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REQUEST FOR PROPOSAL FOR THE CONTRA COSTA COUNTY COMMUNITY SERVICES BUREAU'S MENTAL HEALTH UNIT-HEAD START AND CONTRA COSTA BEHAVIORAL HEALTH

I. General Instructions

The Community Services Bureau (CSB) is seeking, with the support of Contra Costa Behavioral Health (CCBH), a partnership to provide mental health services, within the context of CSB, to prevent and treat, Mental Health problems of Head Start enrollees, by utilizing a multi-modal approach to working with children, and their families and providers.

The Mental Health Program would include a comprehensive master's level Internship Program on a year-round basis, providing individual, family and parent psychotherapeutic services. Staff would provide individual and group therapy to individuals and consultation to parents, caregivers, and teaching staff on child abuse, parenting skills, parent advocacy, developmental and mental health issues, impacting the 0 to 5-year-old population.

Applicants responding to this Request for Proposal (RFP) will provide qualifications, service model and approach, learning goals, objectives and timeline for implementing the project; budget; and program evaluation and outcomes. The program will be funded through EPSDT/MediCal funds on a fee for service (FFS) basis. The implementation of the selected Work Plan will be funded through 50% Federal Financial Participation and 50% County Realignment funds.

CCBHS and the CSB are hoping to receive strong proposals. The amount available, through this RFP process is \$350,000. CCBHS does not guarantee, however, to award all funds reported here, as available. Awards will be based upon the quality of the proposals, organizational capacity of the applicants and availability of funds.



This RFP and all related forms and materials are available online at CCBHS's webpage: <http://cchealth.org/bhs/>.

Please provide one **(1) electronic copy on a portable USB flash drive, one (1) signed original PLUS five (5) additional hard copies** of your submission with **appendices. Each hard copy must be clipped on 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
- ✓ Submissions follows the outline presented below
- ✓ Original and copies printed on three-hole punched paper
- ✓ 20-page text limit for submission (this does not include cover page and appendices).

Submissions should be delivered to the following:

Liza Molina-Huntley
Contract Analyst for Child/Adolescent Program
Contra Costa Behavioral Health Administration
1340 Arnold Drive, Suite 200
Martinez, CA 94553
Phone: 925-957-5140

A single, packaged set, of all printed and electronic submissions must be received at the above address by **Friday March 20, 2020, no later than 5:00 p.m.** Postmarks on this date will not be accepted. Late submissions will not be accepted and will not be reviewed. There will be no exceptions. Faxed or electronic submissions **will NOT** be accepted.

In the order presented, submissions shall include the following:

1. Cover Page (see attached).
2. A work plan narrative (*12-page maximum*) that states the agency's operational and service delivery model including a description of how the applicant will transition into providing services and work in concert with PUSD personnel to create a seamless transition for students; to include program oversight and sufficient management infrastructure to ensure quality and appropriateness of services; and a plan describing how the applicant will evaluate the program/model if it proves to be effective and indicators used to measure the effectiveness of the agency's model and program outcomes.

3. A budget (3-page maximum) outlining the expected cost of the project, broken down by major cost categories (1-page). The budget should include justification (2-pages) and should be linked to the work plan narrative.
4. Details of the applicant's qualifications relating to the requirements described herein. Describe any successful experience, if any, with providing specialty mental health services within a school-based setting. If the applicant is an agency, please include a corporate profile. (5-page maximum)
5. Appendices that include the resume(s) of staff proposed to implement and evaluate the work plan (as well as other appendices listed on pages 8-9).

I (B). Applicants' Conference

All interested community-based providers must participate in a **MANDATORY** bidder's conference on **Friday February 21, 2020 from 10:00am to noon**. Those planning to participate in the conference should **RSVP no later than Thursday, February 20, before 5pm** to: Juliana.Mijares@cchealth.org .

The conference will be located at:

**2425 Bisso Way
Concord, CA
First floor large conference room**

I (C). Rules and Considerations

- The cost of developing and submitting a submission 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.
- is subject to cancellation or modification by CCBHS in accordance with the resolution of any such protest.
- Contractor(s) (whether by County or contract) will be required to participate, through the County, in state-mandated surveys and data collection efforts.
- Selected contractor(s) must adhere to Contra Costa County's contracting process, providing all information as requested by CCBHS. Selected

contractor(s) 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 submission are available on the CCBHS website: <http://cchealth.org/bhs/>.

