



Transition of an Existing Peer Operated Short-Term, Voluntary
Residential Respite for People in Mental Health Crisis
in Nassau County

Request for Proposals

Grant Procurement

February 6, 2018

(On-Line Submission Required)

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1 Introduction and Background

1.1 Purpose of the Request for Proposal

The New York State Office of Mental Health (OMH) is seeking proposals from non-profit organizations with experience operating a peer run, short-term, voluntary residential respite for people in behavioral health crisis to assume operational responsibility of an existing three (3) unit program as well as an existing peer-to-peer warm line phone link. There will be one award for this existing program and the sponsor that is selected will be expected to transition the program with the least amount of disruption to those being served and to the extent possible, retain existing peer staff.

Emergency psychiatric services are often costly and distressing to individuals and families affected by a serious mental illness. Alternative services, however, such as crisis respites, hospital diversion, and step-down programs can prevent or lessen the length of time spent in the Emergency Department and hospital. Such models of short-term, voluntary residential respite for people in mental health crisis offer time-limited, intensive residential support services to those experiencing a psychiatric crisis.

OMH intends to select a sponsor that has demonstrated an ability to successfully operate an OMH peer run, short-term, voluntary residential respite program. In addition, the issuance of an operating contract will be subject to the approval of the NYS Attorney General (AG) and Office of the State Comptroller (OSC).

1.2 Availability of the RFP

The RFP will be available on the Grants Gateway, posted on the OMH website and advertised through the NYS Contract Reporter. Note: all bid proposals must be submitted through the Grants Gateway.

2 Proposal Submissions

2.1 Designated Contact/Issuing Officer

OMH has assigned an Issuing Officer for this project. The Issuing Officer or a designee shall be the sole point of contact regarding the RFP from the date of issuance of the RFP until the issuance of the Notice of Conditional Award. To avoid being deemed non-responsive, a bidder is restricted from making contact with any other personnel of OMH regarding the RFP. Certain findings of non-responsiveness can result in rejection for a contract award.

The Issuing Officer for this RFP is:
Carol Swiderski
Contract Management Specialist 2
New York State Office of Mental Health
Contracts and Claims Unit - 7th Floor
44 Holland Avenue
Albany, NY 12229
carol.swiderski@omh.ny.gov

2.2 Key Events/Timeline

RFP Release Date	02/06/18
Questions Due	02/20/18
Questions and Answers Tentatively Posted on Website	03/02/18
Proposals Due	03/16/18
Tentative Award Notification	04/04/18
Contract Date	07/01/2018

2.3 RFP Questions and Clarifications

All questions or requests for clarification concerning the RFP shall be submitted in writing to the Issuing Officer by fax at (518) 402-2529 or by email to carol.swiderski@omh.ny.gov by 4:00:00 PM on the “Questions Due” date indicated in 2.2. The questions and official answers will be posted on the OMH website as well as a link in the Grants Gateway by and will be limited to addressing only those questions submitted by the deadline. No questions will be answered by telephone or in person.

2.4 Addenda to Request for Proposals

In the event it becomes necessary to revise any part of the RFP or extend the deadline for submission, OMH will post this information on its website and the NYS Contract Reporter. It is the bidder’s responsibility to periodically review the OMH website and the NYS Contract Reporter to learn of revisions or addendums to this RFP. No other notification will be given.

2.5 Eligible Agencies

Eligible applicants are not-for-profit agencies with 501(c) (3) incorporation that have experience providing OMH peer respite/hospital diversion housing and supportive services for individuals with a serious mental illness.

If unsure if your agency is an eligible applicant, contact the Issuing Officer identified in Section 2.1.

2.6 Disqualification Factors

Following the opening of bids, a preliminary review of all proposals will be conducted by the Issuing Officer or a designee to review each proposal’s submission for completeness and verify that all eligibility criteria have been met. Proposals that do not meet basic participation standards will be disqualified,

specifically:

- Proposals from applicants that do not meet the eligibility criteria as outlined in 2.5; or
- Proposals that do not comply with bid submission and/or required format instructions as specified in 2.9; or
- Proposals from eligible not-for-profit applicants who have not completed Vendor Prequalification, as described in 2.8, by 4:00:00 PM on the “Proposal Due” date indicated in 2.2.

