



Capital Awards for Crisis Residential  
Programs for Children and Adults

Request for Proposals

Grant Procurement

November 21, 2019

(On-Line Submission Required)

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Appendix B1: Operating Budget Narrative Form

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## **1.0 Introduction and Background**

### **1.1 Purpose of the Request for Proposal**

The Office of Mental Health announces the availability of capital funds for the acquisition of new property, construction of new facilities and/or the rehabilitation of existing buildings for purposes of developing licensed Residential Crisis Support, Intensive Crisis Residence and/or Children's Crisis Residence programs in accordance with 14 NYCRR Part 589.

The New York State Office of Mental Health has been in dialogue with county leadership to develop a shared vision of a coordinated behavioral health crisis response system available to all New Yorkers, regardless of ability to pay.

The crisis response system goals are to maintain people safely in the community, ameliorate an individual's current crisis, reduce unnecessary emergency room visits and inpatient hospitalizations, offer transitional step down services, reduce risk of future crises, coordinate information sharing among clinicians, individuals receiving services, and identified supports, and to strengthen the availability and access of crisis programs in the community. These services are meant to be delivered in trauma-informed, recovery-oriented and culturally and linguistically competent ways.

An integral part of this crisis response system is residential crisis programs. These crisis programs offer therapeutic settings for the purpose of stabilizing crisis symptoms. The process of stabilization allows individuals to address the cause of the crisis, avert or delay the need for psychiatric hospitalization or emergency room admissions, connect to community organizations and activities, identified supports as well as rehabilitation and treatment services.

This Request for Proposals (RFP) is intended to address capital needs for the provision of residential crisis services in one or more of the following areas: acquisition, construction, and/or rehabilitation.

As these programs will be licensed by the Office of Mental Health therefore physical plants will require compliance with 14 NYCRR 589.13.

## **2.0 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, an applicant is restricted from contacting any other personnel of OMH regarding the RFP. Certain findings of non-responsibility can result in rejection for a contract award. Contacts made to any other OMH or other State personnel regarding this procurement may disqualify the Applicant and affect future procurements with governmental entities in the State of New York. The Issuing Officer for this RFP is:

Carol Swiderski  
Contract Management Specialist II  
New York State Office of Mental Health  
Contracts and Claims  
7<sup>th</sup> Floor  
Holland Avenue  
Albany, NY 12229  
[carol.swiderski@omh.ny.gov](mailto:carol.swiderski@omh.ny.gov)

## 2.2 Key Events/Timeline

RFP Events	Date
RFP Release Date	11/21/2019
Questions Due	12/16/2019
Questions & Answers Posted on Website*	01/06/2020
Proposals Due by 4:00:00 p.m. Eastern Time (ET)	01/28/2020
Conditional Award Notification*	02/28/2020
Anticipated Start Date*	TBD

\*Tentative Dates

## 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 email at [Carol.Swiderski@omh.ny.gov](mailto:Carol.Swiderski@omh.ny.gov) by the "Questions Due Date" indicated in 2.2.

The questions and official answers will be posted on the OMH website as well as an upload in the Grants Gateway by the date indicated in 2.2 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 during the application submission period, an addendum will be posted on the OMH website, the Grants Gateway and the NYS Contract Reporter.

It is the applicant's responsibility to periodically review the OMH website, the NYS Contract Reporter and Grants Gateway 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 organizations exempt from federal income tax under section 501(c)(3) of the Internal Revenue Code.

**Applicants must be knowledgeable about the coordinated behavioral health crisis response system in the county or counties that the crisis program will serve, as demonstrated through the Technical Evaluation.**

Applicants must work with the Local Government Units (LGU) to ensure their proposed plan is a component the County or Regional Crisis Response Plan. This will be demonstrated through the Technical Evaluation and a Letter of Support from the LGU(s). The Local Governmental Unit(s) and Applicant will be required to complete specific responses in section 5.4.1 through 5.4.5 of this RFP.

Finally, the applicant must be in good standing with the Office of Mental and/or the local governmental unit. 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 (as defined in Section 4.2) and verify that all eligibility criteria (as defined in Section 2.5) have been met. Additionally, during the proposal evaluation process, evaluators will also be reviewing eligibility criteria and confirming that they have in fact been met. During the course of either of these review processes proposals that do not meet basic participation standards will be disqualified, specifically:

- A) Proposals from Applicants that do not meet the eligibility criteria as outlined in 2.5; or
- B) Proposals that do not comply with bid submission and/or required format instructions as specified in 2.9 or
- C) Proposals from eligible not-for-profit Applicants who have not completed Vendor Prequalification, as described in 2.8, by the proposal due date of 4:00:00 PM ET on the "Proposal Due" date as indicated in section 2.2.

## **2.7 Proposals Executive Order #38**

Pursuant to Executive Order #38 (<http://governor.ny.gov/executiveorder/38>), dated January 18, 2012, OMH promulgated regulations regarding limits on administrative costs and executive compensation paid by covered providers. See 14 NYCRR Part 513. Any contract awarded through this RFP will be subject to such restrictions and to related requirements. See OMH Master Contract Forms and Instructions, Attachment A-1, section A.12 (Mental Health Regulations). See also <http://executiveorder38.ny.gov/>.

## **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\\_NYSSGG/module/nysgg/goportal.aspx](https://grantsgateway.ny.gov/IntelliGrants_NYSSGG/module/nysgg/goportal.aspx)

Proposals received from eligible not-for-profit Applicants who have not been prequalified by 4:00:00 PM EST the "Proposal Due" date as indicated in 2.2 cannot be evaluated; therefore, such proposals will be disqualified from further consideration.