Due to the abbreviated timeline of this RFP, no questions will be accepted after the mandatory bidder's conference. All questions and answers from the bidder's conference will be disseminated via email to all submitters as well as posted electronically to the BHS website. **The final date, questions and answers, will be posted between March 9-13, 2020.**

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 Thursday April 30, 2020**.

Applicants who are not selected may appeal CCBHS's selection of awardee(s) within three (3) 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 submission scoring; and/or
- The RFP evaluation criteria were not appropriately applied to the submission.

The Director of Behavioral Health will respond to the appeal within two (2) business days and the decision of the Behavioral Health Director will be final and not subject to further review.

II (A). About Contra Costa Behavioral Health Services

The Behavioral Health Services Division of Contra Costa Health Services combines [Mental Health](#) and [Alcohol and Other Drugs](#) 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 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 MediCal beneficiaries and the uninsured.

Alcohol and Other Drug Services

The Alcohol and Other Drugs Services (AODS) "puts people first". AODS advocates 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.

II (B). About the Scope of Work

The Mental Health Unit operates a comprehensive master's level Internship Program on a year-round basis. The Mental Health Unit provides individual, family, and parent psychotherapeutic services. The staff provides individual and group consultation to parents and teaching staff on child abuse, parenting skills, parent advocacy, developmental and mental health issues impacting the 0-5-year-old population and their caregivers.

The objectives of mental health treatment are to alleviate and resolve identified symptoms per a diagnosed mental health issue and medical necessity. The clinicians/interns will perform assessments and ongoing treatment based on a diagnosis. The treatment is provided in accordance with the parent or legal guardian's consent; parents or guardians are encouraged to be active participants in the treatment planning process as outlined by the Head Start Performance Standards.

An additional goal of the Mental Health unit is to prevent future treatment by providing early identification and intervention. Clinical services include individual and family

psychotherapy, clinical assessment, consultation, treatment planning, case management, psycho-educational workshops, and crisis intervention. Services are individualized and are primarily provided at the preschool sites in dedicated play therapy rooms. The Clinical Team coordinates care of children, parents and families with other contracted and non-contracted county child and family service agencies while a child is enrolled in and transitioning out of Head Start. The hours of operation vary depending on the child's school program and individual needs. The school sites are generally open Monday through Friday, 8:00 a.m. to 5:00 p.m., and clinicians provide some services in the early morning or evening to accommodate caretakers' work schedules. Services are provided on-site, in one of the approved Play Therapy rooms located in the CSB Childcare Centers. Additionally, all Mental Health consultants are available via voicemail, and email.

III. RFP Guidelines

Through this RFP process, CCBHS and CSB will collaborate to select a qualified applicant to operate program services. All applicants must be able to meet state requirements as well as have knowledge of California Code Title 9 regulations and staffing patterns (Division 1, Chapter 3, Article 3.5).

III. (A). Cover Page

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

III. (B). Program Narrative (12-page maximum, 50 points total)

The Program Narrative should include the service model, approach, learning goals, objectives and timeline for the implementation of the project. Alternative program models are accepted as long as they are reimbursable by Medi-Cal and are responsive to complying with the Head Start Performance standards as written below:

- (a) The program must ensure all mental health consultants are licensed or certified mental health professionals. A program must use mental health consultants with knowledge of and experience in serving young children and their families, if available in the community.

Applicants must demonstrate capacity to provide services that not only address the mental health needs, but are also inclusive of the cultural, linguistic and socioeconomic considerations for working with the priority population.

1302.45 Child mental health and social and emotional well-being.

(a) *Wellness promotion.* To support a program-wide culture that promotes children’s mental health, social and emotional well-being, and overall health, a program must:

(1) Provide supports for effective classroom management and positive learning environments; supportive teacher practices; and, strategies for supporting children with challenging behaviors and other social, emotional, and mental health concerns;

(2) Secure mental health consultation services on a schedule of sufficient and consistent frequency to ensure a mental health consultant is available to partner with staff and families in a timely and effective manner;

(3) Obtain parental consent for mental health consultation services at enrollment; and,

(4) Build community partnerships to facilitate access to additional mental health resources and services, as needed.

