



## Office of Mental Health

### New York State Clubhouses RFP#MH253014 Questions & Answers

#### **Q1. How many participants is a Clubhouse expected to engage each year?**

A1. Include this information in your answer to Question 6.2a. There are no mandated number of participants per year for these Clubhouses. The anticipated number of participants for the Clubhouse in Rural is approximately 75 members, Suburban approximately 135, and Urban approximately 209 members.

#### **Q2. Are applicants in New York City eligible to apply for this program? I ask because on page 13 of the Request for Proposals, it says that "For New York City contracts, the fiscal period is July 1 through June 30." However, I did not see the counties that make up New York City in the tables on pages 21-22, so I wanted to confirm whether applicants in those counties are eligible to apply.**

A2. No, NYC applicants are not eligible to apply for this program. The language on page 13 is template language included in all OMH RFPs.

#### **Q3. Regarding: "The Clubhouse must operate out of its own physical space, separate from any mental health center or institutional setting." If a not for profit owns a large building that houses staff in some parts and community programs like a food pantry and thrift store and also as various renters but would have space for a Clubhouse would that be allowable? The Clubhouse could have a separate entrance/exit.**

A3. The physical space must be for sole purpose of Clubhouse operations and have room to accommodate all activities. The language on page 16 of the RFP states "Clubhouse must operate out of its own physical space, separate from any mental health center or institutional center". Per Clubhouse International Standards, within the Quality Standards, "space emphasizes the importance of creating a dignified, attractive environment where important work is carried out. The Clubhouse has its own identity, including its own name, mailing address, email and telephone number. The Clubhouse is located in its own physical space. It is separate from any mental health center or institutional settings and is impermeable to other programs. The Clubhouse is designed to facilitate the work-ordered day and at the same time be attractive, adequate in size, and convey a sense of respect and dignity. All Clubhouse space is member and staff accessible. There are no staff only or member only spaces."

#### **Q4. Will start-up money be included with the award?**

A4. No.

#### **Q5. Will there be capital funds for agencies that are planning to open up a new clubhouse program vs converting an existing program? If no capital funding, then can funds be used for rent?**

A5. There are no separate capital funds available for awardees. OMH allows minor improvements and renovations, but large capital projects are not allowed. Rent can be part of your non-personal service budget. This information should be included in the budget submitted with your application to this RFP.

**Q6. If we have programs funded by OMH psychosocial club, can we apply for this funding for a new program, or would we need to apply to transition our current programs?**

A6. It is up to agency. If the agency wants to convert a preexisting Psychosocial club to a Clubhouse and their existing psychosocial clubhouse members are in agreement, then the agency would apply to convert. If the agency and their members want to keep the Psychosocial club and add a Clubhouse, then the agency would apply for a new Clubhouse. If the agency is operating both a psychosocial club and a Clubhouse, the programs must be distinct.

**Q7. Is the funding for only the 1st 4 years from OMH and then the Club House accreditation pays a rate?**

A7. Funding is from OMH for all 5 years of the contract.

**Q8. In the RFP, the hours of operation as standard but then states it wants us to do some evening and weekend items. Can we be opened mid-afternoon into the evening some days of the week and then closed on a weekday in order to add a weekend option? The RFP states we are only opened 5 days a week.**

A8. All additional activities and operations of the Clubhouse are driven by member need. The Clubhouse is based on typical work hours to support the work ordered day. Specific hours should be based on the needs of the members of the Clubhouse.

**Q9. If an agency would rather offer the OMH clubhouse rather than apply for this, are there funds available for that?**

A9. No, OMH is not accepting applications for new Psychosocial Clubhouses (Program Code 0770) or Recovery Centers (Program Code 2750).

**Q10. To what extent can we customize the International Clubhouse model to fit local community needs, especially given different geographical, cultural, and socioeconomic factors?**

A10. As a part of the accreditation process a training center partnered with Clubhouse International will assist the awardee with customizing the program to the local community and provide technical assistance. All Clubhouse operations are member driven. Member autonomy and choice are key principles of this model.

**Q11. Can one's experience of SMI be self-reported?**

A11. There is currently no formal assessment process for these Clubhouses. The Clubhouse has control over its acceptance of new members. Membership is open to anyone with a history of mental illness, unless that person's behavior poses a significant and current threat to the general safety of the Clubhouse community.

