



**Safe Options Support (SOS) Program:
Older Adult & Medically Fragile Support Team**

New York City

RFP#OMH116

Questions & Answers

1. Will this team have a direct caseload, or will it be providing consultation/indirect support?

Answer- The team will be expected to provide consultation and carry a caseload of individuals who will receive short-term interventions and specialized services. The caseload size will be smaller than a traditional SOS Team and the duration of service will be shorter as the individuals will remain connected to their SOS CTI Team throughout the intervention.

2. Will the City team use the CBC AWARDS platform as our other SOS teams do?

Answer- OMH and the NYC SOS Hub will be working together to explore the possibility of integrating the Older Adult & Medically Fragile Support Team into the existing EHR for NYC SOS Teams.

3. Since SOS teams work 7 days a week and overnight, what hours is this support team be expected to be available?

Answer- The team is expected to offer flexible scheduling to accommodate the needs of individuals being served, including early morning and evening appointments. Overnight and weekend hours are not required.

4. Will the City team have access to records from all of the City SOS teams?

Answer- Yes, the Older Adult & Medically Fragile Support Team will be provided with records for all individuals being referred for services. The team will also be expected to share records, including evaluations and assessments, with the assigned SOS CTI Team.

5. Is there opportunity for collaboration with say another organization, subcontracting defined in proposal?

Answer – Any sub-contracting relationship should be clearly explained in your application, including the responsibilities of the entities involved and how you will meet the larger obligations of this initiative. Existing Memorandums of Understanding (MOU) should also be included, if available.

6. Assuming this team will be responsible for providing support to teams in the 5 boroughs. Correct?

Answer- The current catchment area for the Older Adult & Medically Fragile Support Team is Bronx, Brooklyn, Manhattan, and Queens.

7. Is there a specific licensure requirement for the Treatment Team Leader FTE position?

Answer- There is no specific licensure requirement. The provider awarded this funding should select a team leader based upon relevant education and experience with this population.

8. Will data for this team be collected by CBC as is done for the current NYC SOS teams?

Answer- A data collection and reporting process will be developed with the provider who is awarded this funding, which may involve data collection by the NYC SOS Hub.

9. Will referrals come directly from the SOS Teams, or will they need to go through the CBC HUB (for the City teams) for screening and referral?

Answer- The referral process is still under development and will be determined with input from the NYC SOS CTI Teams and the NYC SOS Hub.

10. Do all referrals come directly from SOS teams? If so, are they handing off clients and then those clients are handed back once stabilized, or do the teams work together throughout?

Answer- All referrals will be made by the NYC SOS CTI Teams. The SOS CTI Team is expected to remain involved and work collaboratively with the Older Adult & Medically Fragile Support Team to best support the needs of the individual being served. This includes conducting joint visits when appropriate, as well as ongoing communication and information sharing.

11. What is the volume of cases we should expect?

Answer- The exact caseload size has not yet been determined. OMH will be working closely with the Older Adult & Medically Fragile Support Team to identify an appropriate caseload size based upon level of need and intensity of service being provided.

12. Will there be service dollars connected to this team to assist with services/equipment for those who are uninsured?

Answer- There are no service dollars connected to the Older Adult & Medically Fragile Support Team. Each individual served will be maintaining their connection to an SOS CTI team, and therefore would have access to service dollars through that team.

13. The cost of a home health aide or other support can be quite expensive. Is this something that has been considered? I'm thinking of folks in safe havens who are undocumented and may need support.

Answer- The Older Adult & Medically Fragile Support Team would not be expected to fund home health aide services for individuals. The team will be responsible for connecting individuals to home health services via the various Medicare and Medicaid Health Plans.

14. In asking about our network of internal and external providers, how specific should we be?

Answer- Applicants should be as specific and detailed as possible in their responses.

15. Do you have a timeframe in mind from assessment to enrollment?

Answer- Response to referrals should be as close to real time as possible. This should involve coordination with the referring SOS CTI Team to arrange for a joint outreach visit to support the development of rapport and trust with the individual being referred.

16. Shelters are often times not receptive to folks coming in on a regular basis for added support. Will OMH address this with DHS?

Answer- OMH is working closely with DHS to address any barriers to connecting with clients in the shelter system. Continued education and training will be provided support this cross-systems collaboration.

17. Since there are so many people who could qualify for this, do you have an idea of what percentage of eligible individuals will be enrolled in this specialized team?

Answer- The percentage of eligible individuals is not known at this time. OMH will be working closely with the NYC SOS Hub and the SOS CTI Teams to identify enrolled individuals who would most benefit from this specialized support.

18. For the nurse on the team, is direct medical care expected?

Answer- Nursing professionals, within scope of practice, can assist with navigating the medical system, liaising with primary care and medical specialists, health education, and monitoring chronic health conditions. The Registered Nurse will be expected to conduct comprehensive assessments of physical health, triage, and make determinations around next steps. This may include facilitating connection with emergency departments for immediate medical attention, or connection and coordination with primary care and specialty providers.

19. The nurses on the SOS teams do conduct direct medical care. Assume they will work collaboratively with the RN on this team.

The Registered Nurse from the Older Adult & Medically Fragile Support Team will be working collaboratively with the NYC SOS CTI Team members, including the nurses on those teams.

20. Do you have a nursing assessment, or will we have to provide?

Answer- An assessment tool can be provided by OMH.

21. Will shelters be open to installing recommended durable medical equipment?

Answer- The team is not expected to install equipment at any emergency shelter locations. Rather, the team will be working with landlords and housing providers to install durable medical equipment needed to support someone in safely securing and/or maintaining housing in the community.