(b) *Mental health consultants.* A program must ensure mental health consultants assist:

(1) The program to implement strategies to identify and support children with specialty mental health, social and emotional concerns;

(2) Teachers, including family childcare providers, to improve classroom management and teacher practices through strategies that include using classroom observations and consultations to address teacher and individual child needs and creating physical and cultural environments that promote positive mental health and social and emotional functioning;

(3) Other staff, including home visitors, to meet children’s mental health and social and emotional needs through strategies that include observation and consultation;

(4) Staff to address prevalent child mental health concerns, including internalizing problems such as appearing withdrawn and externalizing problems such as challenging behaviors; and,

(5) In helping both parents and staff to understand mental health and access mental health interventions, if needed.

(6) In the implementation of the policies to limit suspension and prohibit expulsion as described in [§1302.17](#).

Respondents should address how they will provide services that will provide effective treatment interventions that will improve classroom dynamics, and allow educators to teach, which will then lead to effective student learning. The program model must include the following services:

- Individual Therapy
- Group Therapy, Social Skills Group
- Family Engagement
- Crisis Intervention (as needed)

- Plan Development
- Case Management
- Clinical Assessment and Evaluations

Additional components to address may include:

- Staff training, to include the comprehensive team of providers and instructional assistants
- Data collection on goals and progress
- Implementation of an evidence-based Social/Emotional curriculum
- Behavior contracting for individuals and whole class
- Check-in/Check-out protocol
- Addressing prevalent child mental health concerns including internalizing problems such as appearing withdrawn and externalizing problems such as challenging behaviors; and,
- Helping both parents and staff to understand mental health and access mental health interventions.
- Protocols for Conflict Resolution and use of Restorative Justice principles
- Implementation of policies to limit suspension and prohibit expulsion as described in [§1302.17](#)
- Development and monitoring of Behavior Plans **(20 points)**

(7) Outline the timeframe within which the program will operate, including anticipated start date and plans to transition mental health staff and supports. **(5 points)**

(8) Licensed or certified mental health professionals, with knowledge and experience in serving young children and their families, along with interns of the profession, if available in the community. Describe program staffing and each staff member's role and/or function. **(5 points)**

(9) Training: Include a description of any additional training your organization will provide or facilitate to program staff, including de-escalation, safety, crisis intervention, and cultural competency training. **(5 points)**

(10) Administrative Oversight and Quality Management: Describe how the program will be monitored and evaluated for continuous quality management/improvement and how documentation and billing of Medi-Cal billable services will be accurately reported. Additionally, describe expectations for communication, including structures and strategies for supporting administrative collaboration, as well as documentation of compliance, including completion of Incident and Behavior Emergency Reports. **(5 points)**

(11) Evaluation: Describe how the project will be reviewed and evaluated as well as how the applicant will include the perspectives of stakeholders in the review and evaluation. Provide a brief description of how you would measure program outcomes and provide ongoing reports.

- a. Program outcomes, tracking of referral resources, ability to adequately identify where services are being provided (demographics)
- b. Sustain ongoing communication with CSB.
- c. Provider staff meet regularly with Site Supervisor, (minimum once per month), to review open referrals
- d. Strong collateral contact with parents, meet with parent in person or via phone at least one time per month
- e. Make provisions for supplying experience to a minimum of 10 interns, annually.

As appropriate, include measurement tools. Explain how you will collect both qualitative (e.g., interviews, consumer focus groups, etc.) and quantitative (e.g., demographics, assessment scores, etc.) data in order to capture and document outcomes. If applicable, describe how you will measure fidelity to each of the evidence-based practices/programs you choose to implement. **(5 points)**

(12) As appendices to the Narrative (not included in page restriction) please supply the following: **(5 points)**