2.7 Proposals Executive Order #38

Pursuant to Executive Order#38

(<http://www.governor.ny.gov/executiveorder/38> ), dated January 18, 2012, State agencies are required to promulgate regulations and take any other actions within the agency's authority, including amending agreements with providers, to limit provider administrative costs and executive compensation. Any contract awarded through this RFP will be subject to such restrictions and to related requirements. Once established, the requirements will be posted to OMH's website.

2.8 Grants Gateway Requirement

Pursuant to the New York State Division of Budget Bulletin H-1032, dated June 7, 2013, New York State has instituted key reform initiatives to the grant contract process which require not-for-profits to register in the Grants Gateway and complete the Vendor Prequalification process in order for proposals to be evaluated and any resulting contracts executed. Information on these initiatives can be found at:

https://grantsgateway.ny.gov/IntelliGrants_NYSGG/module/nysgg/goportal.aspx 

Proposals received from eligible not-for-profit applicants who have not been prequalified by the proposal due date indicated in 2.2 cannot be evaluated; therefore, such proposals will be disqualified from further consideration.

2.9 Instructions for Bid Submission and Required Format

Proposal Submission Process

All applicants must be registered with the New York State Grants Gateway System (GGS) and all Not-for-Profit agencies must be prequalified prior to proposal submission.

If you are not already registered:

REGISTER WITH THE GRANTS GATEWAY

Registration forms are available at the GGS website:

<http://www.grantsreform.ny.gov>

- Include your SFS Vendor ID on the form; if you are a new vendor and do not have a SFS Vendor ID, include a Substitute for W-9 with your signed, notarized registration (also available from the website).

- All registration must include an Organization Chart in order to be processed.

When you receive your login information, log in and change your password.

If you are an applicant, and have problems complying with this provision, please contact the GGS help desk via email: grantsgateway@its.ny.gov -- OR -- by telephone: 1-518-474-5595.

How to Submit a Proposal

Proposals must be submitted online via the Grants Gateway by the date and time posted on the cover of this RFP. Tutorials (training videos) for use of the Grants Gateway are available at the following web address (and upon user log in):

<http://www.grantsreform.ny.gov/Grantees>

To apply, log into the Grants Gateway and click on the View Opportunities button under View Available Opportunities. To get started, in the Search Criteria, enter the Grant Opportunity name provided on the cover page of this RFP, select the Office of Mental Health as the Funding Agency and hit the Search button. Click on the name of the Grant Opportunity from the search results grid and then click on the APPLY FOR GRANT OPPORTUNITY button located at the bottom left of the Main page of the Grant Opportunity.

In order to access the online proposal and other required documents such as the attachments, you MUST be registered and logged into the NYS Grants Gateway system in the user role of either a “Grantee” or a “Grantee Contract Signatory”.

For further information on how to apply, please access the Grantee Quick Start Guide under the Pre-Submission Upload Properties for this opportunity.

Reference materials and videos are available for Grantees applying to funding opportunities on the NYS Grants Gateway. Please visit the Grants Reform website at the following web address: <http://www.grantsreform.ny.gov/Grantees> and select the “Grantee Quick Start Guide” from the menu.

There is a more detailed “Grantee User Guide” available on this page as well. Late proposals will not be accepted. Proposals will not be accepted via fax, e-mail, hard copy or hand delivery.

In order to apply, you need to be logged in as a Grantee, Grantee Contract Signatory, or Grantee System Administrator. The Grantee Delegated Administrator cannot start an application.

Helpful Links

Some helpful links for questions of a technical nature are below. Questions regarding specific opportunities or proposals should be directed to the OCFS contact listed on the cover of this RFP.

