Contra Costa Behavioral Health Services
Request for Proposals (RFP)

Mental Health Services Act (MHSA)
Assertive Community Treatment (ACT)
July 2015

I. General Instructions

Contra Costa Behavioral Health Services (CCBHS, or the County) is seeking proposals from suitably qualified community-based providers to provide Assertive Community Treatment (ACT) to eligible adults in Contra Costa County. Included in this care provision is outreach and engagement services, and implementing Assisted Outpatient Treatment (AOT) in partnership with Contra Costa County in accordance with the program design contained as part of this Request for Proposals (RFP).

Applicants responding to this RFP will provide the following: a description of services and supports, to include a timeline for implementation; outcomes and a plan for evaluating the success of the program; a budget and budget justification; and a statement of the applicant agency’s qualifications. The County will fund the operation of the selected program through the Mental Health Services Act (MHSA). The initial contract period will include funding for the remainder of Fiscal Year (FY) 2015-16 and for FY 2016-17.

The successful applicant will be participating as a key care provider in the implementation of AOT in Contra Costa County, with services expected to be in place by November 2015. Depending upon contract performance as well as the availability of program funding, this contract may be renewed on an annual basis. The total amount available for FY 2015-16 is not to exceed $1,675,000, to include up to $250,000 in one-time start-up costs. The total amount available for FY 2016-17 is not to exceed $1,900,000. The stated figure is based upon a service plan that serves approximately 75 unduplicated consumers per contract year.

Any contract awarded will be based upon the quality of the proposal, organizational capacity of the applicant, and availability of funds. Depending on the number and qualifications of RFP applicants, CCBHS may, after receiving approval from the Behavioral Health Director, move directly to a contract negotiation phase with selected applicant.

I (A). Format, Delivery and Due Date

This RFP and all related forms and materials are available on-line at CCBHS’s webpage: http://cchealth.org/bhs/.

Please provide one electronic copy on CD, a signed original PLUS five (5) additional hard copies of your proposals. Each hard copy must be clipped or stapled in the upper left corner (only) and clearly marked with the name and address of the lead agency. Additional specifications:

- Written in Times New Roman in size 12 font
- Single-spaced pages
- Margins 1” on all sides
- All pages consecutively numbered
Proposal follows the outline presented below

Original and copies printed on three-hole punched paper

30-page text limit for Proposal Narrative (this does not include appendices).

Proposals should be delivered to the following:

Warren Hayes
Mental Health Services Act Program Manager
Contra Costa Behavioral Health Administration
1340 Arnold Drive, Suite 200
Martinez, CA 94553
Phone: 925-957-5150

A single, packaged set of all proposals and electronic submissions are due at the above address by 5pm Tuesday, August 18, 2015. Postmarks on this date will not be accepted. Late proposals will not be accepted and will not be reviewed. There will be no exceptions. No faxes or electronic submissions will be accepted.

In the order presented, submissions shall include the following:

1. Cover Page (see attached)
2. A program narrative (20-page maximum) that describes the agency’s service delivery model, a time line for implementing the services, and the indicators used to measure the effectiveness of the agency’s model and program outcomes. The narrative should also describe how the applicant will 1) provide outreach and engagement services to individuals referred by the County, 2) work as a team with all parties associated with AOT, including consumers, family members, qualified requesting parties, law enforcement, professionals involved with the court system, service resources, the community and other interested stakeholders of AOT, 3) address what peer and family support services will be offered, 4) describe how individuals will be assessed and assisted with connecting with lower levels of care as their recovery progresses, and 5) include any applicable policies and procedures to ensure fidelity to the ACT model of care.
3. A budget and budget justification (5-page maximum) that outlines the expected cost of delivering the services and supports, delineated by the major cost categories of 1) personnel salaries and benefits, 2) consumer reimbursements (if any) for activities that support social, education and employment activities, 3) operating costs, to include housing subsidies and/or supports, and 4) administrative costs required to support the program. Budget line items should include a justification narrative, and should be linked to the program narrative. The budget should also include a list of any additional funds (amounts and sources) that will be leveraged to support program operations. Applicants should provide a budget and justification for the initial fiscal year of operations, and a separate budget and justification for the following 12 months of operations.
4. Details of the agency that will be managing and operating the Assertive Community Treatment Team (5-page maximum). Please describe the agency’s qualifications relating to the requirements described herein. Include a corporate profile, along with the resume(s) of staff proposed to implement and evaluate the program. Please describe successful experience with providing assertive community treatment and/or MHSA Full Service Partnerships, and any agency supports for peer and family partner providers existing within the agency.
5. In the appendices include a position description and duty statement for each staff position that will be employed in the program, as well as descriptions of any applicable policies and procedures.
I (B). Applicants’ Conference

