Contra Costa County Behavioral Health Request for Proposals (RFP)

Contra Costa Behavioral Health Services (CCBHS) is pleased to announce a Request for Proposals to select qualified agencies to provide SAMHWORKs mental health and/or Family Wellness services to CalWORKs Welfare-to-Work or CalWORKS adult participants whose current behavioral health and/or parenting support needs are severe enough to impede their ability to participate in Welfare to Work Activities as well as providing services to minor children of the adult participants. It is anticipated that the total payment under this agreement would not exceed $270,623.00 per selected applicant. One or two Contracts will be awarded if qualified agencies are selected through the Request for Proposals process.

History of CalWORKS
California Work Opportunity and Responsibility to Kids (CalWORKs) – As a result of the 1997 federal welfare reform, the CalWORKs Program was established across all California Counties in 1998. This new welfare-to-work program is designed to promote self-sufficiency and personal responsibility.

“CalWORKs is a key component of California’s safety net for low-income families. Established in 1998, the California Work Opportunity and Responsibility to Kids (CalWORKs) program provides cash assistance to very low-income families with few assets. Most eligible parents must make progress toward finding and keeping a job or face loss of their grant; children remain eligible regardless of their parents’ program status. As of 2017, the vast majority (81.4%) of CalWORKs recipients are children. CalWORKs is jointly funded by federal, state, and county governments. CalWORKs is among the state’s most effective anti-poverty programs. The California Poverty Measure (CPM) estimates that, in the absence of CalWORKs, 439,200 more Californians (225,000 adults and 214,200 children) would be in poverty and 186,400 more would be in deep poverty (91,600 adults and 94,900 children). These estimates include both CalWORKs recipients and family members who share resources. One of the goals of CalWORKs is to reduce child poverty; its statewide impact—a 2.3 percentage point reduction—ranks third among large-scale safety net programs. CalFresh food assistance and the federal EITC each mitigate child poverty by 4 percentage points—and each provides more total benefits than CalWORKs. CalWORKs tends to lower poverty more in inland areas and less in coastal counties.”

- Public Policy Institute of California
Under this program, funds allocated to each California County include funding to address and reduce specific barriers to self-sufficiency, reduce child poverty and increase personal responsibility. Two of these barriers include, for many CalWORKs recipients and their families, mental health and substance use disorders.

Counties may develop their own program or system to utilize these earmarked funds to address mental health and substance use disorders. Many years ago, Contra Costa County Employment and Human Services Department in partnership with Contra Costa Health, devised the SAMHWORKs Program (Substance Abuse and Mental Health WORKs).

SAMHWORKs is a referral-based program and clients may only be referred through a SAMHWORKs Liaison. CCBHS staff will be responsible for intake, evidence-based screening and referral to the providing organization. Upon referral, SAMHWORKS client services may include:

- Individual mental health assessment, treatment planning and discharge planning;
- Adult individual mental health counseling, adolescent mental health individual counseling, parent-child counseling, family collateral services, limited case management in collaboration with the referring SW Liaison, group counseling.
- Family wellness and life skills education group, adolescent wellness, and life skills education group

Agencies are expected to meet all terms of SAMHWORKs Scope of Services that is attached to this RFP as Exhibit A. A full description of services and expectations may be found in the attached document however bidding agencies must be prepared to have dedicated SAMHWORKs staff including at least one, but preferably more, mental health clinicians. One clinician must be licensed and will serve as the coordinator to provide supervision to unlicensed providers. The Licensed SAMHWORKs Coordinator/Clinicians will also serve as the primary connection between SW Liaison and Client as well as the SW Liaison and CalWORKS staff. Agencies would also be expected to dedicate a portion of staff to support administrative activities such as data entry, fiscal monitoring auditing and evaluation.