<http://www.grantsreform.ny.gov/Grantees>

Grants Reform Videos (includes a document vault tutorial and an application tutorial) on YouTube:

<http://www.youtube.com/channel/UCYnWskVc7B3ajjOVfOHL6UA>

Agate Technical Support Help Desk

Phone: 1-800-820-1890

Hours: Monday thru Friday 8am to 8pm

Email: helpdesk@agatesoftware.com

(Technical questions)

Grants Team: grantsgateway@its.ny.gov <http://www.grantsreform.ny.gov/>

3 Administrative Information

3.1 Reserved Rights

OMH reserves the right to:

- Reject any or all proposals received in response to the RFP that are deemed non-responsive, do not meet the minimum requirements or are determined to be otherwise unacceptable, in the agency's sole discretion;
- Withdraw the RFP at any time, at the agency's sole discretion;
- Make an award under the RFP in whole or in part;
- Disqualify a bidder whose conduct fails to conform to the requirements of the RFP;
- Seek clarifications of proposals for the purposes of assuring a full understanding of the responsiveness to the solicitation requirements;
- Use proposal information obtained through the state's investigation of a bidder's qualifications, experience, ability or financial standing, and any material or information submitted by the bidder in response to the agency's request for clarifying information in the course of evaluation and/or selection under the RFP;
- Prior to the bid opening, amend the RFP specifications to correct errors or oversight, supply additional information, or extend any of the scheduled dates or requirements and provide notification to potential bidders via the OMH website and the NYS Contract Reporter;
- Prior to the bid opening, direct bidders to submit proposal modifications addressing subsequent RFP amendments;
- Eliminate any non-material specifications that cannot be complied with by all prospective bidders;
- Change any of the scheduled dates;

- Waive any requirements that are not material;
- Negotiate any aspect of the proposal in order to assure that the final agreement meets OMH objectives;
- Conduct contract negotiations with the next responsible bidder, should the agency be unsuccessful in negotiating with the selected bidder;
- Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of a bidder's proposal and/or to determine a bidder's compliance with the requirements of the solicitation;
- Conduct a readiness review of each selected bidder prior to the execution of the contract as set forth in Section 4.4;
- Cancel or modify contracts due to the insufficiency of appropriations.

3.2 Debriefing

OMH will issue award and non-award notifications to all bidders. Both awarded and non-awarded bidders may request a debriefing in writing requesting feedback on their own proposal, regardless if it was selected for an award, or disqualified, within 15 business days of the OMH dated letter. OMH will not offer ranking, statistical, or cost information of other proposals until after the NYS Office of the State Comptroller has approved all awards under this RFP. Written debriefing requests may be sent to the Designated Contact, as defined in Section 2.1.

3.3 Protests Related to the Solicitation Process

Protests based on errors or omissions in the solicitation process, which are or should have been apparent prior to the deadline for receipt of all written questions for this RFP, must be filed prior to the deadline for questions. In the event a bidder files a timely protest based on error or omission in the solicitation process, the Commissioner of OMH or their designee will review such protest and may, as appropriate, issue a written response or addendum to the RFP to be posted on the OMH website in the RFP section. Protests of an award decision must be filed within fifteen (15) business days after the notice of conditional award or five (5) business days from the date of the debriefing. The Commissioner or their designee will review the matter and issue a written decision within twenty (20) business days of receipt of protests.

All protests must be in writing and must clearly and fully state the legal and factual grounds for the protest and include all relevant documentation. The written documentation should clearly state reference to the RFP title and due date. Such protests must be submitted to:

NYS Office of Mental Health
 Commissioner Ann Marie T. Sullivan, M.D
 44 Holland Avenue

3.4 Term of Contracts

Operating contracts shall be written for a total period of five (5) years. OMH reserves the right to change the first year's contract term, as stated above. Selected applicants awarded a contract under this RFP will be required to adhere to all terms and conditions in OMH's Master Grant Contract. The Master Contract Form is available on the Grants Gateway and on OMH's website.

3.5 Minority and Women Owned Business Enterprises and Service Disabled Veteran Owned Business Enterprises

Pursuant to New York State Executive Law Article 15-A and 5 NYCRR 140-145 All State Agencies recognize their obligation under the law to promote opportunities for maximum feasible participation of certified minority-and women-owned business enterprises and the employment of minority group members and women in the performance of State contracts. In 2006, the State of New York commissioned a disparity study to evaluate whether minority and women- owned business enterprises had a full and fair opportunity to participate in state contracting. The findings of the study were published on April 29, 2010, under the title "The State of Minority and Women-Owned Business Enterprises: Evidence from New York" ("Disparity Study"). The report found evidence of statistically significant disparities between the level of participation of minority-and women-owned business enterprises in state procurement contracting versus the number of minority-and women-owned business enterprises that were ready, willing and able to participate in state procurements. As a result of these findings, the Disparity Study made recommendations concerning the implementation and operation of the statewide certified minority- and women-owned business enterprises program. The recommendations from the Disparity Study culminated in the enactment and the implementation of New York State Executive Law Article 15-A, which requires, among other things, that State agencies establish goals for maximum feasible participation of New York State Certified minority- and women – owned business enterprises ("MWBE") and the employment of minority groups members and women in the performance of New York State contracts.