- a. Program guidelines/rules
- b. Emergency plan (i.e., evacuation, catastrophic, natural disaster plan)
- c. Consumer crisis protocol (example: psychiatric or physical health emergency)
- d. Consumer intake and eligibility verification protocol
- e. Staffing pattern
- f. Staff qualifications, licenses, resumes
- g. Staff safety plan
- h. Discharge planning policy
- i. Protocol for referring consumers to additional services and/or resources as needed
- j. Grievance procedure
- k. Sample reports and/or data reporting procedures

III (C). Budget and Budget Narrative (3-page maximum, 20 points total)

1) Include sources and uses budget outlining the expected cost of the project, broken down by major cost categories of **Personnel, Operating and Indirect Expenses.**

The maximum total amount available is \$350,000. Specifically, 50% will be provided through Federal Financial Participation and 50% with Realignment funds. If applicable, provide a list of resources expected to be leveraged for any cost's ineligible for reimbursement by Medi-Cal (for non-MediCal clients). (10 points)

2) Include a budget justification/narrative (2 pages). (10 points)

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

1) Write a narrative describing the characteristics and qualifications of the applicant agency(ies) who will be operating, managing and overseeing the delivery of services. Please describe the applicant's qualifications relating to the services described herein. In the appendices, please include a corporate profile, along with the resume(s) and/or job descriptions for staff proposed to manage and provide supportive services. Include a description of 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. Copies of existing program licenses should also be included in the appendices. (10 points)

- Eligible applicants may include but are not limited to community-based agencies, faith-based organizations, and for-profit agencies. Please provide the agencies' Tax Identification Number (TIN) or Employer Identification Number (EIN), if applicable.
- Applicants must demonstrate a history in working with individuals experiencing mental health crisis in the Greater Bay Area, particularly Contra Costa County, as well as demonstrating recognition and support from key supportive populations.

Additionally, this means applicants will:

2) Be currently engaged in programming serving individuals experiencing mental health crisis, or have the ability to do so, and have been engaged in programming for five years or more. (5 points)

3) Be able to meet all state licensing requirements. (5 points)

- Understand Title 9 staffing patterns.
- Have experience with MediCal claim procedures.
- Be able to meet MediCal licensing and reimbursement requirements.

4) Applicants must be able to demonstrate experience working as a coordinated team, and working collaboratively with not only mental health providers, but also target supported support systems—families, peers, educators, communities, caregivers, etc. Additional consideration will be provided to those organizations with a program proposal or service model that includes strategies to engage and promote parent involvement. **(5 points)**

5) Have the ability to work successfully in racially/ethnically diverse settings and/or to collaborate with agencies with such experience. Bilingual services are desired. Have the ability to work successfully with individuals of diverse sexual orientations and gender identities and/or to collaborate with agencies with such experience. **(5 points)**

IV. Method of Evaluation

IV (A). Initial Screening

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

1. Submissions must be received, no later than 5pm on FRIDAY MARCH 20, 2020.
2. All sections of Submission as outlined in RFP are included within page limit (excluding Appendices).
3. Appendices are included and complete.
4. Original, with wet signature, plus five copies, and one USB/flash drive, are all complete and included in RFP submission packet.

IV (B). Scoring of Submission

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

1. Program Narrative	50 Points
2. Budget	20 Points
3. Applicant Qualifications	30 Points

In order to be considered for an award, the submission must receive a minimum score of **75 points**. Based on overall scores, RFP reviewers will recommend to the Health Services Department selection of the agency/ agencies/awardee(s) to *potentially* fund to develop and operate residential program. Funding for program implementation will be contingent upon review approval from the Behavioral Health Director.

V. Important Due Dates

Important Dates	Due Date
Request for Proposals – Posted Online	Friday January 31, 2020
<u>RSVP Deadline</u> for attendance to MANDATORY Bidder’s Conference	Thursday February 20, 2020 <u>before 5pm</u>
Bidder’s Conference – 2425 Bisso Way, Concord, first floor conference room	Friday February 21, 2020 <u>10am to noon</u>
Final responses, to questions submitted at applicants’ conference, will be posted between	March 9-13, 2020
RFP Application must be received by CCBHS Administrative offices @1340 Arnold Drive, Suite 200, in Martinez; no later than 5pm on	Friday March 20, 2020
Awardee or Next Steps Announcement	Thursday April 30, 2020
Anticipated contract start date	July 1, 2020