Please do not delay in beginning and completing the prequalification process. The State reserves five (5) days to review submitted prequalification applications. Prequalification applications submitted to the State for review less than five (5) days prior to the RFP due date and time may not be considered. Applicants should not assume that their prequalification information will be reviewed if they do not adhere to this timeframe.

## **2.9 Instructions for Bid Submission and Required Format**

**PROPOSALS ARE DUE at 4:00:00 PM ET on the "Proposal Due" date as indicated in section 2.2.**

One application must be submitted for each single distinct project. A single distinct project is one residential program.

### **2.9.1 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:

<https://grantsmanagement.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](mailto:grantsgateway@its.ny.gov)-- OR -- by telephone: 1-518-474-5595.

### **2.9.2 How to Submit a Proposal in NYS Grants Gateway**

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):

<https://grantsmanagement.ny.gov/resources-grant-applicants>

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”.

Reference materials and videos are available for Grantees applying to funding opportunities on the NYS Grants Gateway. Please visit the Grants Management website at the following web address: <https://grantsmanagement.ny.gov/resources-grant-applicants>

There is a more detailed “Vendor User Manual” 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. Those logged in as Grantees may work on the application, only those logged in as a **Grantee Contract Signatory or a Grantee System Administrator can submit the application to the State.** When the application is ready for submission, click the Status Changes tab, then click the “Apply Status” button under “Application Submitted”.

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 OMH contact listed on the cover of this RFP. <https://grantsmanagement.ny.gov/resources-grant-applicants> Grants Reform Videos (includes a document vault tutorial and an application tutorial) on YouTube: <http://www.youtube.com/channel/UCYnWskVc7B3ajjOVfOHL6UA>

Grants Gateway Help Desk,  
Phone: 518-474-5595  
Hours: Monday thru Friday 8am to 4pm  
Email: [GrantsGateway@its.ny.gov](mailto:GrantsGateway@its.ny.gov)

(Technical questions)  
Grants Team: (Proposal Completion, Policy, and Registration questions)

<https://grantsmanagement.ny.gov/>

### **2.9.3 Instructions for completing the Capital-Based Budget in Grants Gateway**

Applicants must complete an itemized Capital-Based Budget in the Grants Gateway that provides detailed projected expenses for the proposed capital project expected after the date of contract execution (for tentative date, see Section 2.2.) For Applicants convenience, reference **Appendix A** to view the format of the Capital Budget to be completed in Grants Gateway. The itemized values in the Capital Budget must clearly distinguish between expenses to be claimed under the State grant share and expenses to be covered by alternative sources of funding (if applicable). Match Funds are not required. Please use the Other Funds column to indicate amounts for any applicable funding necessary for the project other than the funds requested under this RFP. Note that the Scoping and Predevelopment, as well as Work Capital/ Reserves categories of expenses are not eligible categories and are therefore not available for entries.

Please use the table below as reference for allowable costs under each Category of Expense in the Capital-Based Budget. This is not an exhaustive list of eligible expenses. However, any expense not listed on the table below are subject to the approval by OMH.

<b>Category of Expense</b>	<b>Allowable Costs</b>
Construction	Site work, Construction, contingency, Rehabilitation should include a 10% contingency and new construction should include 5% contingency of total construction cost.
Design	Architect fees (see definition section), Architect additional fees should be 10% of the contingency cost, engineering fees.
Acquisition	Land / building, closing costs, survey, appraisal.
Administration	Legal fees, accounting fees, as a guideline, applicants are advised to include \$20,000 for legal fees related to bond financing.
Other	Permits, site testing, insurance, owner's representative, applicants are advised to include a construction cost escalation factor to account for the length of time needed to enter into a construction contract.

Unallowable expenses include, but are not limited to:

- Costs associated with the operations of program;
- Interest, fees or other costs associated with other capital funding sources related to the proposed project;
- Costs associated with applying for or administering the OMH capital grant;
- Debt service; or
- Reimbursement of acquisition or carrying costs for property already owned by the applicant.

In the Financial Assessment of the application, the Applicant will be asked for a breakdown, explanation and justification of the projected costs included in the Capital Budget in a Budget Narrative. The Applicant will be expected to provide cost estimates and upload supporting documentation for those estimates (i.e. an estimate or estimates prepared by a design or construction professional) in response to Question 5a in Section 5.4.5.

The Applicant's Capital Budget and a Budget Narrative for the proposed capital project will account for 20% of the evaluation factor in the scoring of the application; therefore, attention to budget accuracy and sufficient justification for proposed costs will increase your project score.

Applicants must complete the entirety of their Capital Budget in Grants Gateway. Do not upload your own Capital Budget form. Failure to complete the Capital

Budget in Grants Gateway may be cause to reject your proposal for non-responsiveness.

#### **2.9.4 Instructions for completing the Workplan and Objectives in NYS Grants Gateway**

The Workplan Overview Form will be used to create the Work Plan portion of the contract. Some of the information requested will be duplicative of information provided earlier in the application. You may copy/paste or summarize previous responses where appropriate when developing your Project Summary and/or Organizational Capacity narratives. Be sure to follow the guidance provided below.

The Work Plan Period should reflect the anticipated capital contract period. Capital contracts will be approved for a five-year term.

The Project Summary section should include a high-level overview of the project as instructed. The narrative provided in response to the executive summary requested in 5.4.1, question 1.b. is sufficient.

The Organizational Capacity section should include the information requested regarding staffing and relevant experience of staff and any applicable consultants to be involved in undertaking the proposed capital project.