Business Participation Opportunities for MWBEs

For purposes of this solicitation, State Agencies hereby establish an overall goal of 30% for MWBE participation. Goals for New York State certified minority-owned business enterprises ("MBE") and New York State certified women-owned business enterprises ("WBE") participation on each Contract shall be established based upon vendor availability. A contractor ("Contractor") on the subject contract ("Contract") must document its good faith efforts to provide meaningful participation by MWBEs as subcontractors or suppliers in the performance of the Contract and the Contractor agrees that State Agencies may withhold payment pending receipt of the required MWBE documentation. The directory of MWBEs can be viewed at: . For guidance on how State Agencies will determine a Contractor's "good faith efforts," refer to 5 NYCRR §142.8. In accordance with 5 NYCRR §142.13, the Contractor acknowledges that if it is found to have willfully and intentionally failed to comply with the MWBE participation goals set forth in the Contract, such finding constitutes a breach of Contract and the State Agency may

withhold payment from the Contractor as liquidated damages. Such liquidated damages shall be calculated as an amount equaling the difference between: (1) all sums identified for payment to MWBEs had the Contractor achieved the contractual MWBE goals; and (2) all sums actually paid to MWBEs for work performed or materials supplied under the Contract. By submitting a bid or proposal, a bidder on the Contract ("Bidder") agrees to demonstrate its good faith efforts to achieve its goals for the utilization of MWBEs by submitting evidence thereof through the New York State Contract System ("NYSCS"), which can be viewed at <https://ny.newnycontracts.com>, provided, however, that a Bidder may arrange to provide such evidence via a non-electronic method by contacting the OMH Issuing Officer identified in this RFP. Please note that the NYSCS is a one stop solution for all of your MWBE and Article 15-A contract requirements. For additional information on the use of the NYSCS to meet Bidder's MWBE requirements please see the attached MWBE guidance, "Your MWBE Utilization and Reporting Responsibilities Under Article 15-A." Additionally, a Contractor will be required to submit the following documents and information as evidence of compliance with the foregoing: <https://ny.newnycontracts.com>

A. An MWBE Utilization Plan with completed contract documents. Any modifications or changes to the MWBE Utilization Plan after the Contract award and during the term of the Contract must be reported on a revised MWBE Utilization Plan and submitted to the Contracting State Agency. The Contracted State Agency will review the submitted MWBE Utilization Plan and advise the Contractor of acceptance or issue a notice of deficiency within 30 days of receipt.

B. If a notice of deficiency is issued, the Contractor will be required to respond to the notice of deficiency within seven (7) business days of receipt by submitting to the Contracted State Agency, a written remedy in response to the notice of deficiency. If the written remedy that is submitted is not timely or is found by the Contracted State Agency to be inadequate, the Contracted State Agency shall notify the Contractor and direct the Contractor submit, within five (5) business days, a request for a partial or total waiver of MWBE participation goals. Failure to file the waiver form in a timely manner may be grounds for disqualification of an executed contract.

The Contracting State Agency may disqualify a Contractor as being non-responsive under the following circumstances: a) If a Contractor fails to submit a MWBE Utilization Plan; b) If a Contractor fails to submit a written remedy to a notice of deficiency; c) If a Contractor fails to submit a request for waiver; or d) If the State Agency determines that the Contractor has failed to document good faith efforts. The Contractor will be required to attempt to utilize, in good faith, any MBE or WBE identified within its MWBE Utilization Plan, during the performance of the Contract. Requests for a partial or total waiver of established goal requirements made subsequent to Contract Execution may be made at any time during the term of the Contract to the Contracting State Agency, but must be made no later than prior to the submission of a request for final payment on the Contract. The Contractor will be required to submit a Contractor's Quarterly MWBE Contractor Compliance & Payment Report to the Contracting State Agency, by the 10th day following each end of quarter over the term of the Contract documenting the progress made toward achievement of the MWBE goals of the contract.