Key administrative performance measures under this agreement include:

- Successfully operating within the bounds of a cost reimbursement contract.
- Maintaining the agreed caseload based upon negotiated budget.
- Successful use of identified evidence-based practices in service provision.
- Timely and accurate data and service entry into County billing system.
- Adherence to communication guidelines outlined in the SAMHWORKs Scope of Services (Exhibit A) and required by funding agency
- Adherence to required deadlines for all client touchpoints as clearly defined in the SAMHWORKs Scope of Services (Exhibit A)
- Adherence to thorough, complete Attendance reports monthly by client to SW Liaison
- Regular, required participation in weekly or bi-weekly Care Coordination sessions with the SW Liaison to coordinate care and client care between the CalWORKS referring staff and CCBHS staff
- Regular, required attendance and participation in quarterly (or as needed) SAMHWORKs Provider Meetings (One Administrator and One SAMHWORKs dedicated clinician must attend)
- Submission of timely invoices and demands in accordance with program requirements.
• Provide an annual report and other data as required by the SAMHWORKs program, funding agency, and/or CCBHS.

Key client objectives under this agreement will include:

• Ensuring 75% or more of referred clients attend 65% of treatment activities.
• 75% of clients who participate in treatment activities for 12 weeks or longer will have the ability to do two of the following:
  ○ Identify potential barriers that could jeopardize their wellness including their family’s future self-sufficiency and for adolescents their school participation.
  ○ Describe their families’ strengths to successfully cope with barriers.
  ○ Be linked and engaged with continued clinically appropriate treatment or support activities.
  ○ For adults, be prepared to engage in CALWorks programming.
  ○ Maintain a client-written Recovery Wellness Plan.

Qualified Agency/Agencies who wish to respond to this RFP are required to submit a proposal addressing the following items:

1. Describe the types of services that will be provided and your agency’s experience providing these services. Please include your proposed frequency of services, hours of operation, location(s). Please note there is need for evening, in-person, service hours.
2. Describe your agency’s experience working with clients who have multiple barriers to participation in treatment. What type of engagement strategies do you propose? How, specifically, would your agency address common barriers amongst the CalWORKS participants including involvement with multiple layers of systems, trauma history, interpersonal violence history, Child and Family Services involvement, legal and more.
3. Please describe which evidence-based practices you will utilize with SAMHWORKs participants, how they will benefit the participants and how they will be implemented with fidelity. Please include your agencies experience providing services using these practices.
4. Please describe how your agency recognizes, trains and practices cultural humility. Describe your organizations current approach to cultural and linguistic adequacy standards (CLAS) and how you intend to meet them as they relate to this program.
5. The mission of the CalWORKS program is, ultimately, to return individuals and individuals and their families to self-sufficiency and wellness. Client specific outcomes include, following a minimum of twelve weeks of mental health treatment and/or family wellness services, that clients be able to define at three employment possibilities that they perceive they can sustain and define the barriers that their treatment has reduced thus far, as well as other barriers they believe they may still need assistance with to improve.

Proposal Guidelines

The County is requesting a proposal from agencies that wish to respond to this RFP. The Proposal must include the following components, and is not to exceed 12 pages, including any attachments:

1. Introduction Letter - The introduction letter must be on agency’s letterhead and include:
   a. Agency’s full legal name
b. Type of entity (public/private, for profit/nonprofit)

c. Name and title of individual authorized to make representations for the agency.

d. Agency’s mailing address

e. Contact individual’s name, telephone number and email address.

2. Agency’s Experience and Capabilities – Agency should provide a summary of the agency’s qualifications, experience and proven record of providing services as described in the draft Scope of Services to the target population including mental health treatment experience with evidence-based practices.

3. Agency’s experience and outcomes providing treatment to a population with multiple barriers to self-sufficiency and wellness such as the CalWORKS participant population.

4. Agencies hiring practices, standards and internal training practices.

5. Agencies history of and experience working collaboratively with a large multidisciplinary team.

6. Agencies ability to be flexible and work as part of a team, or family, all dedicated to each clients’ and their families’ definition of success, self-sufficiency and wellness.

**Deadline for Submission of State of Information/Proposal**

To be considered as a Respondent for this RFP, interested parties must submit the completed Proposal, including requested documentation above, along with the Respondent’s email address and contact phone number to:

Contra Costa Behavioral Health Services  
Attention: 1340 Arnold Drive #200 Martinez, CA 94553  
Telephone: (925) 500-3015  
Email: bernardo.cavalcante@cchealth.org  
Website: https://cchealth.org/bhs/

Submissions may be sent via e-mail only.  
Email attachments must be in MS Word, MS Excel, and/or pdf file format.

Responses must be received no later than 5:00 p.m. on August 4, 2023.  
Please note that responses will not be returned, and late deliveries will NOT be accepted.

