



Young Adult SOS CTI RFP Questions and Answers

1. In the RFP, it indicates that applicants must notify the LGU(s) of their intent to apply. Do you have a specific contact as NYC DOHMH whom this notification should be sent to?

ANSWER – No specific contact is mandated for LGU notification.

2. The RFP announces funds for the development of two teams. Must an applicant apply exclusively for either the Bronx and Upper Manhattan team or the Mid-Town & Lower Manhattan and Brooklyn team in their proposal? Or could the applicant apply to be awarded a team in either geography, stating a preference for one of the two? Would OMH award the same provider both teams if the provider scored highest? If a provider wishes to apply for both, would two separate proposals be required?

ANSWER – Applicants can apply for multiple teams. If an applicant is choosing to apply for both teams, separate applications must be provided for each geographic location. The highest scoring applicant in each region will be awarded the SOS CTI teams allotted in that region.

3. Has the entity that will operate the Referral Hub for this team? Will it be CBC?

ANSWER – The referral HUB in New York City is currently operated by Coordinated Behavioral Care (CBC).

4. Will we get copies of the slides?

ANSWER – Copies of the slides will be posted to the Procurement Opportunities website where this RFP is listed.

5. Per 5.1.2 diagnoses will be reported for enrollees; however, it appears that a MI or SUD diagnosis is not a requirement for referral to the team. Can individuals without a mental health or substance use disorder diagnosis be enrolled? For Phase I only? For all phases?

ANSWER – A diagnosis of Serious Mental Illness or Substance Use Disorder is not required for referral or enrollment to the SOS Team, including all phases of care. Diagnosis information will be reported to assist in improving understanding of the population, training needs, and best practices.

6. Totaling all the months in Phases 1-5, I come up with a range of 14-24 months of service. How does this align with the anticipated 12 months of service? Does Phase 1 not count toward the 12 months?

ANSWER – SOS follows the Critical Time Intervention for up to 9 months post-housing placement, with each phase (Phase 2 to Phase 4) lasting a designated 3 months. Phase 1, estimated to take up to 3 months, is considered Pre-CTI in typical Critical Time Intervention (CTI) frameworks. The duration is inherently flexible as there may be times when the engagement and housing process moves more slowly. In these instances, the initial phase can continue for a longer period. A longer Phase 1 may translate to reduced time in subsequent phases.

In some cases, a member may have completed all phases and still require support from SOS teams for an additional period. Extensions in services are based on clinical need and determined by SOS team in collaboration with other care team providers.

7. Technology Question-If already an active Health Home will Foothold be considered an adequate way of chronicling progress?

ANSWER – Yes, the Foothold system is an acceptable Electronic Health Record that supports interoperability functions.

8. Potential Health Home Plus billing, would the SOS team itself be eligible to bill for their services from HH+ or would the provider need to operate Specialty MH Care Management and that service provide and bill for HH+ services?

ANSWER – Only providers designated by OMH as Specialty Care Management Agencies under the DOH Health Home program are able to bill for Health Home Plus (HH+).

9. 6.3.a and 6.3c, what support/guidance/resources for start-up activities, if any, will be available from OMH?

ANSWER – OMH will be meeting with all new SOS teams to provide support around program launch and start-up activities. This includes, but is not limited to, facilitating connections with local stakeholders and homeless service providers, development of assessment tools and care plans, use of wrap-around funding, and training opportunities. All SOS providers will also be expected to participate in an active Learning Community where they have an opportunity to receive feedback and support from one another.

10. Training resources during start-up?

ANSWER – There is an established SOS Training Curriculum that includes an SOS Orientation and training in Critical Time Intervention. In New York City, these trainings are regularly offered through the SOS Hub, and additional trainings are available through the Institute for Care Management, Outreach, Networking, Engagement, Connecting, and Training (I CONNECT) at the Center for Practice Innovations (CPI) at Columbia Psychiatry. In addition, OMH will be working with the SOS HUB to offer additional specialized trainings for the new Young Adult SOS CTI Teams.