3.6 Equal Employment Opportunity

By submission of a bid or proposal in response to this solicitation, the Bidder/Contractor agrees with all of the terms and conditions of Appendix A – Standard Clauses for All New York State Contracts including Clause 12 - Equal Employment Opportunities for Minorities and Women. The Contractor is required to ensure that it and any subcontractors awarded a subcontract over \$25,000 for the construction, demolition, replacement, major repair, renovation, planning or design of real property and improvements thereon (the "Work"), except where the Work is for the beneficial use of the Contractor, undertake or continue programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation. This requirement does not apply to: (i) work, goods, or services unrelated to the Contract; or (ii) employment outside New York State.

The Bidder will be required to submit a Minority and Women-Owned Business Enterprises and Equal Employment Opportunity Policy Statement, Form # 4, to the State Contracting Agency with their bid or proposal. To ensure compliance with this Section, the Bidder will be required to submit with the bid or proposal an Equal Employment Opportunity Staffing Plan (Form # to be supplied during contracting process) identifying the anticipated work force to be utilized on the Contract. If awarded a Contract, Contractor shall submit a Workforce Utilization Report and shall require each of its Subcontractors to submit a Workforce Utilization Report, in such format as shall be required by the Contracting State Agency on a monthly or quarterly basis during the term of the contract. Further, pursuant to Article 15 of the Executive Law (the "Human Rights Law"), all other State and Federal statutory and constitutional non-discrimination provisions, the Contractor and subcontractors will not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest. Please Note: Failure to comply with the foregoing requirements may result in a finding of non-responsiveness, non-responsibility and/or a breach of the Contract, leading to the withholding of funds, suspension or termination of the Contract or such other actions or enforcement proceedings as allowed by the Contract.

4 Evaluation Factors for Awards

4.1 Evaluation Criteria

All proposals will be reviewed and scored based on an evaluation of each bidder's written submission as well as OMH internal reviews. The Evaluation will apply points in the following categories as defined in Section 5.4.

Technical Evaluation

Population	10 points
Housing Transition Plan	15 points
Housing Implementation	40 points
Agency Performance:	15 points
• Bidder's Narrative	
• OMH Internal Reviews	
Financial Assessment	20 points
Total Proposal Points	100 points

For a detailed description of evaluation criteria for the Technical Evaluation and the Financial Assessment components, see Section 5.4

The OMH internal review will consist of an assessment of the bidder's organizational competency. This will include a review of the bidder's residential programs over the past two years to assess occupancy rates and admissions from priority populations.

4.2 Method for Evaluating Proposals

A minimum of three technical reviewers will review each proposal for completeness and verify that all eligibility criteria are met. If a proposal is not complete or does not meet the basic eligibility and participation standards as outlined in Sections 2.5 and 2.6, the proposal will be eliminated from further review. The agency will be notified of the rejection of its proposal within 10 working days.

Evaluation of proposals will be conducted in two parts: Technical Evaluation and Financial Assessment. OMH's evaluation committee, consisting of at least three evaluators, will review the technical portion of each proposal and compute a technical score. A financial score will be computed separately based on the operating budget and budget narrative submitted.

Evaluators of the Technical Evaluation component may then meet to discuss the basis of those ratings. Following the discussion, evaluators may independently revise their original score in any section. Once completed, final Technical Evaluation scores will then be recalculated, averaged, and applied to the final Financial Assessment score to arrive at final scores. Any proposal not receiving a minimum average score of 65 will be eliminated from consideration. The proposal with the highest score will be awarded conditional approval. Final approval is based on the submission of the PAR application and obtaining licensure, OSC contract approval, DASNY approval for the transfer of the mortgage and execution of Program Assurances. If the agency selected is not able to assume operational responsibility, OMH will select the agency with the next highest score.

In case of a tie in the scoring process, the proposal with the highest score on the Housing Implementation section will be ranked higher.

