

COMMUNITY SUPPORT TEAM (CST) REQUEST FOR PROPOSALS

October 10, 2014

INTRODUCTION

New York State Office of Mental Health communicated the availability of reinvestment funding associated with their commitment to enhance community-based services with the intent of reducing admissions and length of stay within inpatient psychiatric settings. Services funded with this reinvestment funding are targeted at the following Rochester Psychiatric Center-related outcomes: reducing admissions, facilitating discharges, and managing census. Funding for this Community Support Team (CST) has been made available via the New York State Office of Mental Health reinvestment initiative.

The Monroe County Office of Mental Health (MCOMH) is soliciting information from organizations interested in operating a Community Support Team (CST). The Community Support Team will be dedicated to the 116 supported housing units recently allocated to Genesee, Livingston, Monroe, Orleans, Wayne and Wyoming Counties. The primary focus of the community support team is to partner with individuals being admitted directly into supported housing and provide the supportive services needed to make it possible for individuals with complex needs to reside in their own independent, permanent apartments. The CST will be an innovative and flexible service and will not be licensed by the New York State Office of Mental Health.

Annual funding amount for the operation of the Community Support Team totals \$500,757, with \$443,882 targeted at Community Support Team in Monroe County and the remaining \$56,875 targeted at Community Support Team in the remaining five counties.

GOALS / DEFINITION OF THE SERVICE

Access to residential programming, particularly supported housing, can be key to both diverting an individual from a state-operated psychiatric inpatient stay and decreasing census on state-operated psychiatric inpatient units. The New York State Office of Mental Health (NYS OMH) has recognized the importance of supported housing in supporting the recovery goals of individuals on the RPC campus and individuals on acute psychiatric inpatient units and has allocated 116 units of supported housing, termed community reinvestment units, to the catchment area for Rochester Psychiatric Center. The NYS OMH supported housing model is a residential model in which individuals reside in their own independent apartment. Within this supported housing model funding is available for rental stipends and a residentially focused case manager. The rent stipend is available to permit access to safe and affordable housing services that enable recipients to remain in permanent housing is made available to every supported housing resident. Services provided by the supported housing case manager include: negotiating leases; assistance in resolving issues between the landlord and the recipient and financial consultations.

The 116 community reinvestment supported housing units were allocated as follows:

Monroe County Community Investment Supported Housing Allocation (100 Units)	
DePaul Community Services, Inc.	20
East House Corporation	40
Housing Options Made Easy (HOMES)	20
Ibero-American Action League, Inc.	20
Genesee County Community Investment Supported Housing Allocation (6 Units)	
Living Opportunities of DePaul, Inc.	6
Livingston County Community Investment Supported Housing Allocation (2 Units)	
Lakeview Health Services	2
Orleans County Community Investment Supported Housing Allocation (4 Units)	
Living Opportunities of DePaul, Inc.	4
Wayne County Community Investment Supported Housing Allocation (2 Units)	
Lakeview Health Services	2
Wyoming County Community Investment Supported Housing Allocation (2 Units)	
Living Opportunities of DePaul, Inc.	2

Recognizing the need to enhance community-based services to the needs of individuals transitioning off of the Rochester Psychiatric Center (RPC) unit, RPC provided census information on individuals considered to be “long-stay.” Individuals receiving services on the RPC Adult Services Unit (ASU) for periods of time between 6-12 months and greater than 12 months are considered to be “long-stay.” County of origin information for the long-stay population is included below. Review of Rochester Psychiatric Center long-stay census data demonstrate that the majority of the individuals that will be transitioned out of inpatient psychiatric units and into community-based services will be within Monroe County. This information was utilized to determine where enhanced community-based services should be located in order to best meet the needs of the population of focus.

Long-Stay Census- County of Origin				
Individuals on ASU 365+ days			Individuals on ASU 180-364 days	
County of Origin	# Ind.	% of Total	# Ind.	% of Total
Genesee	5	7%	0	0%
Livingston	2	3%	0	0%
Monroe	65	89%	11	92%
Orleans	0	0%	1	8%
Wayne	1	1%	0	0%
Wyoming	0	0%	0	0%
Total	73	100%	12	100%

To best understand the needs of individuals determined to be “long-stay” on the RPC unit, a small sample was reviewed to understand the needs of this population. A review of individuals on the psychiatric unit with a history of long-stays at RPC demonstrated that approximately 44% presented with complex physical health conditions and approximately 44% required additional support and/or guidance in completing activities of daily living. Individuals often presented with one discreet category of needs (medical supports or personal care needs) and others had multiple needs that would require more complex supports. Referrals for individuals with physical health and personal care needs are not new for residential providers within the sub-region. In the past, residential providers have utilized higher levels of care (Community Residence or Single Room Occupancy) and have worked to engage home health aides and visiting nurse services to work with these individuals with

some success. However, the population targeted by these additional supported housing units will require additional supports beyond what has traditionally been available.