The Objectives and Tasks section should identify grantee-defined objectives and tasks that are relevant to the completion of the proposed project. Instructions can be found in the Vendor User Manual in section 5.2.4  
<https://grantsmanagement.ny.gov/grantee-documents>

**Also, you must use Internet Explorer (11 or higher) to access the Grants Gateway. Using Chrome or Firefox causes errors in the Work Plan section of the application.**

### **3.0 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 or 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 and otherwise make funding decisions that maximize compliance with and address the outcomes and priorities identified in this RFP;
- Disqualify an Applicant whose conduct fails to conform to the requirements of the RFP;
- Seek clarifications and revisions 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 an Applicant's qualifications, experience, ability or financial standing, and any material or information submitted by the Applicant 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, direct Applicants to submit proposal modifications addressing subsequent RFP amendments;
- Prior to the bid opening, amend the RFP specifications to correct errors or oversights, supply additional information, or extend any of the scheduled dates or requirements and provide notification to potential Applicants via the OMH website and the New York State (NYS) Contract Reporter;
- Eliminate any non-material specifications that cannot be complied with by all of the prospective Applicants;
- Change any of the scheduled dates;
- Waive any requirements that are not material;
- Negotiate any aspect of the proposal within the Scope of the RFP in order to assure that the final agreement meets OMH objectives;
- Conduct contract negotiations with the next responsible Applicant, should the agency be unsuccessful in negotiating with the selected Applicant within fifteen (15) business days from notification of selection for award. This is to include completion of all required documents and signature of the contract;
- Require clarification at any time during the procurement process and/or require correction of mathematical or other apparent errors for the purpose of assuring a full and complete understanding of an Applicant's proposal and/or to determine an Applicant's compliance with the requirements of the solicitation;
- Conduct a readiness review of each selected Applicant prior to the execution of the contract as set forth in Section 4.3
- Rescind awards should awardees fail to meet prescribed timeframes for contract development and /or signature; and
- Cancel or modify contracts due to the lack of fiscal appropriations.
- Waive the targeted number of units indicated in Section 4.3.1 if either the funding amount targeted for the Region is reached or an insufficient number of units for the Region are requested.
- Award the funding in a manner that best achieves the goals and intent of the RFP, including a distribution that best achieves access to the various types of crisis residences geographically within the limits of available funding. This includes the right to make initial awards that are lower than the amount requested, and the right to make awards up to the full amount of the funding available.
- Prior to executing a contract, determine a final award amount based upon the terms, requirements and intent of the RFP, the final scope approved by OMH, and actual construction costs.

### **3.2 Debriefing**

OMH will issue award and non-award notifications to all Applicants. Applicants that do not receive an award may make a written request for a debriefing regarding the reasons that their own proposal was not selected or disqualified, within 15 business days of the dated OMH notification letter. Written debriefing requests may be sent to the Designated Contact, as defined in Section 2.1 of this RFP.

### **3.3 Protests Related to the Solicitation Process**

Protests of an award decision must be filed within fifteen (15) business days after the

notice of conditional award or non-award, or 5 business days after debriefing. The Commissioner or her designee will review the matter and issue a written decision within twenty (20) business days of receipt of the protest.

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  
Ann Marie T. Sullivan, M.D., Commissioner  
44 Holland Avenue  
Albany, NY 12229

### **3.4 Term of Contracts**

Contracts for Capital Construction costs will be developed in accordance with the process outlined in Section 4.3.1, upon approval of the capital projects costs by OMH and the Division of Budget (DOB). The term of such contracts shall be determined as part of the contract development process.

The State's Prompt Contracting and Vendor Responsibility provisions require all State agencies to complete contract development and the signatory process in accordance with statutorily prescribed timeframes. It is expected that awardees will be available and prepared to respond within the statutorily required timeframes. Awardees who cannot meet the prescribed timeframes for contract development and/or signature may, at the OMH's sole discretion, be denied funds awarded to it under this RFP. For the anticipated start date, see section 2.2. 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.

The OMH Master Grant Contract Forms and instructions are available at:  
[www.omh.ny.gov/omhweb/resources/providers/directcontract/](http://www.omh.ny.gov/omhweb/resources/providers/directcontract/).

### **3.5 Minority and Women Owned Business Enterprises and Service-Disabled Veteran Owned Business Enterprises**

OMH recognizes its obligation to promote opportunities for maximum feasible participation of certified minority and women-owned business enterprises ("MWBEs") and the employment of minority group members and women in the performance of OMH contracts. In accordance with New York State Executive Law Article 15-A, OMH hereby establishes a 16% goal for Minority-owned Business Enterprise ("MBE") participation, a 14% goal for Women-owned Business Enterprise ("WBE") participation, and a 6% goal for Service-Disabled Veteran-owned Business Enterprises ("SDVOB") participation on any award resulting from this solicitation in excess of \$25,000 for commodities and services or \$100,000 for construction.

With respect to MWBEs, each award recipient must document its good faith efforts to provide meaningful opportunities for participation by MWBEs as subcontractors and suppliers in the performance of the project to be described in each grant disbursement

agreement and must agree that OMH may withhold payment pending receipt of the required MWBE documentation. The directory of MWBEs can be viewed at: <https://ny.newnycontracts.com>. For guidance on how OMH will determine a Contractor's "good faith efforts," refer to 5 NYCRR § 142.8.

In accordance with 5 NYCRR § 142.13, each award recipient acknowledges that if it is found to have willfully and intentionally failed to comply with the MWBE participation goals set forth herein and in its grant disbursement agreement, such finding constitutes a breach of contract and OMH may withhold payment from the award recipient 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 award recipient achieved the contractual MWBE goals; and (2) all sums actually paid to MWBEs for work performed or materials supplied under the grant disbursement agreement.

By submitting an application, an Applicant agrees to demonstrate its good faith efforts to achieve its goals for the utilization of MWBEs by submitting evidence thereof in such form as OMH shall require.

Additionally, an Applicant may be required to submit the following documents and information as evidence of compliance with the foregoing:

An MWBE Utilization Plan, which shall be submitted in conjunction with the execution of the grant disbursement agreement except as otherwise authorized by OMH. Any modifications or changes to the MWBE Utilization Plan after the execution of the grant disbursement agreement must be reported on a revised MWBE Utilization Plan and submitted to OMH.