Restriction and Disclosure **NOTHING IN THIS DOCUMENT SHALL BE CONSTRUED AS OBLIGATING THE COUNTY TO NEGOTIATE A CONTRACT.**

All information received in response to this RFP shall become the property of Contra Costa County. Any information deemed confidential or proprietary by the Respondent must be clearly marked
and identified by the Respondent as such and include an explanation of why such information is exempt from disclosure under applicable law. Such clearly marked and identified confidential or proprietary information will be protected and treated with confidentiality only to the extent permitted by law. Information not protected from disclosure by law will be considered a public record.

Proposals will be received, maintained, and may be disclosed to the public consistent with the California Public Records Act (PRA) and the Freedom of Information Act. Proposals will be exempt from disclosure until the evaluation and selection process has been completed. Respondents should be aware that CCBHS is required by law to make its records available for public inspection and copying, with certain exceptions. (See California Public Records Act, California Government Code Section 6250 et seq. and the Freedom of Information Act - 5 U.S.C. Sec. 552). CCBHS will not notify Respondent of requests for release of information or that CCBHS released data unless CCBHS receives a request for information previously marked and identified by the Respondent as confidential or proprietary. If CCBHS receives a request for release of such previously marked and identified confidential or proprietary information, CCBHS will notify the Respondent of such request to allow the Respondent to challenge such request consistent with applicable law.
SAMHWORKs (SW) Clients will be one of the following:

(a) CalWORKs Welfare-To-Work or CalWORKS adult participants whose current behavioral health and/or parenting problems are severe enough to impede their ability to participate in Welfare to Work Activities, per Contra Costa County Employment and Human Services- Health Services Interdepartmental Services Agreement 21-427.

(b) Minor children of the adult participants in (a).

ACCESS TO SAMHWORKs SERVICES

Clients will be referred by a SAMHWORKs Liaison – SAMHWORKs is a referral-based program. Prospective clients will be screened by professional staff for clinical appropriateness for Contractor's services. Those who are fully assessed by Contractor as inappropriate MUST be referred back to the SAMHWORKs Liaison within two business weeks from date of receipt of referral from SW Liaison. This may be done via encrypted email to referring SW Liaison. If clients are deemed appropriate for Contractor’s services and are enrolled Contractor MUST notify referring SW Liaison within two business weeks from date of receipt of referral from SW Liaison.

TYPES OF SERVICES AND REFERRALS

Services will include:

(a) Individual assessment, treatment planning, discharge planning

(b) Adult individual counseling, adolescent individual counseling, parent-child counseling, family collateral services, case management, group counseling

c) Parent wellness and life skills education group, adolescent wellness and life skills education group

(d) Parent/Caregiver support group, adolescent support group
(e) Motivational Interviewing

(f) Cognitive Behavioral Therapy approaches and curriculum

(g) Coordination with SW Liaison is REQUIRED if/when Contractors discover other health, social and educational services, interpersonal violence assessment, children’s mental health, and adult substance use treatment, housing needs and more that a SW Client requires. Contractor MUST notify the SW Liaison prior to making any outside referrals (assuming client has given written consent to release such information to SW Liaison.) This is to avoid duplication of services and to ensure clients do not receive outside services for which they are already eligible through other CalWORKS programs (per EHSD/CalWORKs.)

(h) Upon receipt of a referral by Provider, per CalWORKS requirement, Client must be engaged by Provider within ten business days. Providers MUST report back to referring Liaison within two weeks of each referral. SW Liaisons MUST report to CalWORKS referring staff on the client’s referral status within two weeks to meet CalWORKS requirements and maintain client’s CalWORKS benefits. REFER TO SW POLICY AND PROCEDURE REFERRAL FLOW CHART ADDENDUM A

(i) All Contractors and the treating SW assigned Clinicians are required to participate in twice-monthly scheduled Care Coordination sessions with referring SW Liaison to provide updates of SW client statuses, discuss any new, necessary referrals to other services/supports and generally collaborate in serving the needs of referred clients’ care. REFER TO CARE COORDINATION POLICY AND PROCEDURE ADDENDUM B

(j) All SW Clients determined to be experiencing a substance use disorder during the course of mental health services MUST be referred back to SW Liaison for referral to appropriate substance use disorder treatment.