All interested community-based providers must participate in a MANDATORY applicants’ conference on Wednesday, July 29th at 3 pm.. Those planning to participate in the conference should RSVP no later than 5 pm on Monday, July 27, 2015 to MHSA@hsd.cccounty.us or Lisa.Cabral@hsd.cccounty.us. The conference will be located at:

Behavioral Health Services Administration
1340 Arnold Drive, Suite 200
Martinez, CA 94553

Those wishing to participate by conference call should state their intentions in their email RSVP. The call-in number and participant code will be provided prior to the mandatory applicants’ conference.

I (C). Rules and Considerations

- The cost of developing and submitting a proposal in response to this RFP is the responsibility of the applicants and will not be reimbursed through any contracts resulting from this RFP process or from any other county funds.
- CCBHS may issue an RFP amendment to provide additional data required and make changes or corrections. The amendment will be sent to each applicant who attended the mandatory Applicants’ Conference. CCBHS may extend the RFP submission date if necessary to allow applicants additional time to consider such information and submit required data.
- The RFP may be cancelled in writing by CCBHS prior to award if the Board of Supervisors determines cancellation is in the best interest of the County.
- The RFP and any contract resulting from this process may be cancelled by the Board of Supervisors with a 30-day notice any time funding is unavailable.
- Contracts awarded as a result of this RFP are subject to pending appeals by other applicants. The award is subject to cancellation or modification by CCBHS in accordance with the resolution of any such protest.
- Contractor will be required to participate, through the County, in state-mandated surveys and data collection efforts.
- Selected contractor must adhere to Contra Costa County’s contracting process, providing all information as requested by CCBHS. The selected contractor will also be informed of the County’s insurance coverage requirements, where applicable, and the process for contract approval (where applicable) by the Board of Supervisors.

I (D). Additional Information

This RFP and all forms and materials for submitting a proposal are available on the CCBHS website: http://cchealth.org/bhs/.

Due to the abbreviated time line of this RFP, no questions will be accepted after the mandatory bidder’s conference. All questions and answers from the bidders conference will be disseminated via email to all submitters as well as posted electronically to the BHS website (see schedule outlined in Section V). The final date questions and answers will be posted is August 5, 2015.
All RFP submissions will be reviewed promptly and our goal is to announce either a selection or next steps by 5:00 p.m. on August 28th, 2015.

Applicants who are not selected may appeal CCBHS’s selection of awardee(s) within three business days of notification. Appeals must be addressed to the Director of Behavioral Health. Appeals must be in writing and shall be limited to the following grounds:

- The County failed to follow the RFP procedures, which affected the proposal scoring; and/or
- The RFP evaluation criteria were not appropriately applied to the proposal.

The Director of Behavioral Health will respond to the appeal within two business days and the decision of the Behavioral Health Director will be final and not subject to further review.