OMH will review the submitted MWBE Utilization Plan and advise the award recipient of OMH acceptance or issue a notice of deficiency within 30 days of receipt. If a notice of deficiency is issued, the award recipient will be required to respond to the notice of deficiency within seven (7) business days of receipt by submitting to OMH, a written remedy in response to the notice of deficiency. If the written remedy that is submitted is not timely or is found by OMH to be inadequate, OMH shall notify the award recipient and direct the award recipient to 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 the bid or proposal.

OMH may refuse to enter into a grant disbursement agreement, or terminate an existing grant disbursement agreement resulting from this solicitation, under the following circumstances:

- a) If an award recipient fails to submit a MWBE Utilization Plan;
- b) If an award recipient fails to submit a written remedy to a notice of deficiency
- c) If an award recipient fails to submit a request for a waiver; or
- d) If OMH determines that the award recipient has failed to document good faith efforts.

The award recipient 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

project. Requests for a partial or total waiver of established goal requirements may be made at any time during the term of the project but must be made no later than prior to the submission of a request for final payment under the grant disbursement agreement.

Each award recipient will be required to submit a Quarterly M/WBE Contractor Compliance & Payment Report to OMH over the term of the project, in such form and at such time as OMH shall require, documenting the progress made toward achievement of the MWBE goals established for the project.

With respect to Service-Disabled Veteran-Owned Business Enterprises (SDVOBs), information about SDVOB certification and set asides for SDVOB participation in public procurement can be found at: <http://www.ogs.ny.gov/Core/SDVOBA.asp> , which provides information about SDVOB certification and guidance for State agencies in making determinations and administering set asides for procurements from SDVOBs.

Contractor agrees, to the maximum extent practical and consistent with legal requirements of the State Finance Law, the Executive Law and any implementing regulations, to use NYS certified SDVOBs in purchasing and utilizing commodities, services and technology that are of equal quality and functionality to those that may be obtained from non-SDVOBs. Contractor acknowledges being subject to the provisions of Executive Law Article 17-B and the applicable regulations (9 NYCRR Part 252), and that the directory of NYS certified SDVOBs is located at: <https://online.ogs.ny.gov/SDVOB/search>

Contractor acknowledges that the SDVOB utilization goal for this Agreement is 6%. Contractor further acknowledges that this requirement is separate and distinct from the similar requirement to utilize small, and minority and women-owned businesses (M/WBEs), consistent with current State law (Executive Law, Article 15-A).

### **3.6 Equal Employment Opportunity**

By submission of a bid or proposal in response to this solicitation, the Applicant agrees with all of the terms and conditions of Master Contract Forms and Instructions for Grants - Standard Terms and Conditions. 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 Applicant will be required to submit a Minority and Women-Owned Business Enterprises and Equal Employment Opportunity Policy Statement, Form # 4 ([https://www.omh.ny.gov/omhweb/rfp/standard-forms/attachment\\_d\\_eeo\\_policy\\_statement.pdf](https://www.omh.ny.gov/omhweb/rfp/standard-forms/attachment_d_eeo_policy_statement.pdf) ), to the State Contracting Agency with their bid or proposal. To ensure compliance with this Section, the Applicant will

be required to submit with the bid or proposal an Equal Employment Opportunity Staffing Plan (<https://www.omh.ny.gov/omhweb/resources/providers/directcontract/exhibit4-eeo-staffing-plan.pdf>) 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 sub-contractors 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.

### **3.7 Sexual Harassment Prevention Certification**

State Finance Law §139-I requires applicants on state procurements to certify that they have a written policy addressing sexual harassment prevention in the workplace and provide annual sexual harassment training (that meets the Department of Labor's model policy and training standards) to all its employees.

Bids that do not contain the certification may not be considered for award; provided however, that if the applicant cannot make the certification, the applicant may provide a statement with their bid detailing the reasons why the certification cannot be made.

A template certification document is being provided as part of this RFP. Applicants must complete and return the certification with their bid, or provide a statement detailing why the certification cannot be made.

### **3.8 Bid Response**

Neither the State of New York or OMH shall be responsible for the costs or expenses incurred by the applicant in preparation or presentation of the bid proposal.

### **3.9 Acceptance of Terms and Conditions**

A bid, in order to be responsive to this solicitation, must satisfy the specifications set forth in this RFP. A detailed description of this format and content requirements are presented in Section 2.9 of this RFP.

### **3.10 Freedom of Information Requirements**

All proposals submitted for OMH's consideration will be held in confidence. However, the resulting contract is subject to New York State Freedom of Information Law (FOIL). Therefore, if an applicant believes that any

information in its bid constitutes a trade secret or should otherwise be treated as confidential and wishes such information not be disclosed if requested, pursuant to FOIL (Article 6 of Public Officer’s Law), the applicant must submit with its bid, a separate letter specifically identifying the page number(s), line(s), or other appropriate designation(s) containing such information explaining in detail why such information is a trade secret and formally requesting that such information be kept confidential. Failure by an applicant to submit such a letter with its bid identifying trade secrets will constitute a waiver by the applicant of any rights it may have under Section 89(5) of the Public Officers Law relating to the protection of trade secrets. The proprietary nature of the information designated confidential by the applicant may be subject to disclosure if ordered by a court of competent jurisdiction. A request that an entire bid be kept confidential is not advisable since a bid cannot reasonably consist of all data subject to a FOIL proprietary status.

#### 4.0 Evaluation Factors for Awards

##### 4.1 Evaluation Criteria

All proposals will be reviewed and scored based on an evaluation of each Applicant’s written submission as well as OMH internal reviews.