4.3 Process for Awarding Contracts

4.3.1 Initial Awards and Allocations

OMH will review and evaluate funding proposals submitted by an eligible applicant according to the criteria set forth in Section 5.4 of this RFP.

Applicants will be rated based on their final total score and the applicant with the highest score will receive a conditional award.

Once an applicant receives a conditional award, OMH will facilitate a tour of the building and a meeting between the provider and the agency currently operating the housing program. A plan with time frames for transitioning the program and the building will be discussed at this meeting.

4.3.2 Reallocation Process

There are a number of factors that may result in the Existing Short-Term, Voluntary Residential Respite program being reallocated. This includes, but is not limited to, failure to transition in a timely manner, failure to maintain the current peer run model and execution of Program Assurances. A contractor will be provided notification if the housing program will be reallocated.

4.4 Award Notification

At the conclusion of the procurement, notification will be sent to all successful and non-successful bidders. All awards are subject to approval by the NYS Attorney General and the Office of State Comptroller before an operating contract can be finalized.

OMH reserves the right to conduct a readiness review of the selected bidder prior to the execution of the contract. The purpose of this review is to verify that the bidder is able to comply with all participation standards and meets the conditions detailed in its proposal.

5 Scope of Work

5.1 Introduction

The existing housing and services delivered through this RFP are designated for individuals with Serious Mental Illness as defined on Appendix A and who meet at least one of the following high need eligibility criteria:

- Individuals with a serious mental illness identified as in need of crisis and transitional housing services who are referred by Health Homes.

- Individuals with a serious mental illness who are being discharged from a NYS OMH Psychiatric Center, Article 28 or Article 31 hospital and are not yet ready for a full transition into the community.
- Individuals residing in NYS who have a mental illness and who are experiencing a behavioral health crisis and could be safely diverted from admission or readmission to inpatient care.
- Individuals with a serious mental illness who are not a danger to self, to others, or do not suffer from co-morbid physical injuries that require nursing or hospital level of care.

Selected applicants will be expected to work with the OMH Operated Psychiatric Center (PC), Article 28 and/or Article 31 Hospitals, community outpatient mental health providers, and the Health Homes established for the region where housing will be developed to target the appropriate housing for the population. The selected applicant must be willing and able to provide in-reach, develop coordinated discharge/admission plans with hospital staff and current outpatient mental health providers to ensure continuity of care, coordinate with Health Home(s), and provide services and supports to ensure successful transition into and from the units.

It is expected referrals will come directly from hospital inpatient units and/or emergency departments, health homes, outpatient clinics, housing providers, as well as self-referrals and therefore having well established relationships with referral entities is key.

It is important to note, however, that establishing a partnership with a particular Health Home does not preclude agencies from being required to serve all individuals regardless of which Health Home they are assigned to. It is an expectation that agencies will work with all Health Homes regardless of established partnerships.

A list of designated Health Homes is available on the NYS Department of Health's website at:
http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/.

5.2 Objectives and Responsibilities

5.2.1 Description of the Peer Run Existing Short-Term, Voluntary Residential Respite Program

The program being transferred is in good standing with OMH. The program has been evaluated throughout its inception by the Long Island Field Office and is in good standings with the field office as well.

The property is a three (3) bedroom ranch with two (2) bathrooms and a basement. It has an eat-in kitchen that seats 4 to 6 people with the current configuration; there is also a second refrigerator for greater food storage. The living room seats 5 comfortably. There is a multipurpose room with desk for each guest, computer stations and workspace. The office space for staff currently has four desks. Property has a smoking area and room for outdoor lounging. Nearby there are, local parks for recreational activities, public transportation, including the Long Island Rail Road, public libraries, restaurants, shopping, venues which host community events throughout the year as well as a tertiary care hospital.

The provider selected to assume operational responsibility must be experienced in providing person-centered, flexible short-term peer crisis services, and maintain linkages

to other services in the community. The on-site services should reflect evidence-based practices that promote wellness and recovery and be consistent with OMH's commitment to disparities elimination and cultural competence. They should be geared to help residents maintain physical and emotional health, participate in therapeutic and rehabilitative programs, assist with educational and employment opportunities, sustain healthy relationships, and generally improve the quality of their lives. Staff should have the skills and experience necessary to help residents set meaningful goals, develop mastery over their psychiatric illness, and make progress towards their own personal recovery. Supports for individuals with co-occurring substance abuse disorders should also be provided. Information on evidence-based practices can be found on the Internet at <http://www.mentalhealth.samhsa.gov/cmhs/communitysupport/toolkits/about.asp>.