**Q12. Can the program be in the same building as other behavioral health programs, as long as it has its own separate and distinct space (i.e. on a different floor) or if it has a clearly separate and distinct entrance and space in the same building that also houses the agency's other BH services that may be on the same floor?**

A11. See A3.

**Q13. Are capital funds available to meet physical space requirements?**

A13. See A5.

**Q14. What is considered urban in the RFP? is Dutchess considered urban?**

A14. The list of counties and their designations of Urban, Suburban or Rural is below and can also be found on pages 17 and 18 of the RFP document. Dutchess county is not considered urban; it is considered suburban for this RFP.

Urban Counties: Westchester, Erie, Monroe

Suburban Counties: Nassau, Suffolk, Rockland, Orange, Putnam, Saratoga, Schenectady, Dutchess, Niagara, Rensselaer, Oneida, Onondaga, Albany

Rural Counties: Allegany, Broome, Cattaraugus, Cayuga, Chautauqua, Chemung, Chenango, Clinton, Columbia, Cortland, Delaware, Essex, Franklin, Fulton, Genesee, Greene, Hamilton, Herkimer, Jefferson, Lewis, Livingston, Madison, Montgomery, Orleans, Ontario, Oswego, Otsego, Schoharie, Schuyler, Seneca, St. Lawrence, Steuben, Sullivan, Tompkins, Tioga, Ulster, Warren, Washington, Wayne, Wyoming, Yates

**Q15. Is there a provision for the use of a Federal NICRA for proposals?**

A15. No, as stated in the RFP Section 6.8a, Federal Negotiated Indirect Cost Rate Agreements (NICRA) are not allowable.

**Q16. Is there a suggested or expected staff to member ratio per clubhouse?**

A16. Clubhouse International states, "Clubhouse staff must be sufficient to engage the membership, yet few enough to make carrying out their responsibilities impossible without member involvement. Clubhouse staff have generalist roles. All staff share employment, housing, evening and weekend, holiday and unit responsibilities. Clubhouse staff do not divide their time between Clubhouse and other major work responsibilities that conflict with the unique nature of member/staff relationships. Responsibility for the operation of the Clubhouse lies with the members and staff and ultimately with the Clubhouse director."

**Q17. How do we determine if local psychosocial groups actually have credentials as a Clubhouse?**

A17. All Clubhouses that are accredited by Clubhouse International are listed under [Find A Clubhouse](#). Clubhouses awarded through this RFP will have a separate program code than pre-existing Psychosocial Clubhouses and will be listed on [Find a Mental Health Program - NY.Gov](#) once opened.

**Q18. Can an organization that is pre-qualified through the state and provides other services in NYS but doesn't currently have an OMH contract qualify for bidding?**

A18. Per Section 2.4 of the RFP, applicants must have one (1) year of experience providing mental health services to persons with serious mental illness in New York State through an OMH or County Contract. A "current" contract is not required; it can be past experience.

**Q19. Is there a minimum space requirement for the program location?**

A19. See A3.

**Q20. Are the funds only available as of 1/1/2027? Can they be accessed earlier than that?**

A20. Funding is only available as of 1/1/2027. Funds cannot be accessed earlier than that.

**Q21. Are there expected goals for # of members and average daily attendance?**

A21. See A1.

**Q22. For members who may be recovering from co-occurring disorders, are there any rules in Clubhouse evidence-based practices regarding members' use of substances among members (including guidelines if someone may be experiencing a recurrence of SUD symptoms)?**

A22. Per Clubhouse International, "The Clubhouse has control over its acceptance of new members. Membership is open to anyone with a history of mental illness, unless that person's behavior poses a significant and current threat to the general safety of the Clubhouse community." Please review Clubhouse International website [Quality Standards | Clubhouse International](#) for further guidance.

**Q23. Presently, our Psychosocial Clubhouse (with Drop-In, Work Program, Transportation and Assistive Competitive Program) are partially funded and monitored by Nassau County. How does this conversion impact that- or will potentially exclude eligibility, etc.?**

A23. If awarded, OMH and the county will work with the provider to develop a plan to issue the additional funding.

**Q24. Why is Nassau and Suffolk grouped as a suburban instead as an urban county? The economic demographics of Nassau County is more similar to Westchester than to the counties in which it is grouped.**

A24. The geographic location was based on census data, fiscal census projections, and the number of anticipated participants. It is not based on cost of living. Please see A1 for information about anticipated clubhouse participants.

