



## **Contra Costa Behavioral Health Services Request for Qualifications (RFQ)**

### **Mental Health Services Act (MHSA) Volunteer Family Support Network July 2017**

#### **I. General Instructions**

Contra Costa Behavioral Health Services (“CCBHS” or “the County”) is seeking Statements of Qualifications from suitably qualified community-based providers to design and implement a county-wide Volunteer Family Support Network. The provider’s program will have multiple sites to serve three distinct regions of the County: West, Central/South, and East. Each site should have staff to develop, support, and train a volunteer network that will support families, significant others, and loved ones of consumers in the public mental health system, as well as families and their loved ones who may be early in mental health crisis.

Applicants responding to this Request for Qualifications (“RFQ”) will provide their qualifications, a description of their organizational capacity, an outline of service delivery including staffing and mode of delivery, outcomes and a plan for evaluating the success of the program, a budget and budget justification. The total amount available for the fiscal year 2017-18 is not to exceed \$600,000, with the County option of renewing the contract on an annual basis. Up to \$300,000 out of the total contract amount will be made available for FY 17/18 one-time start-up costs. The contract will be a cost-based contract, where the County will reimburse actual program costs that are incurred and paid by the contractor. Please be clear and comprehensive in detailing your costs to provide this service.

It is the intent of CCBHS to award a proposal that allows for a single contract to implement the Scope of Work. Any contract awarded will be based upon the quality of the characteristics and qualifications of the applicant agency, proposed implementation and evaluation plan, and budget and budget justification. Depending on the number and qualifications of applicants, CCBHS may, after receiving approval from the CCBHS Director and Board of Supervisors, move directly to a contract negotiation phase with the selected applicant. Eligible applicants include public, not-for-profit organizations.

#### **I (A). Format, Delivery and Due Date**

This RFQ and all related forms and materials are available on-line at CCBHS websites <http://cchealth.org/bhs> and MHSA site [http://cchealth.org/services/mental\\_health/prop63/RFQ.php](http://cchealth.org/services/mental_health/prop63/RFQ.php).

Please provide one electronic copy on CD, a signed original PLUS five (5) additional hard copies of your Statement of Qualifications. 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 include:

- ✓ Written in Times New Roman in size 12 font
- ✓ Margins 1" on all sides
- ✓ Single-spaced pages
- ✓ All pages consecutively numbered
- ✓ Proposal follows the outline presented below
- ✓ Original and copies printed on three-hole punched paper
- ✓ 10-page text limit for Statement of Qualifications (this does not include the Cover Page or appendices).

Proposals should be delivered to the following:

Warren Hayes  
 Mental Health Service 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 on Thursday, August 31, 2017**. 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 allowed.

In the order presented, submissions should include the following:

1. Cover Page (see attached)
2. Applicant's agency characteristics and qualifications (**4-page maximum**)
3. Details of the applicant's organizational capacity (**3-page maximum**), including a description of the agency's experience providing mental health services and/or supports to families and loved ones of consumers
4. A budget outlining the expected cost providing full support to the county-wide program, broken down by major cost categories. The budget should include clear justification (**3-page maximum**)
5. Appendices that include the detailed resumes of all program staff (or job descriptions if staff have not been identified yet) and copies of applicable policies and procedures

**I (B). Mandatory Applicant Conference**

All interested agencies or community-based providers must participate in a **MANDATORY** Applicants' Conference on **Monday, July 31, 2017 from 10:00am to 11:30am**. Those planning to participate in the conference should **RSVP no later than 5 pm on Friday, July 21, 2017** to [MHSA@hsd.cccounty.us](mailto:MHSA@hsd.cccounty.us) or [Lisa.Cabral@hsd.cccounty.us](mailto: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 RFQ is the responsibility of the applicants and will not be reimbursed through any contracts resulting from this RFQ process or from any other county funds.
- CCBHS may issue an RFQ 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 RFQ submission date if necessary to allow applicants additional time to consider such information and submit required data.
- The RFQ 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 RFQ 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 RFQ 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 RFQ and all related forms and materials are available on-line at CCBHS websites <http://cchealth.org/bhs> and MHSa site [http://cchealth.org/services/mental\\_health/prop63/RFQ.php](http://cchealth.org/services/mental_health/prop63/RFQ.php).