Peer run, short-term, voluntary residential respite for people in mental health crisis has an expected length of stay between one and seven days. Providers must adhere to the OMH Part 595 regulations. Consumers should have access to treatment services and other supportive services as needed. Services and supports may be provided in the community or on-site by staff. Providers should demonstrate how they will integrate the OMH consumers into the community, create an environment that promotes recovery and wellness and assists consumers with co-occurring disorders of mental illness and substance abuse.

Phonelink: A Peer Support Warm Line is an approach to reducing hospitalization. Warm lines are a form of social support and a complement to hot lines. Phone link is operated by trained peer staff with lived experience between the hours of 9 AM and 9 PM. Individuals who call will have the opportunity to talk about a variety of topics ranging from problem solving, social isolation, recovery, financial, current stressors or to receive general support with the goal of averting crisis situations that might lead to a psychiatric hospitalization..

5.2.3 Reporting Requirements

The agency that is selected to operate this building under this RFP must agree to ensure that these units will only be filled by:

- Individuals with a serious mental illness identified as high users of Medicaid in need of crisis and transitional housing services who are referred by Health Homes.
- Individuals with a serious mental illness who are being discharged from a NYS OMH Psychiatric Center, Article 28 or Article 31 hospital and are not yet ready for a full transition into the community.
- Individuals residing in NYS who have a mental illness and who are experiencing a behavioral health crisis and could be safely diverted from incurring costly admission or readmission to inpatient care.
- Individuals with a serious mental illness who are not a danger to self, to others, or do not suffer from co-morbid physical injuries that require nursing or hospital level of care.

The agency must conform to all OMH fiscal reporting requirements as outlined in the "Aid to Localities Spending Plan Guidelines." These guidelines are available on the Internet at <http://www.omh.ny.gov/omhweb/spguidelines/>.

5.3 Funding

OMH funding for this Peer Operated Short-Term, Voluntary Residential Respite

AND existing Warm Line is based on prior expenditures of the program and will be funded annually at a gross program level of \$503,788. Of this amount, up to 15% or \$75,568 can be allocated to Administrative and Overhead. Applicants are reminded that funding to support the operation of this program is contingent upon the continued availability of State appropriations.

5.4 Proposal Narrative / Program Work Plan Objectives

When submitting proposals for funding under this RFP, the narrative must address all of the components listed below. Scoring points will be given for the following components:

5.4.1 Population

1a. State your commitment to filling these units with the appropriate target population in coordination with the OMH Long Island Field Office, and the Single Point of Access (SPA). Indicate if your agency is a network member of Health Homes and indicate which ones. If your agency has not yet established a linkage with Health Homes please state your commitment to doing so.

1b. Describe in narrative form the characteristics of the population to be served in a peer run, short-term, voluntary residential respite for people in mental health crisis. Discuss such population characteristics as likely service history, present functional level, educational level, job history, and community living skills, existence of social supports, and substance abuse or forensic history, if any.

1c. Describe in narrative form the service needs of the population, specific to the characteristics described in (2) above. Describe the approach that will be used to ensure the successful transition of individuals from voluntary residential respite to their community.

5.4.2 Housing Transition Plan

2a. The proposal must provide a detailed description of approach that will be used to ensure the successful transition and/or continuity of care for the residential respite program, including time frames for transitioning the program and building from the current provider operating the existing residential respite program.

2b. Describe how the agency would ensure continuity of care for the current program participants and employment opportunities for current staff.

2c. Describe the agency's experience with similar take-overs.

2d. Describe the agency's available resources to transition and support the program.

5.4.3 Housing Implementation

3a. Describe admission criteria and procedures including the information flow you would create to streamline and track referrals including any necessary interface with OMH Long Island Field Office and SPA.

3b. Describe the process your agency currently uses to develop an

individualized service plan for people in behavioral health crisis that will address the specialized needs of this population such as physical health, mental health and substance abuse treatment, and other supportive services. Include linkages with Health Home care managers or other care coordination services.