**Q25. Will there be startup funding to rent and build out spaces for the Clubhouses?**

A25. No, there will not be separately issued start-up money. Providers may structure the money differently in year 1 of their budget to account for minor improvements and renovations. Large-scale Capital Projects are typically not allowed.

**Q26. If you have already opened a start-up Clubhouse upstate in the past two years, which is on track to becoming an accredited clubhouse under Clubhouse International standards, would this be eligible for this funding?**

A26. If the agency meets all eligibility criteria outlined in 2.4 of the RFP then they would be able to apply for this funding.

**Q27. We would like to make membership as low barrier as possible as our community's needs include integration of our street homeless population. Can we provide services to someone without a diagnosis?**

A27. On page 5 of RFP 1.2 indicates: "The target population to be served by the Clubhouses include adults (18+) experiencing Serious Mental Illness (SMI). SMI is defined as one or more mental, behavioral or emotional conditions that significantly impairs a person's ability to function in daily life. It often includes schizophrenia, mood disorders such as bipolar disorder and major depressive disorder, anxiety disorders and post-traumatic stress disorder. This population may have co-occurring substance use and physical health disorder."

**Q28. Since there are no capital funds, can funding be used towards rent?**

A28. Yes. This should be reflected in the budget submitted with your application for this RFP.

**Q29. Can you clarify the "annual" funding? Will there be an annual \$6.6M allocation over the next 5 years? Will the amount be the same to each awardee year over year? Or is it \$6.6M spread over 5 years?**

A29. \$6.6M is available annually for this program. This will be split up amongst the awardees. The annual funding amount per awardee will remain consistent each year of the contract.

**Q30. Please let us know if OMH will allow us to use a part of the first-year funds to build out the physical space.**

A30. See A25.

**Q31. Will there be a time frame to be certified after notification or after 1/1/27?**

A31. Applicants must work to obtain Clubhouse International accreditation by following Clubhouse International's accreditation process within the first four fiscal years of the contracting period.

**Q32. If an organization has successfully operated several accredited clubhouses but no history of working with OMH, will it still be eligible to apply?**

A32. Per Section 2.4 of the RFP, applicants must have one (1) year of experience providing mental health services to persons with serious mental illness in New York State through an OMH or County Contract. If the organization has no history of contracting with OMH, they must have one year of experience providing mental health services to persons with serious mental illness in New York State through a County Contract.

**Q33. What is the goal of clubhouses from OMH's perspective? Is it aligned with being an antidote to social and economic isolation?**

A33. On page 5 of RFP section 1.1 indicates: The Clubhouse Model is evidence-based and provides a holistic approach to mental health care, addressing the social, educational, and vocational needs of members by fostering community integration.

**Q34. Can an agency open a clubhouse that is OMH regulated and not for international membership?**

A34. On page 5 of RFP section 1.1 indicates that the successful bidders will need to work with OMH to ensure the process and procedures implemented by the Clubhouse meet the requirements of the State and adhere to International Standards for Clubhouse Programs.

**Q35. Is Medicaid funding this model currently? If so, is it by hours in attendance or visit volume?**

A35. No, Medicaid funding is not included in the current model. Per section 5.1 of the RFP, "while there is not currently Medicaid funding available for Clubhouse services, the awardee must be willing to adapt operations as needed to support potential Medicaid reimbursement in the future."

**Q36. Is there further funding for OMH funded clubhouse rather than this RFP?**

A36. See A9.

**Q37. Could we include reimbursement for transportation costs for members into our budget?**

A37. Yes. Awarded Clubhouses are encouraged to discuss how to incorporate transportation costs with Clubhouse International during their required training and technical assistance. Please see Clubhouse International website [Quality Standards | Clubhouse International](#) for further guidance.

**Q38. How does converting a 0770 Psychosocial Club to a Clubhouse Model impact the operations of co-located/connected services such as Drop-In (1770), Work Program (3340), Transportation (0670) and Assisted Competitive Employment (1380)? We currently provide all five services in one setting.**

A38. See A3. Please note, in this instance, it would be especially important to ensure current program participants are supportive of the change to a NYS Clubhouse.