The Evaluation will apply points in the following categories, as defined in Section 5.4.

<b>Technical Evaluation</b>	<b>Points</b>
Executive Summary section 5.4.1	18
Proposal Narrative section 5.4.2	14
Implementation section 5.4.3	27
Agency Performance section 5.4.4	15
Financial Assessment section 5.4.5	26
<b>Total Proposal Points</b>	<b>100</b>

For a detailed description of evaluation criteria for the Technical Evaluation and the Financial Assessment components, see Section 5.0

##### 4.2 Method for Evaluating Proposals

Designated staff 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 Applicant 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 technical evaluators, will review the technical portion of each proposal and compute a technical score. A fiscal score will be computed separately based on the Capital Budget and Budget Narrative in Grants Gateway.

Evaluators 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 70 will be eliminated from consideration.

In case of a tie in the scoring process, the proposal with the highest score on the Section 5.4.3: Implementation 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 per the criteria set forth in Section 5.4 of this RFP.

Applicants will be rated based on their final total score. Applicants that receive a final total score of less than 70 will be ineligible to receive capital funding.

\$50 million in capital funding will be awarded through this RFP. There is no minimum or maximum award established per application. However, applications will be evaluated and scored in part based on the cost effectiveness and feasibility of the proposed cost and number of units.

The awards will be allocated as follows:

#### **Regional unit and Funding Amount Targets**

Awards will be made to applicants with passing scores in rank score order, subject to the following minimum award and unit targets per region:

- \$30 million targeting 120 units within the New York City Region;
- \$6 million targeting 30 units within the Long Island Region;
- \$6 million targeting 40 units within the Hudson River Region;
- \$4 million targeting 30 units within the Central New York Region; and
- \$4 million targeting 30 units within the Western New York Region.

### **4.3.2 Reallocation Process**

There are factors that may result in the awarded funding being rescinded and reallocated. These include, but are not limited to, an OMH determination that the agency has failed to adequately progress a project within 18 months of the award notification date; a failure to successfully and properly secure the grant through a state aid grant lien; failure to obtain OMH licensure; an OMH determination that the project is not feasible; or an OMH determination that a lease for a site is not minimally commensurate with the bond amortization and said lease cannot be renegotiated. By submitting a response to this RFP, an agency acknowledges that any determination to rescind and/or reallocate funding is solely at the discretion of OMH. An agency will be provided notification if the awarded funding is to be rescinded and reallocated. By submitting this application, the applicant commits to

complying with and obtaining licensure through the OMH; Regulation Part 589 of 14 NYCRR.

In the instance of reallocation of funding, OMH will begin with any proposal that was partially funded, in order of score, subject to the funding limits of the RFP. If the agency does not accept the award, and/or additional uncommitted funding remains, OMH will go to the next highest ranked proposal that did not receive an initial award and will work its way down the list until the funding is fully committed. In the event that none of these agencies accept, and/or additional uncommitted funding remains, OMH will go back to the top of the list in rank order to offer additional funding as needed, in furtherance of the goals of this RFP.

#### **4.3.3 Award Notification**

At the conclusion of the procurement, notification will be sent to all successful and non-successful Applicants.

The award is further subject to the submission and approval of a Prior Application Review (PAR) application as necessary. The PAR process will require Applicants to provide proof that they have sufficient authorization and control to undertake the capital project at the project site. In order to determine that the Applicant owns, leases, or otherwise has control over the site where the project will be located, Applicants must provide a copy of the deed or lease for the site as part of the PAR. Additionally, if the Applicant is leasing the project site, a Letter of Support from the site owner to conduct proposed work will be required as part of PAR process. If the site is not under the Applicant's control, proof that the lease for the site is minimally commensurate with the bond amortization will also be required.

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

Once an Applicant is notified of an award through this RFP, they will also be required to submit an "Appraisal & Feasibility Request Form." The Bureau of Housing Development and Support staff will review this information and may contact the agency for further information regarding the planned capital improvements and/or to arrange a visit to the site. If the site is acceptable, OMH will order a feasibility study to further evaluate the proposed plan.

The Capital Budgets of awardees are subject to approval by the Bureau of Housing Development and Support after further analysis of each individual project before the Capital Budget is finalized.

Finally, the cost of construction or renovation must fall within a range that OMH can support. Capital funding award grant amounts will be determined and made by OMH to a successful and selected Applicant after Capital Budgets are determined. Capital contracts will be finalized when the Division of the Budget (DOB,) the NYS Attorney General and the Office of State Comptroller approval is received. Neither OMH nor the State of New York is liable for any expenditure incurred or made by an Applicant until the applicable action(s) listed above occur.

This capital funding is made available as interest free construction financing and it must be repaid with a Dormitory Authority of the State of New York (DASNY) bond mortgage. OMH would in turn fund the annual debt service for this mortgage. The Applicant must agree to an Assignment Agreement allowing OMH to make payments directly to DASNY on behalf of the Applicant.

## **5.0 Scope of Work**

### **5.1 Introduction**

This RFP is designed to support capital needs for the provision of residential crisis services. Adult crisis residential programs may not have fewer than 3 units and may not exceed 16 units. Children's crisis residential programs may not exceed 8 units. The funding is intended to provide for the acquisition, constructions, and/or rehabilitation residential crisis programs to be licensed by OMH. Successful applicants will demonstrate in their proposal a direct relationship between the proposed capital project for adult and children crisis residential programs and how the programs will be a part of the behavioral health continuum of care in the county or counties/region(s) of location.

Appendix C "Crisis Residence Interim Program Guidance" provides program descriptions, definitions, and program expectations.

The goal of this RFP is to fund selected agencies that will provide needed crisis and transitional services to individuals with a serious mental illness to prevent or delay hospitalization, and/or to assist in providing step-down services to individuals who are discharged from the hospital but require a higher level of support and services than can be provided in their permanent residency.