II. Introduction

II (A). About Contra Costa Behavioral Health Services

Behavioral Health Services Division of Contra Costa Health Services combines Mental Health, Alcohol and Other Drugs and Homeless Program into a single system of care. With increasing challenges in serving complex populations with multiple needs, this integration is a response to the growing desire to have improved consumer outcomes through a systems approach that emphasizes "any door is the right door," and that provides enhanced coordination and collaboration when caring for the "whole" individual.

The mission of Contra Costa Behavioral Health, in partnership with consumers, families, staff, and community-based agencies, is to provide welcoming, integrated services for mental health, substance abuse, homelessness and other needs that promotes wellness, recovery, and resiliency while respecting the complexity and diversity of the people we serve.

Mental Health Services

Mental Health Services provides care to children, transition age youth, adults and older adults living in Contra Costa County. These services are provided through a system of care that includes county owned and operated clinics, community-based organizations, and a network of private providers.

Contra Costa children and adolescents are served by a County-wide system of care that includes mental health staff working in partnership with the Probation Department, Employment and Human Services Department, School Districts, and family members. Services for adults are provided to those with serious mental disabilities or those in acute crisis. Mental Health Services also includes a range of prevention programs oriented toward prevention of more serious mental health issues. The Contra Costa Mental Health Plan is the mental health care provider for Medi-Cal beneficiaries and the uninsured.

Alcohol and Other Drug Services

The Alcohol and Other Drugs Services (AODS) "puts people first". The mission of AODS is to advocate for alcohol and drug free communities by promoting individual and family responsibility, hope, and self-sufficiency. The AODS System of Care is a planned, comprehensive approach for providing alcohol and other drug treatment and prevention services in Contra Costa County. The continuum of care benefits consumers and providers by combining administrative and clinical services in an integrated, coordinated system. The goal is to give consumers high-quality yet cost effective care in a timely manner.
Homeless Program

The Contra Costa County Homeless Program's mission is to ensure an integrated system of care from prevention through intervention for homeless individuals and families within our community. We strive to accomplish this through the development of policies and practices, community involvement, advocacy, and the coordination of services that respect human dignity, strengthen partnerships, and maximize resources.

Contra Costa Health Services Homeless Program has helped to create a system of care that includes:

- Community Homeless Court Program
- Outreach services to encampments
- Information and referral services
- Multi-Service Centers that provide case management and support services
- Emergency shelter
- Transitional housing
- Permanent supportive housing for adults, youth, and families

Services are free of charge to homeless individuals.

II (B). About the Mental Health Services Act

In November 2004, California voters passed Proposition 63, the Mental Health Services Act (MHSA). The MHSA is intended to "transform the public mental health system." The goal of the Act is to create a state-of-the-art, culturally competent system promoting: wellness; recovery for adults and older adults with severe mental illness; and resiliency for children with serious emotional disorders and their families.

More information about MHSA is available at: http://www.dhcs.ca.gov/services/mh/Pages/MH_Prop63.aspx.

II (C). About Assisted Outpatient Treatment (AOT) and Assertive Community Treatment (ACT)

AOT is civil court ordered mental health treatment for persons with serious mental illness who demonstrate that they are resistant to voluntarily participating in services that have been offered. Treatment is provided in the community on an outpatient basis, and AB 1421, or Laura’s Law, has based its minimum required treatment standards on the Assertive Community Treatment (ACT) model. ACT is intensive and highly integrated outpatient treatment for individuals whose symptoms of mental illness result in serious functioning difficulties in several major areas of life, often including work, social relationships, residential independence, money management, and physical health and wellness. An experienced, highly qualified multidisciplinary team consisting of a psychiatrist, nurse, behavioral health clinicians, peer providers, and other rehabilitation professionals provide 24/7 mobile, out-of-office interventions with a low participant to staff ratio. ACT is an evidenced based practice that is cited by AB 1421 as having been proven to be effective.

Contra Costa County recently completed an extensive stakeholder driven AOT workgroup process that resulted in an AOT program design approved by the Board of Supervisors. The
AOT program design with accompanying materials is included as part of this RFP in order to assist potential bidders in constructing their proposals for fielding an ACT Team with outreach and engagement capacity.

