



**Contra Costa Behavioral Health Services  
Request for Information  
TAY Residential and Outpatient Facility  
March 2017**

## **I. General Instructions**

Contra Costa Behavioral Health Services (CCBHS) is a leading provider of Mental Health and Substance Use Disorders Services in Northern California. Over the past several years Contra Costa has seen an increased need for services for youth and young adults ages 18-26. These Transition Age Youth (TAY) are in need of services in general, but are more urgently in need of comprehensive supportive services in order to support successful transition to adult life. Many TAY struggle with all of the demands of any young person – work, relationships, family, and school – that may place an overwhelming demand on these youth. These demands in consort with a mental illness or behavioral challenge will sometimes make this transition insurmountable. CCBHS is committed to addressing these issues for this population.

CCBHS is seeking submissions from suitably qualified community-based providers to develop and operate a residential program in a County-owned building. This voluntary program will deliver a tiered, stepdown, continuum of coordinated services from residential to supported outpatient care from a single location. This may include any or all of the following services: Outpatient Specialty Mental Health, Intensive Care Coordination, In Home Behavioral Services, Supported Housing Services, and Substance Use Disorders (SUDs) Recovery Support. Applicants responding to this Request for Information (RFI) will provide the following: Program narrative, budget and budget justification, and characteristics and qualifications.

The initial contract period is 2-years, beginning July 1, 2017. The County will fund the implementation of the selected Work Plan(s) through a combination of funding sources including the Mental Health Services Act (hereinafter “MHSA”) and EPSDT Federal Financial Participation. The total annual amount available for reimbursement through the contract period of this project will be based upon bed occupancy and for the initial year is up to \$572,550. In addition, \$250,000 in MHSA funds will be provided for one-time start-up costs during the initial year.

CCBHS is hoping to receive strong submissions that allow for a single contract, but multiple providers may be selected to provide these services. Any contracts awarded will be based upon the quality of the submission, organizational capacity of the applicants, and availability of funds. Depending on the number and qualifications of RFI applicants, CCBHS may, after receiving approval from the Behavioral Health Director, move directly to a contract negotiation phase with selected applicant(s).

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

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

Please provide one (1) electronic copy on CD, one (1) signed original PLUS five (5) additional hard copies of your statement. 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
- ✓ Submissions follows the outline presented below
- ✓ Original and copies printed on three-hole punched paper
- ✓ 18-page text limit for submission (this does not include cover page and appendices).

Submissions should be delivered to the following:

Helen Kearns  
Project Manager  
Contra Costa Behavioral Health Administration  
1340 Arnold Drive, Suite 200  
Martinez, CA 94553  
Phone: 925-957-5125

A single, packaged set of all printed and electronic submissions are due at the above address by **5pm on Monday, May 8, 2017**. Postmarks on this date will not be accepted. Late submissions will not be accepted and will not be reviewed. There will be no exceptions. No faxes or electronic submissions will be accepted.

In order presented, submissions shall include the following:

1. Cover Page (see attached).
2. A program narrative (10-page maximum) that states the agency’s operational and service delivery model as well as the indicators used to measure the effectiveness of the agency’s model and program outcomes. The narrative should also describe how the applicant will operate and manage the property, provide needed support services and make service referrals as well as include any applicable policies and procedures.
3. A budget outlining the expected cost of operating and managing the property including costs and oversight costs of offered resident programs, broken down by major cost categories (1-page per year). The budget should include a justification (1-page) that is linked to the program narrative. The budget should also include a list of any additional funds that will be leveraged to support program operations.
4. Details of the agency(ies) who will be managing and operating the TAY residential and outpatient facility. Please describe the agency(ies) qualifications relating to the requirements described herein (5-page maximum).
5. Appendices that include the resume(s) of staff proposed to implement and evaluate the work plan. If the applicant is an agency, please include a corporate profile.

**I (B). Applicants’ Conference**

All interested community-based providers must participate in a **MANDATORY** applicants’ conference on **Monday, April 17, 2017 from 1:30 p.m. until 3:00p.m.** Those planning to participate in the conference should **RSVP no later than 5 pm on Tuesday, April 11, 2017** to [Judy.Pearl@hsd.cccounty.us](mailto:Judy.Pearl@hsd.cccounty.us). The conference will be located at:

1034 Oak Grove Road  
Concord, CA 94518

### **I (C). Rules and Considerations**

- The cost of developing and submitting a submission in response to this RFI is the responsibility of the applicants and will not be reimbursed through any contracts resulting from this RFI process or from any other County funds.
- CCBHS may issue a RFI 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 RFI submission date if necessary to allow applicants additional time to consider such information and submit required data.
- The RFI 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 RFI 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 RFI are subject to pending or perfected protests. The award 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 RFI and all forms and materials for submitting a submission are available on the CCBHS website: <http://cchealth.org/bhs/>.