(k) All collateral services (interpersonal violence services, social, education services, health services, housing support, food insecurity, childcare, transportation) MUST be reported to referring SW Liaison to determine if CalWORKS already offers a type of service or support needed. As CalWORKS recipients, all SW Clients MUST be referred to existing CalWORKS benefits PRIOR to the SW Liaison or Contractor referring a SW Client to an outside (of CalWORKS) needed service or support. This is a requirement of SW Program funder, Employment and Human Services Department (EHSD), CalWORKS Unit (CW) to avoid duplication of services/supports already offered to CW/SW recipients.

(l) Individual in-person (or approved HIPAA compliant telehealth or telephonic means) orientations will be provided to prospective clients by professional staff within one business week of first contact, to include the opportunity to discuss in detail goals,
EXHIBIT A

activities, client confidentiality, program reporting, expectations of clients, program use of client contact information, client rights, and any cultural or special needs of the prospective clients, before enrollment in the program.

(m) Clients will receive between one (1) hour and eight (8) hours of services per week, as designed in their treatment plan. SW client treatment plans must be maintained and updated within the Contractor's client charts. SW Program Manager and/or SW Liaison may request a client's chart and/or treatment plan(s) at any time.

(n) An individual SAMHWORKs plan, based on assessment of the client's identified goals and with a schedule of activities, MUST be developed collaboratively by the client and Contractor professional staff, to be incorporated into the client's record. A discharge plan, based on a re-assessment that revises the treatment plan as necessary, MUST be developed and incorporated into the client's record.

(o) Upon discharge of a client, Provider MUST submit to referring Liaison a complete and thorough Discharge Summary and Plan within one (1) business week of client discharge.

Treatment services will include those designed to meet the Performance Measures listed below and Contractor's Outcome Measures completed in this Scope of Services.

The following practices MUST be used:

(a) Bilingual Spanish-English and/or Latino-oriented culturally appropriate counseling for clients who could benefit from them or who request them.

(b) Motivational interviewing.

(c) Cognitive behavioral therapy and/or other evidence-based behavioral health practices.

(d) Evidence-based parenting and/or family wellness, and evidence-based life skills curricula.

(e) For clients who miss scheduled activities without explanation and who are out of contact MUST receive follow up phone calls, HIPAA compliant emails or HIPAA compliant texts within five (5) business days, within the limits of the client's waiver of confidentiality. All attempts to contact clients, whether successful or unsuccessful, MUST be documented on a separate page within the client's chart. A minimum of three (3) attempts MUST be made and documented to reach the client over a two-business week period from the date of last face-to-face. Provider MUST make every reasonable effort to re-engage client in appropriate services. If unable to contact the client
following the aforementioned required attempts to re-engage the client, Contractor MUST report this to the referring SW Liaison within three (3) business days.

If a Contractor believes referral for a psychiatric evaluation and potential medication management is needed, Contractor must refer the client to SW Liaison who will refer for this service. Contractors must document in the record, for clients or family members who need psychiatric evaluation, child developmental assessment, mental health services, substance use treatment, interpersonal violence counseling, learning disability assessment, or referral to county Mental Health Vocational/ State Department of Rehabilitation. Referrals will always be made in coordination with the referring SW Liaison.

For clients who are involved with Children and Family Services (CFS), and who are participating in services as part of a CFS plan as well as part of a CalWORKS Welfare-To-Work (CWWTW) or CalWORKS (CW) plan, collaboration with CFS may be done at the client's or guardian's request within the limits of the waiver of confidentiality. Contractor’s MUST report this need to the referring SW Liaison so that they may document this and assist in coordinating this type of support.

CONFIDENTIALITY

Contractor must comply with the applicable requirements and procedures established by the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and any modifications thereof, including but not limited to 42 U.S.C. Section 17938 and 45 C.F.R. Section 160.103 as it relates specifically to substance use disorder client records.

PERFORMANCE MEASURES

Contractors operate within the bounds of the Cost Reimbursement Contract.

Contractors are required to have dedicated SW professional staff (based on Contractor's approved SW Budget) to provide swift services to SW clients referred by a SW Liaison. The SW Program is designed as a parallel mental health system (to Contra Costa County Mental Health Access Line) to provide services more swiftly to CalWORKS recipients.