III. RFP Guidelines

CCBHS continues to support an ongoing community program planning process that partners program and funding decisions with input from stakeholders. Consumer needs are matched with mental health services and supports in order to continually improve the relevance and efficacy of services. The Mental Health Services Act in particular has provided funding and support for many of the consumer and family driven mental health services found throughout CCBHS. This RFP process seeks proposals that continue this successful tradition, which leads to success in recovery, wellness and resiliency.

III (A). Cover Page

1) Please complete the attached cover page (see final page of RFP) and submit with RFP.

III (B). Program Narrative (20 page maximum excluding appendices, 40 points total)

1) (10 points) Describe the operational and service delivery program and the expected outcomes. Describe how this program will support individuals to further their mental health recovery and prepare for independent living and social, educational and employment success. Address what peer and family support services will be offered. Include a description of how individuals will be assessed and assisted with connecting with lower levels of care as their recovery progresses. Include a timeline with major milestones for implementation.

2) (5 points) Describe how ACT staff will work in concert with County staff to provide outreach and engagement services. Include a description of how the ACT team will work in concert with County staff throughout the eligibility determination for AOT and any subsequent court processes.

3) (5 points) Outline how the ACT Team will address the required operational availability. Include a description of how the ACT Team will provide coverage for all regions of Contra Costa County.

4) (5 points) Provide a brief description of what and how program outcomes will be measured. As appropriate, include measurement tools. Describe how the project will be reviewed and evaluated as well as how the applicant will include the perspectives of the consumers and their family members in the review and evaluation. Explain how both qualitative (i.e. interviews, consumer focus groups, etc.) and quantitative (i.e. demographics, assessment scores, etc.) data would be collected in order to capture and document outcomes.

5) (5 points) Include a description of staff training and development, safety protocols, and program policies and protocols applicable to the ACT team, and how they will be communicated to staff, the County, and interested stakeholders. (Include agency policies and protocols as an appendix as per #7 below).

6) (5 points) It is recognized that AOT is a new and untested service in Contra Costa County. As such, the AOT Program Design is subject to modification during implementation. Input from the RFP applicants is sought here regarding any issues in the program design that may be subject to attention for potential modification, and why.
7) (5 points) As appendices to the narrative (not included in page restriction) please supply the following:
   a. Agency profile and a position description and duty statement for each staff position that will be employed in the program. Include required and desired qualifications for licensure and language proficiency.
   b. Protocol for emergency or crisis response
   c. Grievance procedure

III (C). Budget and Budget Justification (5 page maximum, 30 points total)

Include a line item budget listing the expected cost of the project, broken down by the major cost categories of 1) personnel salaries and benefits, 2) consumer reimbursements (if any) for activities that support their treatment plan, 3) operating costs, to include separate line items for office and program space, printing/photocopies, supplies, postage/communications, travel, subcontractor costs, and other costs (please list), and 4) administrative costs (indirect) required to support the program. Indirect costs may be budgeted not to exceed 15%. Budget line items should include a justification narrative, and should be linked to the program narrative. The budget should also include a list of any additional funds that will be leveraged to support program operations. Applicants should provide a budget and justification for the initial fiscal year of operations, to include initial one-time start-up costs, and a separate budget and justification for the following 12 months of operations. One-time start-up costs are to be listed separately, and may include both capital outlay costs for such items as safety retrofit and vehicle purchases, and operating costs, such as program communication materials.