CCBHS recognizes additional questions may arise after the Applicants' Conference. **In an effort to be considerate to all applicants, additional questions after the Applicants' Conference must be submitted in writing.** Questions and answers will be disseminated weekly via email to all submitters as well as posted electronically to the BHS website (see schedule outlined in Section V). Questions about the RFI should be submitted in writing to Judy Pearl at: [Judy.Pearl@hdsd.cccounty.us](mailto:Judy.Pearl@hdsd.cccounty.us). **The final date questions and answers will be posted is Monday, May 1, 2017.**

All RFI submissions will be reviewed promptly and our goal is to announce either a selection or next steps **by 5:00 p.m. on Friday, May 26, 2017.**

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 RFI procedures, which affected the submission scoring; and/or
- The RFI 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. Introduction**

### **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 Medi-Cal 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 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). About the Residential and Outpatient Facility**

CCBHS understands the complex needs of young adults, especially those experiencing significant mental or emotional issues. We strive to provide exceptional services to the most vulnerable members of our County's community. The Facility will be an unlocked, but highly structured residential program that

provides a highly effective and comprehensive standard of care in behavioral healthcare. This Facility will serve TAY consumers 18-26 years old. The Facility will house a residential program and other supportive services designed to support TAY consumers in getting their mental health needs met. This Facility will provide a full array of specialty mental health services. The Facility is for individuals discharging from hospital and long-term locked facilities who would benefit from a step-down from institutional care to successfully transition back into community living. It is also for intended for individuals who would benefit from a residential program in order to prevent use of a higher level of care. Treatment services will be available in the residential facility for consumers 24 hours a day, seven days a week and should include transition services for those stepping-down from the residential program.

The Facility is located at 1034 Oak Grove Road in Concord, which is conveniently located in the Monument Corridor. There are two existing buildings on the lot. Building number one is currently configured as, and proposed to house, a residential treatment facility. Features of this building currently include: 10 bedrooms, 4 "double" bedrooms, a kitchen space, dining area, laundry area, recreation space, a meeting room, bath and shower facilities, and 8 offices. The second building is known as "the classroom." This building is currently configured with 5 offices and 2 classrooms. The Facility is 10,811 square feet. In addition, the lot features a large grass yard, a basketball court, ample parking, and secure fencing around interior areas.

### **III. RFI Guidelines**

Through this RFI process, CCBHS will select a qualified applicant to operate the Facility. All applicants must be able to meet state licensing requirements as well as have knowledge of California Code Title 9 regulations and staffing patterns. The applicant should also have the capacity to provide services and assess individuals who have both a mental illness and SUD.

As stated earlier in this RFI, the Facility will be an unlocked, but highly structured and supervised residential program intended to assist mental health consumers achieve stabilization. The County seeks to have the Contractor assist consumers discharging from hospital and long-term locked facilities that need a gradual step-down from institutional care to successfully transition back into community living and consumers who need more intensive services to prevent hospitalization. The Facility will only serve adults 18-26 years old. Treatment services will be available for consumers 24 hours a day, seven days a week.

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

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

#### **III (B). Program Narrative (10 page maximum, 40 points total)**

- 1) Describe the operational and service delivery program and the expected outcome(s). Describe how this program will support individuals in maintaining stabilization and promoting recovery. Include a description of the following:
  - Program(s) criteria
  - Outreach, intake, and eligibility verification process
  - Approach(es) and/or service(s), including housing, family, social, vocational, and transportation components
  - Who will provide the approach(es) and/or service(s), including how service referrals will be made when needed
  - Setting(s) where the approach(es) and/or service(s) will occur
  - Step up and step down treatment planning

- Discharge planning
- How services will reflect state requirements and regulations

Include a description of how you will provide round-the-clock, timely processing of consumer referrals. Include a description of any evidence-based practices/programs you will be utilizing, such as Wellness Recovery Action Plan (WRAP) and Motivational Interviewing (MI) to name a couple, and why these practices/programs were chosen. Please describe your history in utilizing these practices. **(10 points)**