**Q39. Our organization has not had any OMH contracts. We have had contracts with NYS Department of Corrections and Community Supervision and our local DSS. We work with housing people with Serious Mental Health Issues (the reason for our interest in this opportunity) and have gained a lot of experience working with this population, but we do not have any OMH or county mental health contracts. Can you please clarify if we are eligible for applying for the NYS OMH Clubhouse grant funding?**

A39. No, your organization would not be eligible to apply. Per Section 2.4 of the RFP, applicants must have one (1) year of experience providing mental health services to persons with serious mental illness in New York State through an OMH or County Contract.

**Q40. Is contract experience with NYC DOHMH and/or NYC City Council sufficient for our organization to be eligible to apply for this RFP?**

A40. A contract with NYC DOHMH for providing mental health services to persons with serious mental illness in New York State would satisfy the experience requirement, not a contract with NYC City Council.

**Q41. Our organization is a subsidiary of a parent organization. Another subsidiary organization of the same parent organization has contract experience with NYC DOHMH, does that organization's contracting experience equate to our organization also having the experience?**

A41. No, the organization with experience is the organization with whom the contract was with. In this case, the other subsidiary organization would be the organization with contract experience.

**Q42. It is understood that a 1.0 FTE Program Director and 1.0 Licensed Practitioner of the Healing Arts (LPHA) are required within the staffing pattern.**

A42. Yes.

**Q43. Are there any recommended/encouraged staffing patterns or FTE's for the staffing pattern?**

A43. See A16.

**Q44. Are there any positions which are unallowable within the staffing pattern? For example is a chef/food preparer or certified peer unallowable within a staffing pattern?**

A44. Clubhouse International states, "Clubhouse staff are sufficient to engage the membership, yet few enough to make carrying out their responsibilities impossible without member involvement. Clubhouse staff have generalist roles. All staff share employment, housing, evening and weekend, holiday and unit responsibilities. Clubhouse staff do not divide their time between Clubhouse and other major work responsibilities that conflict with the unique nature of member/staff relationships. Responsibility for the operation of the Clubhouse lies with the members and staff and ultimately with the Clubhouse director." For more specific information, we encourage awardees to discuss with Clubhouse International as part of the required training and technical assistance.

**Q45. Are start-up funds available?**

A45. See A4.

**Q46. Are any capital funds available?**

A46. See A5.

**Q47. With regard to 6.4(i), "Include a letter of support from the community where the Clubhouse will be located," should this letter be from an individual who resides in the proposed municipality or within the proposed county? Can this letter of support be from an individual community member, non-profit group, or governmental agency?**

A47. Yes, the letter can be from relevant community members, non-profits, or governmental agencies.

**Q48. Section 1.1 states, "If applying for more than one (1) Region, the applicant must submit a separate proposal for each Region." Since two awards will be awarded per region, may an application advance two separate proposals per region?**

A48. Yes, if an organization would like to propose two different clubhouses within the same region, two separate proposals must be submitted.

**Q49. Is there an estimated timeframe for transitioning to Medicaid-funding for this program?**

A49. Not at this time.

**Q50. Does the grant fund programs in Niagara County, New York?**

A50. Niagara county is included. See Section 5.3 of the RFP for more information and a list of counties included in this RFP.

**Q51. Does the program fund starter club houses?**

A51. Please see section 5.3 for Operating Funding. The RFP is open to two groups: current providers seeking to convert an existing program to the Clubhouse Model and providers seeking to open a new Clubhouse in the Central Region, Hudson River Region, Western Region, and Long Island Region.

**Q52. Can a Church non-profit apply?**

A52. Eligible applicants are not-for-profit agencies with 501(c) incorporation that have one (1) year of experience providing mental health services to persons with serious mental illness in New York State through an OMH or County Contract.

**Q53. For the New York State Clubhouses program, is it permissible for applicants to rent program space in a church or other faith-based facility, provided the program remains open, voluntary, and accessible to all participants?**

A53. See A3.

**Q54. For the New York State Clubhouses program, is it permissible to use awarded funds toward rental costs for program space?**

A54. See A5.

**Q55. For the New York State Clubhouses program, is there a specific requirement or goal related to MWBE participation for applicants or subcontracts?**

A55. There is no requirement or goal related to MWBE on this RFP. As stated in Section 3.5, OMH expects that all contactors make a good-faith effort to utilize Minority and/or Women Owned Business Enterprises (M/WBE).