Therefore, the need for supportive services that can be provided within the support housing setting was identified. These supportive services will be provided within the independent apartment in which the referred individuals reside. The goal of the supportive services team is to provide the individualized services needed to allow the individual to reside in his or her own apartment. These supportive services will be provided by the Rochester Psychiatric Center's Mobile Integration Team (MIT; detailed below) and by the Community Support Teams (CSTs) outlined in this request for proposal.

POPULATION OF FOCUS

The identified population of focus for Community Support Team is as follows:

- I. Adults, 18 years and older, who have been referred to the community reinvestment supported housing units. Per NYS OMH community reinvestment supported housing guidelines,
 - a. 80% of referrals must originate from Rochester Psychiatric Center campus (RPC) (inpatient or residential), and
 - b. 20% referrals are to originate from the psychiatric inpatient units of Article 28 hospitals

COMPONENTS OF THE SERVICE

The Rochester Psychiatric Center (RPC) has identified the ability to redeploy psychiatric center staff to community-based services as the psychiatric center decreases their civil census. Some redeployed staff members will be organized into Mobile Integration Teams (MITs). The Monroe County MIT is dedicated to supporting the transition of individuals from the RPC campus into the community. Within the RPC catchment region, it is anticipated that the housing-specific MIT team will consist of:

- 1 Administrative Team Leader
- 1 Nurse Administrator
- 1 Occupational Therapist
- 1 Peer
- 1 Rehabilitation Assistant
- 6 LPNs/MHTA
- 1 Clerical Staff

Individuals accessing supported housing directly from RPC or acute inpatient units will have needs beyond those available from RPC's MIT housing team. Community Support Teams funded through this RFP are expected to bridge this service gap.

In order to leverage the resources available from the MIT and CST, staff members employed through the MIT and CST teams will be consolidated into one team. The Rochester Psychiatric Center (RPC) will provide oversight of the unified CST and MIT teams. This oversight will include the supervision, scheduling and deployment of all MIT and CST team staff members, ensuring the coordination of the supportive services.

The Community Support Team will be comprised of a multi-disciplinary team dedicated to individuals residing in NYS Office of Mental Health funded Supported Housing units. The primary goal of the Community Support Team is to provide the individualized supportive services necessary to allow the individual to reside in his or her own independent apartment. It is important to note that the majority of supportive services offered by the Community Support Team will occur within the individual's apartment.

The supportive services provided by the Community Support Team could include activities such as medication assistance, supporting independent living skills, and support in maintaining their own apartment. It is anticipated that Community Support Team will provide coaching and work with individuals to develop the independent living skills needed to reside in their own apartments. It is essential that respondents to this request for proposals communicate how the Community Support Team will be positioned to be flexible in responding to the varying needs of individuals referred to Supported Housing.

The Community Support Team must demonstrate a working knowledge of the availability of billable supportive services existing within the community. When an individual is in need of a supportive service that can be provided by another agency and covered by the individual's health insurance (e.g., Medicaid, Medicare or commercial insurer), these billable services will be accessed prior to utilizing community support teams. In addition, the Community Support Team must demonstrate an ability to establish effective working relationships with billable supportive service providers and (when appropriate) provide education to billable service providers regarding the unique needs of the population of focus. It is anticipated that individuals transitioning off of the RPC campus will continue to be assessed for intensity of needs while they are residing in supported housing and level of support provided by the CST will match the level of identified need.

Implementation and operation of the Community Support Team and Mobile Integration Team will require ongoing collaboration with the residential services providers and providers of clinical and supportive services (e.g., Health Home Care Management, Outpatient Providers, Peer Bridger Programs, etc.) to ensure that services are coordinated and implemented to effectively meet the needs of individuals referred to Supported Housing. Respondents to this request for proposals must identify the organizational structure under which residential providers and supportive services providers will inform the implementation and operation of the Community Support Team.

REQUEST FOR PROPOSALS APPLICATION NARRATIVE AND BUDGET

Agencies interested in responding to this solicitation are to submit a proposal narrative to the Monroe County Office of Mental Health no later than **November 7, 2014**. The proposal is required to be submitted electronically to the following email address:

mentalhealth@monroecounty.gov

Questions related to any aspect of this Community Support Team RFP must be submitted via e-mail to mentalhealth@monroecounty.gov no later than close of business on **October 17, 2014**.

When submitting a question to this email address, please include “CST Team RFP Questions” in the email subject line. All questions and the responses to these questions will be posted on the MCOMH RFP Reinvestment RFP Opportunities webpage (<http://www2.monroecounty.gov/mh-rpc-reinvestment-rfps>) by **October 24, 2014**. Only questions submitted through this e-mail process and received by the **October 17, 2014** deadline will be responded to.