CCBHS recognizes additional questions may arise after the Applicants' Conference. However, due to the abbreviated time line of this RFQ, 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 Monday, August 14, 2017.**

All RFQ submissions will be reviewed promptly and the goal is to announce either a selection or next steps by **5:00 p.m. on Friday, September 15, 2017.**

Applicants who are not selected may appeal CCBHS's selection of awardee(s) within five (5) days of notification. Appeals must be addressed to the Director of Behavioral Health Services. Appeals must be in writing and shall be limited to the following grounds:

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

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

## **II. Introduction**

### **II (A). About Behavioral Health Services – A Division of Contra Costa Health Services**

The Behavioral Health Services Division of Contra Costa Health Services combines Mental Health and Alcohol & 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 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.

### **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](http://www.dhcs.ca.gov/services/mh/Pages/MH_Prop63.aspx).

## II (C). Purpose of this RFQ/Scope of Work

The purpose of this RFQ is to contract with a subject matter expert (Contractor) to recruit, train, support and provide technical assistance to individuals in order to develop their proficiency as a volunteer support network. The primary focus will be on supporting families, significant others, and loved ones of consumers in the public mental health system, but will also work with families and their loved ones who may be early in mental health crisis. The volunteer network will help navigate all the various County systems consumers and their families may touch, but especially mental health care.

The Contractor's Scope of Work will promote the mission of CCBHS by creating a volunteer network to help support community public mental health. This volunteer network program can allow the County's behavioral health system and other organizations to expand their reach to families and loved ones of consumers experiencing mental illness. Examples of potential duties for volunteers in this network are:

- **Support Groups:** Informal Parent/Family Cafes; multi-family groups.
- **Connectivity:** Connect with families/loved ones early in crisis; help connect families/loved ones to County support systems, such as clinics, Alcohol and Other Drugs (AODS), and Whole Person Care prior to (or after) treatment; help connect families/loved ones with County Family Partners/Support Workers; provide connectivity to culturally appropriate community services, and family education resources.
- **Navigation:** Help a family navigate the whole broader system, to include introduction and access to mental health services, and conjointly with other appropriate allied systems, such as health care, criminal justice, substance use disorder services, housing and homeless services, conservatorship, and other resources. This support can span any and all programs.
- **Outreach:** Reach out to families/loved ones at home or in the community; reach out to other community organizations (such as faith communities).
- **Social Activities:** Coordinate with different family members, such as school-aged siblings and working parents for supportive social activities.
- **Availability:** The volunteer network will be available various times of the day, including outside of normal business hours.

- A. The Contractor will include a plan for recruiting and selecting volunteers for participation in this volunteer program, to include ensuring sufficient participation of individuals with consumer and family members experience to meet the objectives of the elements outlined below. The Contractor will also include a plan for continuous program development and improvement, and follow-up on participants to determine impact of the program. The Contractor will develop a Volunteer Family Support Network curriculum and train individuals to be effective supports to consumers and their families. This Volunteer Family Support Network Program will consist of five essential elements:

- B. **Recruitment.** The Contractor will:
- Recruit and screen volunteers—particularly volunteers that are bilingual, from communities of color, and include transition aged youth to help support families of consumers that represent the cultural diversity of Contra Costa County.
  - Develop a method and structure that can allow all community organizations and care delivery systems to participate and benefit from the volunteer network.
  - Develop, distribute and update outreach methods and materials.
- C. **Training.** The Contractor’s training program will include comprehensive training, starting with an orientation and onboarding process.
- The training should prepare participants to be able to support both consumers and families while navigating the mental health and related systems of care.
  - The training should include a basic course on mental health issues, such as Mental Health First Aid.
  - The Contractor’s training program will address the topics of
    - i. Resources in the community
    - ii. Navigating the whole system
    - iii. Supporting the whole family, to include adult caregivers and siblings
    - iv. Following up with families and loved ones as mental health care progresses or changes
    - v. Review and evaluation of training to ensure relevance and continuous improvement
  - The Contractor’s training may include topic modules to focus on specific tasks.
  - The Contractor will provide ongoing training to keep volunteers current on resources and methods of care.
- D. **Supervision, Support and Technical Assistance.** The Contractor will provide ongoing supervision, support and technical assistance to its volunteer network.
- Technical Assistance:
    - i. Provide current, up-to date resource guides
    - ii. Facilitate resource/services access and connection for the volunteers
    - iii. Provide access to experienced staff or mentors for consultation
    - iv. Website/social media presence
  - Supervision:
    - i. Provide encouragement and ongoing emotional support
    - ii. Clarify boundaries and goals of program
    - iii. Solicit feedback and suggestions from volunteers
- E. **Strategic Partnerships.** The Contractor will create partnerships with the County systems of care and community in order to stay abreast and be adaptive to current needs. Key County partnerships should include:
- County Family Partner (Children’s System of Care), and Family Support Worker (Adult System of Care) Programs
    - i. Coordinate with Family Partner and Family Support Coordinators to help ensure County connectivity with families of consumers.
    - ii. Coordinate with Family Partner and Family Support Programs to help identify new programming and activities to assist in whole family support.

- Hospital: In-Patient Psych Unit (4-C), Psychiatric Emergency Services
- Whole Person Care Program
- Educational System
- Foster Care System
- Criminal Justice System: Detention, Juvenile Hall, Probation, etc.
- Vocational Services
- Housing and homelessness services
- Conservatorship

The Contractor is responsible for assuring that the objectives stated in the proposal are met. These objectives are:

- The establishment of a volunteer workforce program
- Number of trainings and follow-up trainings completed on an annualized basis as determined together by Contractor and County
- Number of individuals participating as volunteers as determined together by Contractor and County
- Number self-identifying as individuals with consumer and family member experience as determined together by Contractor and County
- Race/ethnicity of the participants recruited for participation in relation to the community(ies) served as determined together by Contractor and County
- Equity of number of volunteers in relation to regions of the County, and communities within regions

The Contractor is further responsible for constructing a budget that meets the above specifications. The Contractors will be fully accountable for proper use of funds.

### **III. RFQ 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. CCBHS is seeking to improve current service delivery by providing effective, high quality integrated mental health care at a variety of levels that can meet the needs of the residents of Contra Costa County. This RFQ process seeks proposals that continue this tradition, which leads to success in recovery, wellness and resiliency.

#### **III (A). Cover Page**

Please complete the attached cover page (see attachment on final page of RFQ) and submit with RFQ.

**III (B). Characteristics and Minimum Qualifications of Applicant Agency (4 page maximum, 60 points total)**

At the time of award, the Contractor must be able to demonstrate understanding of the multiple issues surrounding training an effective volunteer workforce from diverse groups from the community to help benefit families of consumers in the public mental health system.

- The Contractor must have extensive experience and success with a demonstrated ability to develop a volunteer workforce, and conduct robust trainings.
- The Contractor must also have experience in providing training and technical assistance within the family support network within the public mental health system in California.

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. Include a description of the agency's organizational capacity and sustainability 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.

- Eligible applicants include non-profit community-based agencies or organizations, to include faith-based organizations. 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 severe and persistent mental health challenges, as well as demonstrating recognition and support from key stakeholder entities, such as organizations representing the interests of consumers and family members.