Crisis Residential programs developed through this RFP are designed to offer voluntary respite services for people who need a different level of care than they can get at home, are not at immediate risk to themselves or others, and have no acute medical conditions needing complex medical attention. Selected applicants will be expected to provide peer supports and services in conjunction with behavioral health professionals to work with individuals and their current service providers and support system to develop trustful relationships and support networks that will help the individual manage future crises and move towards recovery.

Selected applicants must be willing and able to provide in-reach, develop coordinated admission/discharge plans with hospital staff and current outpatient mental health providers to ensure continuity of care, coordinate with Health Home(s) and other identified supports, and provide services and supports to ensure successful transition into and from the crisis residential program.

The proposed units must provide for an adequate level of staffing 24 hours a day, seven days per week. OMH expects the length of stay to be no more than 28 days in the Intensive and Residential Crisis Support programs and no more than 21 days for a Children's Crisis Residence.

Those programs that will have the capacity to serve four to fourteen individuals are required by 14 NYCRR Section 41.34 to comply with legal requirements for site selection of Community Residences. Selected applicants will be expected to pursue all potential funding avenues to ensure the fiscal viability of the program.

Successful applicants will be expected to participate in periodic Learning Collaboratives with other crisis residential providers facilitated by OMH. These groups will be focused on integrating the crisis programs into the local system of care as well as additional topics, including, but not limited to outreach and referrals, best practices, and discharge planning to ensure proper ongoing supports are in place.

## 5.2 Reporting Requirements

Agencies must conform to all OMH fiscal reporting requirements as outlined in the “Consolidated Fiscal Reporting and Claiming Manual.” These guidelines are available at: [http://www.oms.nysed.gov/rsu/Manuals\\_Forms/Manuals/CFRManual/documents/FINAL-MANUAL050218.pdf](http://www.oms.nysed.gov/rsu/Manuals_Forms/Manuals/CFRManual/documents/FINAL-MANUAL050218.pdf)

Agencies awarded these units will be required to maintain accurate reporting of all admissions and discharges through OMH’s Child and Adult Integrated Reporting System (CAIRS) and adhere to any requirements OMH may subsequently develop.

## 5.3 Funding

Funding is available for the capital development costs associated with the acquisition of property, construction and/or rehabilitation of new or existing facilities. Capital development costs may include, but not limited to, cost of planning and consultants, construction, renovation, acquisition and equipment needed to complete capital project. Refer to Section 2.9.3 for additional information.

In addition, applicants are eligible for Program Development Grant (PDG) funds to assist with the establishment of new crisis residential programs. PDG funds of up to \$8,499 per unit are to be used for start-up costs such as furnishings, equipment, staff training, initial staffing costs. Note that PDG budget requests will not be submitted as part of this application process. OMH staff will work with successful applicants to develop and approve a PDG budget following subsequent awards. Proposals under this RFP may include durable goods (e.g., installed equipment or furniture) as part of the proposed capital budget.

**Costs associated with the project that are incurred prior to the date of a capital contract execution may not be reimbursed from grant funds.**

Funds available through this Capital Grant are not to be used to support the on-going operational needs of the programs.

Applicants are reminded that the funding for capital development is contingent upon the continued availability of State appropriations.

This RFP is exclusively for capital funding and does not provide operating funds. Applicants are expected to identify potential sources for operating funding to demonstrate fiscal sustainability. No assurance is made by OMH to provide operating funding to meet all program expenses.

## 5.4 Proposal Narrative

When submitting proposals for funding under this RFP, the narrative must address all of the questions listed below, in the following order:

### **5.4.1 Executive Summary**

1a. Provide a description of the proposed program including: 1) The type of OMH licensed crisis residence program(s) you are proposing to develop: Residential Crisis Support, Intensive Crisis Residence and/or Children's Crisis Residence. 2) The population to be served and the number of units the applicant intends to develop or rehabilitate. Also state your commitment to creating a crisis program to be licensed by OMH under 14 NYCRR XIII Part 589 ([https://www.omh.ny.gov/omhweb/policy\\_and\\_regulations/adoption/adoption-part-589.pdf](https://www.omh.ny.gov/omhweb/policy_and_regulations/adoption/adoption-part-589.pdf)).

1b. Provide a brief overview of the capital project for which funding is being requested while incorporating information related to: 1) A brief description of the project as it relates to obtaining or having site control, acquisition, construction and rehabilitation; 2) The specific address/location of the project, if available. Provide the proposed county where the site will be located, as well as the county/counties and OMH region(s) that will be served. Note: Be advised if applying for two or more separate programs, each program must occupy a separate and distinct space though can be co-located in the same building 3) Describe the existing and/or proposed structure, square footage, physical space/layout as identified in 14 NYCRR XIII Part 589.13, as well as describe how you intend to make this a home-like environment. Include any other pertinent physical characteristics of the site. Attach/upload design drawings, if available.

1c. If the Applicant were to receive Capital funding, please describe the following: 1) how the applicant plans to fund the on-going operation of the residential crisis program; and 2) what initial and ongoing marketing strategies would be used to inform the community and referral sources of the services provided within this program.

To be answered by Applicant and/or within the required letter of support from the LGU(s):

1d. Identify the role of the program in the Behavioral Health System (continuum of care) within the program's community, county or region. The letter should indicate the support of the LGU for this program, the crisis residence role in the behavioral health system in the community and how it connects to the crisis response system within the County/Regional crisis plan). A letter of support must be included from each LGU within the proposed catchment area to be served.

1e. Demonstrate the need for the program within the community, county/counties and/or region(s) using data. Data may include, but not limited to, frequency of police or ambulance calls, school calls, emergency department visits, mobile crisis calls, etc.

