

RFP for a Temporary Housing Program for People with Acute Mental Health Needs

Information Session

Tuesday, October 1, 2024

Allegheny County Department of Human Services



Agenda

Welcome

Jaron Paul - *Procurement, Office of Administration (OA), DHS*

Temporary Housing Program for People with Acute Mental Health Needs

Jewel Denne – *Assistant Deputy Director, Office of Behavioral Health, Mental Health Services, DHS*

Kathryn Collins – *Chief Analytics Officer, Office of Analytics, Technology and Planning, DHS*

RFP Process, Evaluation and Timeline

Questions

What DHS is procuring...

Temporary housing with
programmatic/staff
supports

Who is the target population?



People will have a primary diagnosis of serious mental illness (e.g., bipolar disorder, schizophrenia, major depressive disorder) and may have a co-occurring substance use disorder diagnosis. More than half will have a primary diagnosis of schizophrenia (about 65%)



Clients will often have extensive histories with mental and physical health services, including significant emergency and crisis care.



More than 90% will also be receiving considerable Medicaid or private insurance-funded MH services (e.g., community treatment teams, mobile medication, mobile mental health, integrated community wellness center services and blended service coordination).



To ensure that Clients will receive the appropriate level of care and intensity to meet current needs, Community Care Behavioral Health will conduct a review of each Client's treatment plan and adherence prior to placement in the Temporary Housing Program.

Core elements of Temporary Housing: Housing

Location

- Proposer should identify specific sites for the Program.
- Locations should be close to public transportation.
- Very small sites are less cost effective, but we are open to different sized locations.
- Units that are accessible for people of different abilities will be prioritized.
- Clients tend to prefer and do better in apartment style locations and single, rather than shared, rooms, so those should be prioritized.

Operations

- Managing the day-to-day operations, including Master and/or Sub-Leasing, vacancy management, rent collection, provision of basic amenities like utilities and internet, building maintenance and upkeep, and establishing and maintaining safety protocols that include maintenance of a basic security system.
- Establishing policies that promote harmony and safety (including clear strategies for de-escalation when needed)

Core elements of Temporary Housing: Programmatic/Staff supports

Referrals and Intake

- Receive referrals from DHS
- Conduct interviews and tours
- Maintain low denial rate
- Maintain low vacancy rate
- Clients are anticipated to stay 6-12 months. Once discharged, bed should be quickly available for a new person

Coordination with treatment teams

- Report any change in behavior or other concerns to treatment teams.

Client Support

- Interview and provider tours.
- Conduct orientation
- Regular welfare checks and communication with treatment teams as needed
- Basic de-escalation and crisis management support

Service partnerships and collaboration

- Create relationships (and referrals as needed) with community supports like employment programs, housing navigation, food banks, etc.

Client self-pay

- Clients should contribute 30% of income to the program
- Providers are responsible for collecting self-pay and reporting to DHS

Documentation

- Document weekly notes on client well-being
- Critical incidents reported in Behavioral Health Critical Incident system
- Continuously monitor implementation with DHS

Staffing and qualifications

- There is no set staffing model but we expect the funding will cover:
 - Staff **onsite at each facility every day**. There is an expectation of **40-50 on-site hours per week**
 - Staff will **work with clients directly, and their treatment team** to support and empower them to ensure their needs are met and they are moving towards independence
 - A minimum of **2-4 hours per week per client** of direct client-interaction
- The proposer should include a staffing plan that also accounts for on-call staff or other management plans and ongoing training
- If proposing a CRR licensed program, must comply with those regulations

The type of housing proposed will have implications for whether a partial CRR license is required.

Housing Arrangement		Impact on Licensing
Scattered Site		None
Facility Based		None
Lease to client (can be month-to-month) + program agreement		Does not trigger license
Program agreement only (no lease)		Partial license required
Client Support		
Observation of client wellbeing		Does not trigger license
Prompting about daily living activities such as cooking, cleaning, pro-social activities, treatment appointments, employment		Does not trigger license
Observation/reporting to treatment team about how Client is doing with managing symptoms and keeping up with daily living activities		Does not trigger license
Observing, inquiring, prompting Client about medication adherence		Does not trigger license
Managing crises		Does not trigger license
Teaching or hands-on assistance with daily living activities like cooking, grocery shopping, cleaning, etc		Partial license required
Dispensing medications or any hands-on assistance with medication		Partial license required
Staffing		
24/7 on-site staffing		Does not trigger license

**DHS will fund
Temporary
Housing
programs at a
cost of between
\$21,000 and
\$31,000 per
bed per year**

This does not include:

- Medicaid and other insurance reimbursement for treatment and support services provided onsite
- Additional revenue collected from client self-pay

Budget should include:

- Start-up costs
- Staffing expenses
- Building maintenance
- Rent and utilities
- Insurance as applicable
- Administrative expenses/overhead not to exceed 10% of total budget

RFP Process, Evaluation and Timeline

Responding to a Request for Proposals (RFP)



Read the RFP carefully, noting due dates

1. The RFP and all corresponding documents can be found on our [Active Solicitations Webpage](#) and on our [DHS Bonfire Portal](#).



Complete the Response Form, stay within page limits



Prepare the required documents listed in the RFP:

- 1.** Form for Allegheny County's Minority, Women or Disadvantaged Business Enterprise (or MWDBE) program
- 2.** Forms for Allegheny County's Veteran-Owned Small Business (or VOSB) program
- 3.** W-9



Create a free account on the [DHS Bonfire Portal](#)

Select **Login/Register** and then **New Vendor Registration**



Submit your response

- 1.** Under **Submissions**, select **Create Submission**
- 2.** Upload and submit your completed response form and other required materials by the due date

Helpful Tips for Responding to an RFP

Check our Active Solicitations Webpage often or create an account on our [DHS Bonfire Portal](#).

All information for this RFP will be communicated through [Bonfire](#) as soon as it's available for the public.

Updates are made on the [Active Solicitations Webpage](#) every Thursday

A diverse Evaluation Committee will review proposals

Be very detailed and take advantage of page counts

Follow instructions and answer every part of a question

Ask questions!

Reach out through [Bonfire's Vendor Discussion](#) feature

You can also email DHSProposals@AlleghenyCounty.US

Contracting with the Successful Proposer(s)

Successful Proposers will receive a Notice of Intent to Award

Any award is contingent on successful negotiation of the budget, final contract terms and the completion of the County's internal Executive Action and MWDBE and VOSB approval processes.

If you are a New Provider, you must complete a New Provider Application

This includes, but is not limited to:

**Board Member Contact Information, if applicable*

**2 years of audited financial statements or other financial documentation*

**3 letters of support*

Contract document collection and negotiation begin

Contracts and Fiscal will reach out to collect required documentation such as certificates of insurances.

Program leads will reach out to begin discussing project specifics and negotiation the final budget and contract terms

RFP Timeline

Event	Date
Info session & slides posted to website	Thursday, October 3 at 6 p.m. Eastern
Questions deadline	Friday, October 18 at 3 p.m. Eastern
Last website and Q&A update	Thursday, October 24 at 6 p.m. Eastern
Submission deadline	Thursday, October 31 at 3 p.m. Eastern
Estimate award decision/notification	January 2025

Q&A

**Thank you for attending our RFP
information session!**

You may type your questions in the chat
or unmute yourself to ask your question orally

All answers given orally are preliminary

Final answers will be posted in writing on our
website