APPLICATION NARRATIVE

The Application Proposal should be no more than **10** pages, including the cover page. Application Budget information should be included as a separate excel file.

Proposals should be written utilizing the following font- “Times New Roman font”, “size 12,” and margins should be no smaller than .5”. The proposal should include the following:

Proposal Cover Page. The cover page includes the following general information:

- Agency name and address
- Division/department under which the Community Support Team will operate
- Name, phone number and e-mail for the Division/department contact person
- The name, title and signature of the individual authorizing the submission of the proposal.

The Application Narrative should address each of the following areas:

I. Agency Experience Serving Population of Focus:

- a. Describe your agency’s experience in providing services to Adults who have a severe and persistent mental illness that seriously impairs their functioning in the community.
- b. Described your agency’s ability to implement an innovative and flexible service. Include a description of how the agency plans to assess the effectiveness of the CST and modify service provision to ensure supportive services are meeting the needs of the population of focus. Include any provisions needed by the agency to effectively implement and operate the CST.

II. Community Support Team Components:

- a. Integrated Team
 - i. Describe your agency’s ability to develop a Community Support Team that will be integrated into the Rochester Psychiatric Center’s Mobile Integration team. Describe
- b. Staffing Proposal
 - i. Describe your agency’s staff qualifications for the designated supervisor (thus, my other comment –about the supervision quagmire) and other personnel that would be part of the CST team. Describe how this supervision and staffing proposal will interface with the

RPC MIT Team supervisor. Include any provisions needed by the agency to effectively implement and operate the CST.

- ii. Describe how the staffing pattern will effectively meet the needs of the 16 supported housing units located within rural counties (Genesee, Livingston, Orleans, Wayne and Wyoming Counties)
- iii. Describe how you will recruit and retain a sufficient number of diverse staff to allow for matching staff with the population served.
- c. Community Service Knowledge
 - i. Describe your agency's working knowledge or plan to obtain working knowledge of the availability of billable supportive services existing within the community.
- d. Community Partnership
 - i. Describe your agency's ability or plan to be able to establish effective working relationships with billable supportive service providers, as well as your agency's ability to provide education to billable service providers regarding the unique needs of the population of focus.
- e. Organizational Structure
 - i. Describe the organizational structure under which residential providers and supportive services providers will inform the implementation and operation of the Community Support Team.

III. Cultural and Linguistic Competence:

- a. Describe how you will ensure that services are culturally and linguistically competent, including how services will be structured to ensure such competence.

IV. Family and Consumer Voice:

- a. Describe how your agency incorporates family and consumer voice into all aspects of the organization, including the following:
 - i. Are family members and/or consumers represented on the Agency Board?
 - ii. Does your agency and/or program have Family and/or Advisory Groups? To what extent do consumers participate in those?

V. Community Support Team (CST) Implementation Timeframe

- a. Describe your agency's anticipated timeframe associated with the implementation of the Community Support Team. It is anticipated that notification of the CST Team award will be made by November 21, 2014. Timeframe should delineate the months during which implementation activities are underway and the anticipated month that CST Team will be operational.

Please remember to attach a cover page to the Application.

APPLICATION BUDGET

Application Budget should be included with the application narrative as a separate excel file.

Annual funding amount for the operation of the Community Support Team totals \$500,757, with \$443,882 targeted at Community Support Team in Monroe County and the remaining \$56, 875 targeted at Community Support Team in the remaining five counties.

Community Support Team:

Provide Expense / Revenue Detail similar to the line items of the DMH-2 Schedule of the Consolidated Fiscal Report (CFR), for the time periods below:

2014 Calendar Year - Projection

2015 Annualized - Projection

Please also provide us with the following for **each** time period:

Breakdown of FTE's by position type (including estimated salary and FTE amounts)*

Breakdown of the potential caseload of each FTE*

*Include notation in FTE allocation regarding how FTEs are allocated across counties

SELECTION PROCESS

Proposals received in response to this Request for Proposals by the due date of **November 7, 2014** will be reviewed by a team established by the MCOMH.

In addition to overall clarity and general comprehensiveness, proposals will be scored based upon the following criteria:

<u>Criteria</u>	<u>Associated Scoring</u>
I. Agency Experience Serving Population of Focus	20
II. Community Support Team Components	50
a. Integrated Team	10
b. Staffing Proposal	10
c. Community Service Knowledge	10
d. Community Partnership	10
e. Organizational Structure	10
III. Cultural and Linguistic Competence	10
IV. Family and Consumer Voice	10
V. CST Team Implementation Timeframe	10
Total	100