III (D). Characteristics and Qualifications of Applicant Agency (5 page maximum, 30 points total)

Write a narrative describing the characteristics and qualifications of the applicant agency that will be operating the program and delivering services. Please describe the applicant’s qualifications relating to the requirements described herein, and include a description of the agency’s organizational capacity to serve the target population. If the applicant agency utilizes a fiscal agent, please provide a corporate profile of the fiscal agent, a letter of support, and audited financial statements from the previous fiscal year. Include in the narrative:

1) (20 points) History of successfully providing Assertive Community Treatment and/or Full Service Partnerships. As an appendix to the narrative (not included in page restriction) please supply any (up to three) references with contact information of public mental health entities that currently engage (or have engaged) the applicant to provide Assertive Community Treatment and/or Full Service Partnerships. History of successfully partnering with law enforcement entities and court systems.
2) (2 points) History of successfully partnering with community resources and integrating needed resources into consumers’ plans.
3) (2 points) Experience with consumers’ family and support systems, and integrating them into the consumers’ plans.
4) (2 points) Demonstrated ability to work successfully in racially/ethnically diverse settings and/or to collaborate with agencies with such experience. Bilingual services are desired. Demonstrated ability to work successfully with individuals of diverse sexual orientations and gender identities and/or to collaborate with agencies with such experience.
5) (2 points) Strong leadership, management and organizational skills.
6) (2 points) Experience and ability to work collaboratively with public funding sources, such as county, state and/or federal governments.
IV. Method of Evaluation

IV (A). Initial Screening

Proposals will be screened for compliance, completeness and eligibility as they are received. In order to receive a score, each proposal must meet all of the following criteria. A failure to meet any one of these criteria will cause the proposal to be disqualified. DISQUALIFIED SUBMISSIONS WILL NOT BE SCORED AND WILL NOT BE FURTHER CONSIDERED FOR THIS CONTRACT.

1. Proposal was received by due date.
2. All sections of Proposals as outlined in RFP are included within page limit (Excluding Appendices).
3. Appendices are included and are complete.

IV (B). Scoring of Proposal

A panel of RFP reviewers will score each proposal. A maximum of 100 points for each proposal is possible using the following scoring:

1. Program Narrative 40 Points
2. Budget 30 Points
3. Applicant Qualifications 30 Points

In order to be considered for an award, the proposal must have a minimum score of 75 points. Based on overall scores, RFP reviewers will recommend to the Health Services Department selection of the agency to potentially fund to develop and operate an Assertive Community Treatment Team, to include provision of outreach and engagement services. Funding for program implementation will be contingent upon review approval from the Behavioral Health Director.

V. Important Due Dates

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<thead>
<tr>
<th>Important Dates</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>Request for Proposals – Posted Online</td>
<td>Wednesday, July 17, 2015</td>
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<tr>
<td>RSVP Deadline for attendance to MANDATORY applicant</td>
<td>5:00 P.M. Monday, July 27, 2015</td>
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<tr>
<td>Conference</td>
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<tr>
<td>Applicant Conference (1340 Arnold Drive, Large</td>
<td>3:00 P.M. Wednesday, July 29, 2015</td>
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<tr>
<td>Conference Room located in Suite 200, Martinez, CA</td>
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<td>94553)</td>
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<td>Final set of responses to questions submitted by</td>
<td>Wednesday, August 5, 2015</td>
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<td>applicants</td>
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<tr>
<td>RFP Application due date</td>
<td>5:00 P.M. Tuesday, August 18, 2015</td>
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<tr>
<td>Awardee Announcement</td>
<td>Tuesday, August 28, 2015</td>
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<tr>
<td>Anticipated Start Date</td>
<td>November 2, 2015</td>
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Contra Costa Behavioral Health Services

ASSERTIVE COMMUNITY TREATMENT:
Proposal

Project Name: ________________________________

Cover Page

Name of Applicant Agency (or Fiscal Agent if one is utilized): ________________________________

Address: _________________________________________________________________

Contact Name: _____________________________________________________________
Title of Contact Person: ______________________________________________________
Contact Phone/Email ____________________________

Total Amount of Request: __________________

Applicant Agency Signature:

This signature assures commitment to participate in this program if selected.

__________________________________ ________________________________
Executive Director Type Name Here

________________________
Date