billing Specialist	0.0093	34,500	8,970	404
LC	Billing Specialist	0.0093	36,200	9,412	424
				-	-
KM	Program Director	0.0156	60,850	15,821	1,196
MB	Admin Assistant	0.0156	27,350	7,111	538
CA	Admin Assistant	0.0156	29,950	7,787	589
KA	Admin Assistant	0.0156	28,600	7,436	562
				-	-
				-	-
				-	-
				-	-
Other: (please identify)					-
Other: (please identify)					-
					-
<b>Total</b>					<b>6,785</b>



## Proposed Direct Administrative Expenses

<b>Personnel Expenses (Use detailed Direct SE Staff tab as an input for this section)</b>	
Employment Specialists	181,440.00
Assistant Supervisor	49,896.00
Supervisor	10,710.00
Staff Training	4,000.00
Other: (please identify)	
Other: (please identify)	
Other: (please identify)	
<b>Total Personnel Expenses</b>	<b>246,046.00</b>
<b>Office and Operational Expenses</b>	
Office Space - (Mortgage/Rent)	5,000.00
Maintenance	1,000.00
Building Utilities	10,000.00
Communication	2,400.00
Office Supplies	1,000.00
Transportation/Travel	1,500.00
Vehicle Maintenance and Repair	4,000.00
Postage and Shipping	400.00
Printing and Publications	1,500.00
Insurance	8,500.00
Equipment and Furniture	5,000.00
Association Dues/Licensing Fees	
Model Fidelity/Consultation	
Recruitment/Advertising	
Other: (please identify)	
Other: (please identify)	
Other: (please identify)	
<b>Total Office and Operational Expenses</b>	<b>40,300.00</b>
<b>Offsetting Revenue</b>	
Offsetting Revenue: (please identify)	
<b>Total Offsetting Revenue</b>	<b>-</b>
<b>Net Total:</b>	<b>286,346.00</b>
<b>Total Indirect Administrative Expenses</b>	<b>36,960.26</b>
<b>Grand Total:</b>	<b>\$ 323,306.26</b>

## Proposed Indirect Administrative Expenses

<b>Personnel (Use Indirect Staff tab as an input for this section)</b>	
Indirect Staff	<b>6,785.26</b>
Staff Training	
Other: (please identify)	
Other: (please identify)	
Other: (please identify)	
<b>Total Personnel Expenses</b>	<b>6,785.26</b>
<b>Operational Expenses</b>	
Office Space - (Mortgage/Rent)	
Maintenance	
Building Utilities	
Communication	
Office Supplies	
Transportation/Travel	
Vehicle Maintenance and Repair	
Postage and Shipping	
Printing and Publications	
Insurance	
Equipment and Furniture	
Association Dues/ Licensing Fees	
Recruitment/Advertising	
Auditing Expense	
Other: Professional Fees	
Depreciation	
Misc.	
Other: Admin Allocation (Sr.Mgmt-Fiscal-HR-IT-Faci	30,175.00
Other: (please identify)	
Other: (please identify)	
<b>Total Indirect Operational Expenses</b>	<b>30,175.00</b>
<b>Offsetting Revenue</b>	
Offsetting Revenue: (please identify)	
<b>Total Offsetting Revenue</b>	-
<b>Net Total</b>	<b>\$ 36,960.26</b>