- 2) Describe licensing that will be needed and timeline to obtain licensing. **(3 points)**
- 3) Describe program staffing and each staff member's role and/or function in the project. Include the FTE for each staff member assigned to the project. It is expected that the Contractor will be able to meet consumers' ambulatory care needs, including distributing medications, without utilizing hospital-based services. Include a description of any additional training you will provide to program staff, including cultural competency training. **(5 points)**
- 4) Respondents should address how they will provide services to consumers with co-occurring mental health and substance abuse disorders. Some staff should be trained in dual-diagnosis treatment. Please provide a description of how your agency will train staff in treating consumers with dual diagnosis and/or what certification(s) these staff will possess. **(5 points)**
- 5) Include a description of safety, referral, and facility management policies and protocols (see appendices list in item 8 below). **(2 points)**
- 6) Outline the timeframe within which the program will operate (note, service delivery is expected 24/7), including anticipated start date. Please include a sample of a weekly service schedule. **(5 points)**
- 7) 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. 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)**
- 8) As appendices to the Narrative (not included in page restriction) please supply the following: **(5 points)**
  - a. Consumer guidelines or house rules
  - b. Policy for providing routine medical care as well as plan for medical emergencies
  - c. Policy on medication authorization and monitoring
  - d. Emergency plan (i.e., evacuation, catastrophic, natural disaster plan)
  - e. Consumer crisis protocol (example: psychiatric or physical health emergency)
  - f. Consumer intake and eligibility verification protocol
  - g. Policies on resident visitation
  - h. Staffing pattern
  - i. Staff safety plan
  - j. Consumer handbook
  - k. Discharge planning policy

- l. Substance use policy
- m. Consumer outreach protocol
- n. Protocol for referring consumers to additional services and/or resources as needed
- o. Grievance procedure

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

- 1) Include a sources and uses budget (1 page per year) outlining the expected cost of the project, broken down by major cost categories. The total annual amount available is \$572,550. Specifically, up to \$286,275 will be funded from EPSDT Federal Financial Participation with up to \$286,275 in matching realignment funds. In addition, up to \$250,000 MHSA dollars will be available for one-time repurposing of the building and start-up costs during the initial year. If applicable, provide a list of resources expected to be leveraged. **(10 points)**
- 2) Include a budget justification/narrative (1 page). **(10 points)**

**III (D). Characteristics and Qualifications of Applicant Agency – Contractor or County (5 page maximum, 40 points total)**

- 1) Write a narrative describing the characteristics and qualifications of the applicant agency(ies) who will be operating and managing the property and/or delivery services to residents. Please describe the applicants qualifications relating to residential treatment 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 operate the property 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.
  - Applicants must be able to provide “around the clock,” 24/7 supervision to residents

**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 Short-Doyle Medi-Cal claim procedures.
  - Be able to meet Medicare licensing and reimbursement requirements.

- 4) Have a demonstrated history in working with co-occurring disorders, such as SUD and mental illness. **(5 points)**
- 5) Be experienced in referring consumers to mental illness professionals and/or have a referral system or broad network of resources to connect individuals with necessary services and treatment. **(5 points)**
- 6) Be experienced in working with the targeted support systems – families, peers, communities, providers, etc. **(5 points)**
- 7) 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)**
  - **This is a collaborative process.** As such, applicants will demonstrate the readiness/ability to:
    - Work with CCBHS to design a feasible assessment process for the project.
    - Work with CCBHS Research and Evaluation Unit to design an evaluation and data collection plan.
  - CCBHS is seeking to fund potential awardee(s) with a track record of leadership in the community, and in developing and maintaining supportive relationships with the defined target population in Contra Costa County.

## **IV. Method of Evaluation**

### **IV (A). Initial Screening**

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

1. Submission was received by due date.
2. All sections of Submission as outlined in RFI are included within page limit (excluding Appendices).
3. Appendices are included and are complete.

### **IV (B). Scoring of Submission**

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

- |                             |           |
|-----------------------------|-----------|
| 1. Program Narrative        | 40 Points |
| 2. Budget                   | 20 Points |
| 2. Applicant Qualifications | 40 Points |

In order to be considered for an award, the submission must have a minimum score of 75 points. Based on overall scores, RFI 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

<b>Important Dates</b>	<b>Due Date</b>
Request for Information – Posted Online	Wednesday, March 22, 2017
RSVP Deadline for attendance to <b>MANDATORY</b> applicant Conference	Tuesday, April 11, 2017
Applicants’ Conference and Facility Tour (1034 Oak Grove Road, Concord, CA 94518)	Monday, April 17, 2017
First set of responses to questions submitted by applicants post conference	Monday, April 24, 2017
Final set of responses to questions submitted by applicants post conference	Monday, May 1, 2017
RFI Application Due Date	Monday, May 8, 2017
Awardee or Next Steps Announcement	Friday, May 26, 2017
Anticipated date location will be available (dependent on contract)	Monday, July 3, 2017

Contra Costa Behavioral Health Services  
**TAY Residential and Outpatient Facility**  
**RFI Submission**

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

**Cover Page**

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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