### **5.4.2 Proposal Narrative**

2a. Describe in narrative form the characteristics of the population to be served in the proposed residential crisis program for individuals who are exhibiting symptoms of mental illness and who are experiencing a psychiatric crisis. Provide as much specific demographic information as possible, including, but not limited to, age group, specialized clinical needs, as well as cultural and linguistic needs for those you intend to serve.

2b. Describe in narrative form the service needs of the population for each program the agency is looking to operate, specific to the characteristics described above in 2a.

2c. Describe how the program will serve the cultural and linguistic needs of the individuals being served. Include interpretation, translation and other identified needs. Describe any current or proposed agreements with services providers, as well as current and/or anticipated funding sources.

2d. Using 14 NYCRR XIII Part 589 as a guide, provide a staffing plan, include a description of the roles, responsibilities and qualifications of each staff member. Describe initial and ongoing staff training and supervision. Highlight the use of peers in your response. Attach a staffing schedule demonstrating 24-hour coverage.

### **5.4.3 Implementation**

3a. Identify the anticipated referral sources for the program. Provide any linkage agreements or Memorandums of Understanding (MOU) with referral sources, if available. Include the process for referrals and interface with referral sources including but not limited to: OMH Field Offices, Single Point of Access/State Plan Amendment, Health Homes, Private Insurers, Mental Health Practitioners, Comprehensive Psychiatric Emergency Program, School Counselors, Managed Care Organizations (MCO's), Mobile Crisis, Emergency Departments, Clinics, Local Hospital Systems, Law Enforcement, Self-Referrals, etc.

3b. Describe admission criteria and orientation procedures for the operation of the crisis residence. Describe Utilization Management (UM) policies and procedures for individuals enrolled in Medicaid Managed Care. State your commitment to serve individuals that meet admission criteria regardless of special population status, including, but not limited to: LGBTQ individuals, individuals who are dually diagnosed, individuals who are homeless and/or individuals with a justice involved history.

3c. Describe individual assessment procedures and the development of a person centered, strength-based individualized service plan (ISP). Describe how the ISP will address the needs of the individual's service needs, whether or not the services are provided by the crisis residence program, and include how identified supports, which may include family, will be involved in the service planning and implementation. Attach a copy of any individual assessment tools and a completed sample ISP with identifying information redacted.

3d. Describe program implementation, including service components and service delivery. (Refer to list of program service definitions in section 6.0).

3e. Describe discharge procedures, including the agency's approach to facilitate an individual's return to a pre-crisis level of functioning including connections to community services and supports identified by the individual receiving services. Attach completed sample discharge plan.

3f. Provide an overview of the agency's operational policies and procedures for the program. Attach policies and procedures for the proposed program, including but not limited to those identified in Part 589.6 of NYCRR.

3g. Identify community-based resources that will be available to individuals receiving

services through referrals, MOU's and/or linkage agreements. Describe how staff will communicate and collaborate with community-based resources and how they will maintain strong working relationships. Indicate how these services support the amelioration of the individuals' crisis and how they will provide ongoing support once the individual is discharged from the program.

#### 5.4.4 Agency Performance

4a. Describe the agency's experience providing services to individuals with a serious mental illness and/or people in behavioral health crisis, including effective linkages to community providers and activities and helping these individuals achieve their rehabilitation transition individuals into the community, include procedures and support the narrative with any relevant and recovery goals.

4b. Describe the agency's ability to identify individuals exhibiting symptoms of mental illness who are experiencing a psychiatric crisis, efficacy of crisis services or programs, average length of stay and ability to transition individuals into the community. Include procedures and support the narrative with any relevant data.

4c. Note: The OMH internal review will consist of an assessment of the applicant's organizational competency. This will include a review of the applicant's licensed and unlicensed 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; retention of individuals in permanent supportive 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 considered.

4d. Applicants that do not hold a current OMH contract but hold a contract with a Local Government Unit (LGU) or other entity, must note their agency's ability to target the contractually agreed upon target population. For housing providers under contract with another entity, reviews conducted by that entity will also be included in assessing the agency's organizational competency. Applicants must attach the most recent performance review and/or monitoring reports of any mental health programs operated by the agency.

Applicants will be scored on either 4c or 4d, as applicable.

#### 5.4.5 Financial Assessment

5a. The Applicant must complete the Capital Budget for the proposed capital acquisition, construction and/or rehabilitation project in Grants Gateway. **Applicant must upload all supporting documentation for cost estimates.**

5b. The Applicant must complete a Budget Narrative (Appendix A1,) which provides detailed explanation and justification for the cost estimates provided in the Capital Budget completed in the Grants Gateway. The Applicant should upload and refer to supporting documentation for the cost estimates, where applicable. The Applicant must include in the narrative the calculation or logic that supports the budgeted value of

each itemized entry. Include details in the narrative such as, any purchases that would need to be made, services that would need to be contracted, and permits, approvals or permission that would need to be secured or have already been secured. OMH Bureau of Housing Development and Support and the Division of Integrated Community Services for Children and Families will work with selected providers as projects progress to refine what is supplied here. If the total cost of the project exceeds the amount of funding being requested, identify which costs the Applicant intends to cover with additional funding and describe how the agency has or will secure(d) additional funding to complete the project. If the Applicant has supporting documentation related to additional funding, it may be attached. Finally, the Applicant must include in the Budget Narrative a description of how the Applicant will undertake and complete the project.

5c. Using Appendix B, develop an Operating Budget in the identified column on the Budget template. Assume a full year of operating funds. Identify all sources of income for reimbursement of the proposed crisis program. Sources may include but are not limited to: grants, Medicaid Managed Care (negotiated rates with State guidance to be issued), private pay clients, and local aid. Show all sources of income. Applicants should list staff by position, full-time equivalent (FTE), and salary. Applicants should demonstrate ability to work with local Performing Provider System (PPS).