3c. Describe the services that will be provided directly by the sponsoring agency for both the crisis respite program and through the Phone Link warm line.

3d. Explain how your agency will work with Health Homes or other care coordination services to develop an integrated service plan including mental health, physical health and substance abuse services, if indicated, and community supports necessary for the person to succeed in the community and gain the skills necessary to live as independently as possible. Describe how the service plan developed in collaboration with the Health Home care managers and other collaterals will be reviewed with the resident and revised in accordance with OMH regulation Part 595. Describe the role of the Health Home care manager and the role of the housing staff. Explain how the service needs of the individual will be supported through care coordination and service integration.

3e. Identify community-based resources that will be available to residents through referrals and/or linkage agreements. Indicate how these services support the residents' recovery from mental illness and substance abuse. Describe how all services will take into account the cultural and linguistic needs of the individual.

3f. Describe the resources your agency will use to meet the needs of individuals who move directly from institutional settings.

3g. Describe in detail the use of peer to peer services and supports that will be available to individuals receiving support in crisis respite program and to those calling into the warm line. Provide a staffing plan. Include a description of the roles, responsibilities skills and experience of each staff member both with and without lived experience. Describe initial and ongoing training and supervision for all staff members.

3h. Describe the individual assessment procedures and the development of a person centered, strengths-based support plan developed in coordination with the current treatment providers and HH care coordinator. Attach completed copies of any resident assessment tools and support plans that will be utilized; redacted personal identifying information.

3i. Describe the process of service planning that will incorporate strategies to engage and motivate residents towards their recovery and provide an appropriate response to residents who are at risk of relapsing and/or begin not taking their medications. Discuss methods for ensuring integrated services for residents with co-occurring substance dependence/use disorders.

3j. Describe how individuals will be supported when a behavioral health crisis or substance use relapse occurs both at the residences and through the warm line.

3k. Describe the process your agency will use to develop an individualized community re-integration strategy that will address specialized needs of this population.

5.4.4 Agency Performance

4a. Describe the agency's experience operating a peer run, short-term, voluntary residential respite for people in behavioral health crisis, including helping these individuals achieve their rehabilitation and recovery goals.

4b. Current licensed OMH housing agencies must note their agency's ability to target OMH priority populations, average length of stay and ability to transition individuals into independent housing. OMH agencies should indicate occupancy levels and ability to accept OMH priority populations.

OMH providers shall base their response on the most recently published Residential Program Indicators Report with an end date of June 30, 2017. Also, please note that OMH agencies will be evaluated on the timeliness of CAIRS reporting.

4c. Note: The OMH internal review will consist of an assessment of the bidder's organizational competency. This will include a review of the bidder's residential programs over the past two years. Previous OMH actions including, but not limited to, fines, revocations of operating certificates, limitations on operating certificates and/or repeat citations impacting client care will be reviewed in scoring agency performance. Additional areas of organizational competence include: percentage of admissions from OMH PCs or OMH-operated residential programs; transition of residents to more independent housing; and accuracy and timeliness of CAIRS reporting. If an agency received an award of housing from a previous allocation, the agency's performance in filling the units within the contractual time frame and with the priority population specified will be rated.

5.4.5 Financial Assessment

5a. Bidders must develop a full annual operating and property budget for the peer run, short-term, voluntary residential respite AND warm line for people in behavioral health crisis housing based on the operating funding amounts provided in Section 5.3.3. Use the "Budget Form" (Appendix B). Please note that approval of an operating budget will be finalized once the selected applicant has been chosen.

5b. Bidders also complete a Budget Narrative (Appendix B1) for the peer run, short-term, voluntary residential respite program AND warm line. The budget narrative should include the following:

- detailed expense components that make up the total operating expenses;
- the calculation or logic that supports the budgeted value of each category; and
- description of how your agency's salaries are adequate to attract and retain qualified employees.

Use the OMH Operating and Property Budget (Appendix B) to submit with your proposal. The Operating Budget (Appendix B) is a separate document on the RFP section of the OMH website and Grants Gateway and can be downloaded in PDF format. Do not substitute your own budget format. Failure to complete the Operating Budget using the correct form may be cause to reject your proposal for non-responsiveness.