**Q56. The RFP references the “work-ordered day” concept. Could OMH clarify whether Clubhouses are required to operate Monday–Friday for eight hours per day, and whether night or weekend programming is also expected or recommended under the model as well?**

A56. Per Clubhouse International, “The Clubhouse is open at least five days a week. The work-ordered day parallels typical working hours. In addition to work opportunities, Clubhouses provide evening, weekend, and holiday social and recreational programming. Members and staff together organize structured and non-structured social activities. These activities are scheduled outside of the work-ordered day. Holidays are celebrated on the day on which they fall. Activities are scheduled both at the Clubhouse and in the community.”

**Q57. The RFP states that a staff-only room is prohibited. Could OMH clarify where staff supervision (1:1 supervisory meetings with staff) should occur and how frequently these supervisory meetings are expected to take place?**

A57. Per Clubhouse International, all Clubhouse meetings are open to both members and staff. There are no formal member only meetings or formal staff only meetings where program decisions and member issues are discussed. Members and staff work side by side as colleagues to perform the work that is important to their community. Instead of traditional talk therapy, members and staff share responsibility for running every aspect of the Clubhouse. By sharing responsibility for critical work, members and staff build relationships focused on each other’s strengths and gifts, rather than weaknesses and liabilities; in this environment, the real needs of the community, and individual members, create meaning. Helping each other address those needs builds confidence and self-esteem. It also creates the shared activities through which positive and helpful relationships are developed. These relationships ultimately create the fabric of a profoundly regenerative community”. Please see Clubhouse International website [Quality Standards | Clubhouse International](#) for further guidance.

**Q58. Regarding the independent Board of Directors referenced in the RFP, could OMH provide guidance on expected board size (minimum or maximum), whether lived experience among board members is required or recommended, and whether board members are permitted to also be active Clubhouse members?**

A58. Per Clubhouse International, “The Clubhouse has an independent board of directors, or if it is affiliated with a sponsoring agency, has a separate advisory board comprised of individuals uniquely positioned to provide financial, legal, legislative, employment development, membership perspective and community support and advocacy for the Clubhouse.” OMH has no requirements of the size of the Board of Directors. It is important that each Clubhouse awarded through this RFP works with Clubhouse International to meet the standards and become accredited.

**Q59. The RFP requests letters of support from potential members of the community where the Clubhouse will be located, as well as a letter of support from the community. If the exact location of the Clubhouse has not yet been determined, could OMH clarify how applicants should address this requirement?**

A59. The letter of support can come from the community where the Clubhouse is anticipated to be located.

**Q60. Section 6.5(d) requests monitoring reports for mental health services programs. If our organization operates multiple mental health services programs, does OMH require submission of the most recent monitoring report for all programs?**

A60. Yes. Section 6.5 d of the RFP states, Applicants that do not have an existing clubhouse must attach a copy of the most recent monitoring reports for any mental health services program the agency operates that were issued by a city, state, or federal government agency.

**Q61. Physical separation and co-location interpretation (do not change)  
As we refine our proposed Clubhouse model to ensure strong alignment with International Clubhouse Standards, we'd appreciate guidance on how you interpret the requirement related to physical separation and co-location. Specifically, would a Clubhouse operating in its own clearly branded, self-contained suite—with a separate entrance, dedicated kitchen and program space, and no shared operations—within a multi-tenant building that also houses complementary health or peer-support organizations be considered consistent with your expectations for this standard? We want to be sure our design reflects both the letter and spirit of the Clubhouse model while responding to local space and member access realities.**

**RFP references:**

- Section 5.2(E) – “operate out of its own physical space, separate from any mental health center or institutional setting.”
- Section 6.4(c)(ii) – “in its own physical space, separate from an institutional setting ...” (plus the broader physical space standards list).

A61. See A3.

**Q62. LPHA definition and qualifying credentials**

**“For purposes of the required 1.0 FTE Licensed Practitioner of the Healing Arts (LPHA), can OMH confirm which NYS-licensed disciplines qualify as an LPHA for this RFP?”**

**RFP references:**

- Section 5.4 – requires at least one LPHA and states the LPHA “must operate within the Clubhouse’s recovery-oriented framework.”
- Section 5.4(B) – “Licensed Practitioner of the Healing Arts (LPHA) as defined by OMH (1 FTE) ...”