5d. Using the Budget Narrative (Appendix B1), describe how your agency manages its operating budget. Applicants must complete a Budget Narrative which 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;
- description of how salaries are adequate to attract and retain qualified employees; and
- detailed description of the program's financial sustainability.

Use the Operating Budget (Appendix B) and the Budget Narrative (Appendix B1) to submit with your proposal. The Operating Budget (Appendix B) format is available in Grants Gateway and a sample can be viewed on the OMH website. 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.**

5e. Describe the fiscal viability and health of the applicant agency. Include the history of successfully management of public grant funding.

5f. In the past three years, has the applicant agency been audited or reviewed by a government agency? If so, what was the result? Describe any negative findings and how they were resolved. Indicate if audited financial statements have been prepared for the applicant agency within the past twelve months and if the audit resulted in an unqualified, or "clean" opinion. If the audit resulted in a qualified opinion, please describe.

## 6.0 Definitions

### Residential Crisis Support (RCS) Definition

A Residential Crisis Support Program means a short-term residential program up to 28 days for individuals who are experiencing symptoms of mental illness, psychiatric crisis or are experiencing challenges in daily life that create risk for an escalation of psychiatric symptoms that cannot reasonably be managed in the person's home and/or community environment without onsite supports and do not pose likelihood of serious harm.

Situations that are appropriate for this service include:

- An individual is experiencing symptoms that create imminent risk for a loss of life role functioning and are not sufficient to pose an imminent risk to the safety of themselves or others requiring higher level of care.
- An individual is experiencing a challenging emotional crisis which he or she is unable to manage without intensive assistance and support
- An individual's symptoms are beginning to escalate and without assistance that person may become overwhelmed and/or experience a loss of life role functioning, but do not pose an imminent risk to the safety of themselves or others requiring higher level of care.

Available services within Residential Crisis Support may include, but are not limited to:

- Assistance in personal care and activities of daily living;
- peer support;
- engagement with identified supports;
- safety planning;
- integration of direct care and support services;
- case management activities which emphasize discharge planning;
- collaboration and linkages with service options in the community which provide continuation of ongoing treatment and rehabilitation;
- medication management and training;
- medication monitoring;
- crisis respite; and
- room and board.

Residential Crisis Support may also include linkage to resources and referrals to community-based organizations, mental health and substance abuse treatment and rehabilitation services such as:

- Ambulatory detox;
- intensive out-patient;
- relapse prevention planning;
- wellness activities;
- vocational services;
- recreation;
- housing;
- case management; and
- engagement and support to address co-occurring disorders

### **Intensive Crisis Residence Service**

An Intensive Crisis Residence Program means a short-term, residential and treatment program, up to 28 days for individuals who are experiencing a psychiatric crisis, which includes acute escalation of mental health symptoms and do not pose likelihood of serious harm.

Individuals in need of ICR are at imminent risk for loss of functional abilities and may raise safety concerns for themselves and others without this level of care. The immediate goal of ICR is to provide supports to help the individual stabilize and return to previous level of functioning or as a step-down from inpatient hospitalization, if applicable.

This level of service can address acute symptoms such as suicidal ideation and homicidal ideation without a plan or means that can be managed in this setting according to the assessment.

Intensive crisis residence includes services provided in Residential Crisis Support and the following treatment services which include but are not limited to:

- comprehensive assessment;
- medication management and training;
- medication monitoring;
- medication therapy;
- individual and group counseling;
- engagement and support to address co-occurring disorders;
- assistance in personal care activities of daily living;
- peer support
- engagement with identified supports;
- safety planning;
- integration of direct care and support services;
- case management activities which emphasize discharge planning and includes continuity of care between service transitions;
- collaboration and linkages with service options in the community which provide continuation of ongoing treatment and rehabilitation;
- crisis respite; and
- room and board.

Intensive Crisis Residence may also include linkage to resources and referrals to community-based mental health and substance abuse treatment and rehabilitation services such as:

- Ambulatory detox;
- intensive out-patient;
- relapse prevention planning;
- wellness activities;
- family support;
- engagement of Natural Supports;
- conflict resolution; and
- engagement and support to address co-occurring disorders.

### **Children's Crisis Residence Service**

A Children's Crisis Residence Program means a short-term residential program, up to 21 days, which provides continuous monitoring and supervision as well as intensive crisis treatment and support for children who are at risk of experiencing a psychiatric crisis and do not pose likelihood of serious harm.

The program and environment shall be designed to:

- stabilize the child's psychiatric crisis symptoms and prevent unnecessary inpatient admission;
- restore the child to a level of functioning and stability that supports the child's transition back to community-based services, supports and resources; and
- mobilize the resources of the family and community for the purpose of the child's on-going treatment and recovery to prevent future crises or reduce the intensity and duration of crises that do arise.

A Children's Crisis Residence Program shall offer each of the following treatment and support services in a trauma-sensitive, safe and therapeutic living environment consistent with recipient's condition and needs that includes but is not limited to:

- comprehensive intake assessment including:
  - comprehensive risk assessment and crisis planning; and
  - health screening for physical health conditions;
- individual, group and family crisis counseling;
- medication monitoring;
- medication management and training;
- one to one monitoring for recipients assessed with high risk behavior;
- respite;
- behavior support, including skill building for managing behavior and regulating emotional responses;
- engagement and support for families, including activities to maintain or facilitate positive relationships with family members, promote skills needed for success in the discharge living environment;
- coordination services with emphasis on discharge planning, including:
- collaboration with existing providers and community supports;
- referral and access to behavioral health services (including pharmacological evaluation and management) and community supports; and
- room and board.