All staffing changes or adjustments must be reported within five (5) business days of the staffing change to SW Program Manager. When a Contractor's SW clinical position is vacated by SW dedicated professional staff member, the Contractor must coordinate with SW Program Manager to ensure the fastest possible filling of the vacated position.
EXHIBIT A

A minimum of 50 - 80 unduplicated clients will be served under this Contract, dependent upon the amount and type of services provided within each Contractor's SW Budget.

1. Of referred clients— 75% will maintain 65% or better attendance in treatment activities.

2. 75% of clients who complete SAMHWORKs treatment goals, or participate in treatment activities for twelve (12) weeks or longer, will have the ability to do two of the following, to be documented in the client's treatment plan(s) and discharge summary/plan:
   
   A. Identify potential major barriers that could jeopardize their wellness, including for adults, their family's future self-sufficiency and for adolescents, their school participation.
   
   B. Describe major client/family strengths that have supported the client/family to successfully cope, or will cope, with major barriers.
   
   C. Be successfully linked and engaged with continuing or concurrent services such as mental health, substance use, recovery support, interpersonal violence, parenting, child development, and other services as and age/developmentally, clinically appropriate.
   
   D. For adults, be prepared to engage in CalWORKS Welfare-To-Work and/or CalWORKS activities and demonstrate a plan to coordinate these activities with their receipt of any of these services listed in paragraph C above.
   
   E. For adults and adolescents, a copy of a client-written Recovery Maintenance Plan.
   
   F. Submission of a thorough Discharge Plan must be submitted within one business week of the date of Discharge, regardless of the reason for discharge.

3. An Annual Report based upon the Performance Measures is due by July 30 for the prior Fiscal Year. A template will be provided by SW Program Manager to Contractor by June 1st of each Fiscal Year.

PROGRAM DATA SHARING AND REPORTING
EXHIBIT A

When a prospective client is referred to Contractor by the SW Liaison, Contractor will report back to the Liaison, by phone or fax or encrypted email, whether the client has been enrolled in the program, within two (2) business weeks of receiving the referral, if the client has consented to this sharing of data.

For each client enrolled in the program who has consented to the sharing of data, Contractor must complete, and submit by encrypted email to the SW Liaison, the monthly "attendance and progress" report required and provided by CalWORKs, to document the client's eligibility for CalWORKs benefits associated with program participation. The Attendance and Progress Report Form, required by SW funder, must be submitted by the fifth of each month for the prior month's attendance and progress. The timely receipt of these forms is critical to clients remaining eligible for CW and retaining their benefits, including services from a SW Contractor. REFER TO ATTENDANCE REPORTS POLICY AND PROCEDURE ADDENDUM C

If a client is referred by someone other than a SW Liaison (a rare occurrence) and declines to permit data sharing with a SW Liaison and CW, the client is still eligible for 16 weeks of services if s/he is clinically appropriate and can sufficiently document being a current CalWORKs Welfare-To Work-or CalWORKS participant or a child living with a parent who is an adult CalWORKs recipient. Recipient of Cash Aid only does not meet qualification for the provision of this service.

All clients must be entered by Contractor into the county Behavioral Health Services and/or Alcohol and Other Drugs Services Streamline database, and their services entered, as directed by county Health Services. The client's admission data entry will be coordinated with the Contractor's assigned Staff member in Behavioral Health Services Administration to determine if the client already has an identification number in the database. Streamline is utilized for the purpose of verification of services only, NOT billing.

Contractor must submit monthly printouts of Streamline reports of these clients' services along with Demands NO LATER THAN THE 10TH OF MONTH FOR THE MONTH PRIOR (NO Exceptions) for payment, as instructed by Health Services, including (a) a summary report, (b) a list of all clients enrolled that month by their admission date, and (c) a report of visits by day, client, and staff for the entire month, (d) Streamline Service Activity Report for that month's Demand as well as the (e) Updated MAR report. Clients still on record after two (2) years must be discharged from the client roster unless they are still CalWORKS eligible and actively receiving services. This must be documented by Contractor. All required Re-authorization/Extension Requests of Services approved forms must be documented by Contractor and SW Liaison. Failure to submit required Re-authorization/Extension Request forms to the referring SW Liaison in the required timeframe may result in loss of Contractor payment during the period of which client
had no SW Extension Request approved and on file. Please also refer to the SW Demand Checklist and SW Demand Review of Required Documentation provided to Contractor’s separately.