**Please describe:**

- 1) Successful experience serving families and loved ones of individuals experiencing moderate to severe and persistent mental health challenges, or demonstrate the potential to do so. **(20 points)**
- 2) Experience in working with key consumer support systems; i.e., families, peers, other natural supports, communities, service agencies and providers. **(20 points as follows):**
  - a. Successful experience in working with individuals, or families of individuals with mental illness, co-occurring disorders such as physical and developmental disabilities, and alcohol and other drug abuse disorders. **(10 points)**
  - b. Successful experience in ensuring consumers or families of consumers are referred and connected to appropriate health, mental health, and other social service resources, and have a referral system or broad network of resources to connect individuals with necessary services and treatment. **(10 points)**
- 3) The ability to work successfully in racially/ethnically diverse settings and/or to collaborate with agencies with such experience. Bilingual service capacity is desired. Have the ability to work successfully with individuals of diverse sexual orientations and gender identities, and to collaborate with agencies with such experience. **(10 points)**

- 4) Experience in designing and implementing a training system and program administration evaluation component that communicates outcomes and program impact. CCBHS is looking for an applicant who can work collaboratively with the County to provide regular data so as to enable analysis and evaluation of the efficacy of provided services. **(10 points)**

### **III (C). Implementation and Evaluation Plan (3 page maximum, 20 points total)**

- 1) Describe current or proposed staffing. Include the title, and current or proposed qualifications for each staff member. **(5 points)**
- 2) Describe each staff member's proposed role and/or function in the project. Include the percentage of time (full-time equivalency or FTE) for each staff member assigned to the project. **(5 points)**
- 3) Outline the timeframe within which the program will operate, including anticipated start date. **(5 points)**
- 4) Describe how the project will be reviewed and evaluated. Describe the outcomes of any existing programs. **(5 points)**

### **III (D). Budget and Budget Justification (3 page maximum, 20 points total)**

Include a line item budget listing the expected cost of the project, including FY 2017-18 costs not to exceed \$300,000 and a budget projecting a full contract year for FY 2017-18—not to exceed the annual payment limit of \$600,000, including startup costs. Applicants should provide a budget and justification for the initial 6 months of start-up operations, and a separate budget and justification for an annualized 12 months of operations. The line item budget should be broken down by the major cost categories of 1) personnel salaries and benefits, 2) flexible funds and supports (if any) that support program participants, 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), 4) one-time start-up costs, such as capital outlay for office space, and 5) administrative costs (indirect) required to support the program. Indirect costs are not to exceed 15% and should describe how the allocation is determined. Budget line items should include a short justification, 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. Include source and type of funding.

## **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 is subject to the proposal being 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 RFQ are included within page limit (Excluding Appendices).
3. Appendices are included and are complete.

#### IV (B). Scoring of Proposal

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

1. Characteristics and Minimum Qualifications of Applicant Agency (60 Points)
2. Implementation and Evaluation Plan (20 Points)
3. Budget and Budget Justification (20 Points)

In order to be considered for an award, the proposal must have a minimum score of 75 points. Based on overall scores, RFQ reviewers will recommend to the CCBHS Director selection of the awardee to *potentially* fund a Volunteer Family Support Network. Funding for program implementation will be contingent upon review and approval from the Contra Costa County Board of Supervisors.

#### V. RFQ Schedule of Important Due Dates

Important Dates	Due Date
Request for Qualifications – Posted Online	Monday, July 1, 2017
RSVP Deadline for attendance to <b>MANDATORY</b> applicant Conference	Friday, July 21, 2017
Applicant Conference (1340 Arnold Drive, Large Conference Room located in Suite 200, Martinez, CA 94553)	Monday, July 31, 2017
Final set of responses to questions submitted by applicants post conference	Monday, August 14, 2017
RFQ Application Due Date	Thursday, August 31, 2017
Notification of selection/next steps	Friday, September 15, 2017
Appeal Deadline	Wednesday, September 20, 2017
Final Awardee Public Announcement	Friday, September 29, 2017

Contra Costa Behavioral Health Services  
**VOLUNTEER FAMILY SUPPORT NETWORK:**  
**Statement of Qualifications**

Project Name: \_\_\_\_\_

**Cover Page**

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Name of Applicant or Agency: \_\_\_\_\_

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

\_\_\_\_\_  
Board President

\_\_\_\_\_  
Type Name Here

\_\_\_\_\_  
Date