A62. Licensed Practitioner of the Healing Arts as defined by NYS OMH include: Nurse Practitioner, Physician, Physician Assistant, Psychiatric Nurse Practitioner, Psychiatrist, Psychologist, Registered Nurse, Licensed Mental Health Counselor, Licensed Creative Arts Therapist, Licensed Marriage & Family Therapist, Licensed Psychoanalyst, Licensed Clinical Social Worker, Licensed Master Social Worker, under the supervision of an LCSW, Psychologist or Psychiatrist.

**Q63. LPHA staffing structure**

**Does OMH require the LPHA (1.0 FTE) to be filled by a direct employee, or may the role be met through a contracted arrangement (while still maintaining the required 1.0 FTE capacity and continuity)?**

**RFP references:**

- Section 5.4 – establishes the LPHA requirement (but does not specify employee vs. contractor).
- Section 5.4(B) – LPHA requirement at 1 FTE.

A63. It is recommended that the FTE be filled by an agency employee due to the intensive requirements of Clubhouse International training. Please review Clubhouse International Standards [Quality Standards | Clubhouse International](#) for more information.

**Q64. LPHA scope within the Clubhouse model (scope + utilization)**

**Given the RFP requires a 1.0 FTE LPHA and notes the staffing plan should anticipate potential future Medicaid reimbursement, can OMH clarify the intended day-to-day scope of the LPHA role within the Clubhouse recovery-oriented framework (e.g., expected functions, on-site presence vs. consultation, and how the LPHA should interact with members and staff in a non-clinical Clubhouse setting)?**

**RFP references:**

- Section 5.4 – staffing plan should include at least one LPHA and references future Medicaid reimbursement intent.
- Section 5.4(B) – LPHA requirement (1 FTE, filled by a single person).

A64. Per Clubhouse International Standards, Clubhouse staff have generalist roles. All staff share employment, housing, evening and weekend, holiday and unit responsibilities. Clubhouse staff do not divide their time between Clubhouse and other major work responsibilities that conflict with the unique nature of member/staff relationships. There is no further information regarding potential Medicaid reimbursement at this time.

**Q65. Documentation of participation hours**

**May the Clubhouse document and provide verification of member participation hours in the work-ordered day / structured Clubhouse activities, for use by external programs that request proof of structured activity (recognizing that eligibility determinations are made by those programs)?**

**RFP references:**

- Section 5.2(A) – expectations for accurate reporting and member records (and confidentiality).
- Section 5.2(F) – work-ordered day parallels typical working hours; open at least five days/week.
- Section 6.3(d)-(e) – work-ordered day described as an eight-hour period Monday–Friday and how tasks/responsibilities are designated.

A65. Per Clubhouse International Standards, Members at their choice are involved in the writing of all records reflecting their participation in the Clubhouse. All such records are to be signed by both member and staff. Please review Clubhouse International website [Quality Standards | Clubhouse International](#) for further guidance.

**Q66. Allowable TE-related operating costs**

Within this operating award, are costs allowable for Transitional Employment (TE) development and support activities—such as employer outreach/job development, staff time needed to support placements and ensure coverage, and member employment supports (e.g., transportation assistance, uniforms/work supplies, background checks)? Separately, can OMH confirm whether any form of member compensation is allowable under this award (e.g., wages for TE placements and/or stipends to support TE participation), or whether compensation must be paid exclusively by the employer?

RFP references:

- Section 6.3(d)(ii) – requires describing how the Clubhouse will create TE and supported employment opportunities and maintain relationships with employers.
- Section 5.3 – describes award as operating funding and the broad intended uses (operating costs, staffing, accreditation, training, technical assistance).

A66. Members are paid the prevailing wage rate, but at least minimum wage, directly by their employer. The Clubhouse cannot be their employer. Transitional Employment is a part of the Clubhouse Model and funding is built into the award amount.

**Q67. Facility operating costs and budget treatment**

Given this is operating funding, can OMH confirm whether typical facility operating expenses are allowable (e.g., rent/lease, utilities, janitorial, internet/phone, routine maintenance, insurance), and whether OMH has any documentation expectations for these costs in the budget narrative?

RFP references:

- Section 5.3 – states funding will be used for operating costs (among other items).
- Section 6.8(b) – asks for detailed expense components and logic supporting budgeted values.