Requests for Re-authorization of Services form (extension requests) must be completed by the rendering clinical staff member and submitted to the referring SW Liaison at the following intervals: REFER TO EXTENSION REQUEST POLICY AND PROCEDURE ADDENDUM D

Contractor MUST notify SW Liaison and SW Program Manager of any major incidents or significant changes in the program, such as:

(a) Incidents at the program leading to medical emergencies involving clients

(b) Changes in managerial, supervisory staff, fiscal or clinical staff

(c) Changes affecting program site location/s

(d) Any developments that make it impossible to deliver the full scope of services in this contract, including bilingual services

Contractor will provide an annual program report to SW Program Manager as directed, including detailed results of Performance Measures as previously listed including successes, barriers and challenges within 30 calendar days of the end of the contract year (July 30) or upon SW Program Manager request.

MEETING AND TRAINING PARTICIPATION

Contractor is required to have managerial and/or supervisory staff and clinical staff attend bi-monthly SAMHWORKs provider meetings, and appropriate Behavioral Health provider meetings as called.

Contractor is required to send clinical staff from the program to SAMHWORKs-sponsored trainings and to other county Behavioral Health trainings offered that are relevant to the services.

Both Provider Meetings and Trainings are deemed vital to provider and, therefore, to client successes.
EXHIBIT A

PROGRAM NARRATIVE
To be completed by Contractor

Please respond to the following in detail:

Describe the types of services that will be provided:

How frequently will they be provided? (be specific) What are the hours?

Where will they be provided?

How will you coordinate services with other BH and/or SUD providers?
ENGAGEMENT PRACTICES

Please respond to the following in detail:

SAMHWORKs clients may have barriers to participate in treatment. What type of engagement strategies will you use to meet the 65% or better of treatment participation? Please include, specifically, how you will address common barriers such as transportation, child care, etc.
EXHIBIT A

EVIDENCE-BASED PRACTICES

Please respond to the following in detail:

Please describe specifically which evidence-based practices you will utilize with SAMHWORkS participants, how they will benefit participants and how you will implement them with fidelity.

Who are the clinical staff assigned to work with the clients?

Name License/Certification/Registration Number & Expiration Date
Cultural Competence (CLAS Standards): How will they be met, specifically?
CLIENT SPECIFIC PERFORMANCE OUTCOMES

What are your projected client outcomes as a result of the clients participating in your program? (Consider connecting these to the aforementioned prescriptive Performance Measures but be specific and include outcomes that may be unique to your programs and services). Please be as detailed as possible and include both quantitative and qualitative strategies (specific and measurable) you will utilize to measure outcomes.
EXHIBIT A

What type of changes do you expect to experience with your clients and how might they impact the individual, family and community?
EXHIBIT A

AGENCY/CORPORATE PROFILE

AGENCY NAME:

AGENCY ADDRESS(ES) (all sites utilizing SAMHWORKs funding):

AGENCY PHONE(S), EMAIL ADDRESSES AND FAX NUMBER(S) (all sites utilizing SAMHWORKs funding):

ALL ADMINISTRATIVE, FISCAL AND CLINICAL STAFF CONTACT INFORMATION (please include Name, Title, phone numbers, address locations, email addresses):
EXHIBIT A

EMPLOYER IDENTIFICATION NUMBER:

AGENCY NPI NUMBER:

STREAMLINE FACILITY ID (S):

STREAMLINE PROGRAM ID (S):

ALL STREAMLINE RENDERING SERVICE PROVIDER ID (S) INCLUDING NAMES OF THOSE CLINICIANS:
PLEASE ATTACH:

- COMPLETED, APPROVED SCOPE OF SERVICES INITIALED ON EACH PAGE BY EXECUTIVE DIRECTOR/CEO
- LIST OF BOARD OF DIRECTORS including Contact Information for each
- COPY OF DHCS OR MENTAL HEALTH CERTIFICATION
- ORG CHART
- MOST RECENT AGENCY ANNUAL REPORT
- BUDGET PROPOSAL
- BUDGET NARRATIVE
- CURRENT W-9
- CURRENT PROOF OF INSURANCE
- NAME AND CONTACT INFORMATION FOR Streamline DATA ENTRY STAFF