A67. Yes, these are allowable operational expenses. Providers should include these expenses in their budget and use the budget narrative to justify, where needed.

**Q68. Non-capital start-up operating costs needed to open the program**

Recognizing OMH has indicated there are no capital/construction funds, can OMH confirm whether one-time, non-construction start-up purchases are allowable within OTPS/equipment (e.g., furnishings, computers/technology, non-construction kitchen equipment/appliances, initial program supplies) when they are necessary to operate a compliant Clubhouse?

RFP references:

- Section 6.4(c) – asks proposers to describe creating the physical space, including “detailed information related to equipment,” aligned to standards.
- Section 5.3 – frames the award as operating funding (not capital) and lists broad allowable uses.
- Section 6.8(a) – includes budget guidance that references how equipment/property is treated for indirect cost calculations (helpful context for “equipment” treatment, even if not a direct allowability statement).

A68. One-time non-construction start up purchases as described are allowable as long as the awardee can still meet the rest of the programmatic deliverables within the operating funding provided by OMH. This information should be included in the budget submitted with the RFP application. Please see A5.

**Q69. EHR expectations and reporting interface**

Can OMH clarify minimum expectations for the data system/EHR approach needed to support required Clubhouse documentation and OMH reporting (e.g., required data elements, reporting format, and any templates/guidance OMH will provide), including any expectations related to confidentiality and privacy compliance?

RFP references:

- Section 5.2(A) – reporting/member records + confidentiality/privacy compliance.
- Section 5.2(D) – providers will routinely submit data to OMH; “data submission requirements and guidance will be provided by OMH.”
- Section 6.3 – mentions EHR use for documentation and potential Medicaid billing in the future.
- Section 6.6(c) – confidentiality of individuals’ records must conform to local/state/federal privacy regulations.

A69. The EHR must be HIPAA compliant at minimum. No further information regarding Medicaid billing for Clubhouse is available at this time.

**Q70. Training expectations (certification vs. documented competency)**

In Section 6.4(g), OMH lists required training areas (including Appreciative Inquiry). Can OMH clarify whether it expects formal certifications for any of these training domains (e.g., Appreciative Inquiry), or whether documented training completion and demonstrated competency is sufficient? If formal certification is expected for any topic, please specify which trainings and what OMH considers acceptable evidence/credentialing.

RFP references:

- Section 6.4(g) – training requirements list (including Appreciative Inquiry).

A70. All completed trainings must be documented. Dependent on the training a formal certification may be issued.

**Q71. Timing expectations for required trainings**

Does OMH have expectations for which trainings in Section 6.4(g) must be completed prior to program launch versus those that may be completed during the first implementation period (while maintaining service quality and alignment with standards)?

RFP references:

- Section 6.4(g) – training requirements list (including Appreciative Inquiry).

A71. Clubhouse International training courses are a part of the accreditation process. Please review Clubhouse International [Training | Clubhouse International](#) for more information.

**Q72. Can we use the money for rent?**

A72. Yes, see A5.

**Q73. Can we use the money for transportation vouchers and/or a van?**

A73. Yes.

**Q74. How does billing work? Are we drawing down a set amount each month or are we getting paid a rate of per client per day?**

A74. The OMH state Aid will be paid in four quarterly amounts. Your agency will need to do Budget and CFR reporting in our systems to reconcile and close out your contract each year.

**Q75. What is the time expectation of full program operation from start of the grant (if awarded, do we have a couple of months to get up and running from Jan 1, 2027)**

A75. Please see Starting a Clubhouse [starting a clubhouse article 07-08-16.pdf](#) for further information. Full accreditation is a requirement within the first 4 years of Clubhouse operations. Awardees are encouraged to discuss with Clubhouse International's training and technical assistance partners during required training.

**Q76. The discrepancy in contract funds between Nassau and Westchester counties are not to scale with the operating costs necessary, specifically in Nassau County, which we believe would more appropriately be funded as an urban county. Nassau County is part of the New York City metropolitan area and is consistently ranked as one of the most expensive counties in the US. Are the attendance, staff and membership expectations the same in Nassau County as in Westchester County (suburban contract vs urban contract)?**

A76. See A24.

**Q77. Does the State have a plan to reconsider the funding levels for Long Island Region where the cost of real estate is more in line with the funding of an urban contract?**

A77. No, See A24.

**Q78. Will awardees be able to use a portion of the first year's funding to build out the space (capital improvement)?**

A78. See A25.

**Q79. Regarding §1.2 and §6.4.e on the Target Population and Recruitment, what are OMH's recruitment expectations (for example, number of members at 6, 12, and 24 months)? This will help organizations anticipate staffing needs and better budget for the Clubhouse space, anticipated to require approx. 100ft<sup>2</sup> per member according to Clubhouse International standards.**

A79. Please see A1 for anticipated Clubhouse participants. See 5.4 for staffing requirements for this RFP and Clubhouse International website [Quality Standards | Clubhouse International](#) for further guidance.

**Q80. In §5.4, the RFP states, "There are no formal member-only meetings or formal staff-only meetings where program decisions and member issues are discussed." Does this exclude providers of new clubhouses from, say, discussing the clubhouse at agency-level Board meetings or agency-level budget meetings, if those meetings are not open to the public? Or does OMH intend this to simply mean clubhouse-level meetings (including of the independent/advisory board of the clubhouse) to not be member-only or staff-only? And how does OMH intend this approach to function with, say, Human Resources issues that may arise with a member (i.e., a related HR meeting to a member issue could be construed as a formal staff-only meeting) and need to be handled compliantly?**

A80. Per Clubhouse International Standards, decision-making and governance are an important part of the Clubhouse work. Members and staff meet in open forums to discuss policy issues and future planning for the Clubhouse. Clubhouses also have an independent board of directors or advisory board that is charged with oversight management, fundraising, public relations and helping to develop employment opportunities for members. For more information, please see [How Clubhouses Work | Clubhouse International and discuss with Clubhouse International training partners as part of required training.](#)

**Q81. Relatedly, Clubhouse International standards indicate that, “The Clubhouse develops and maintains its own budget, approved by the board or supported by an advisory board, which provides input and recommendations prior to the beginning of the fiscal year and routinely monitors it during the year.” So that applicants can incorporate the response into program timelines, how does OMH anticipate being involved in this additional layer of budget planning and modification?**

A81. The budget is set by the budget advisory board. Please review Clubhouse International for more information [Quality Standards | Clubhouse International.](#) OMH will not be involved in the creation of the fiscal year budget of the Clubhouse other than reviewing the contract budget to ensure expenses are allowable and appropriate.

**Q82. Regarding §5.3 Operating Funding, Clubhouse International provides guidance in their “How to Start a Clubhouse” document around the need for and use of capital funding, providing as an example that a fully functioning Clubhouse where in the first two years the provider would not need as much “money for operating expenses but significant funds are necessary for equipment and capital expenses.” Is there any capital funding associated with this program? If not, if a provider found a suitable site for acquisition and conversion, would OMH consider working with the provider to apply some of the existing funding allocated toward this for “security of tenure and [so] the costs of modification do not have to be repeated,” as Clubhouse International advises?**

A82. See A5.

**Q83. Regarding §5.3 Operating Funding, Clubhouse International standards require the provider be “committed to securing a range of choices of safe, decent and affordable housing,” meaning the Clubhouse “develops its own housing opportunities for members” if other options are not available. Does OMH consider programs like Scattered Site Supportive Housing and Apartment Treatment to qualify for this requirement? Or, if not, are providers considered to meet this standard if supports are available (such as linkages to housing agencies), or would providers be expected to establish separate something akin to housing first SRO for Clubhouse members?**

A83. There is no requirement to establish separate housing services. Members can be connected to any housing that is available in their community of choice. Please review Clubhouse International for more information [Quality Standards | Clubhouse International](#)

**Q84. In §6.3.d.ii, the RFP asks applicants to, “Describe how the clubhouse will create Transitional Employment (TE)” ; given that TE is typically subsidized temporary work, if no other funding sources for the service are established/available, are providers expected to provide these types of subsidies through OMH funding? If so, are there caps on the term of TE that OMH would prefer applicants to utilize when budgeting?**

A84. See A66.

**Q85. Regarding §6.3.d.ii on Transitional Employment (TE), Clubhouse International standards indicate that there should be, “no TE placements within the Clubhouse”; could a provider offer TE placements within their larger agency (outside the Clubhouse)?**

A85. See A66.

**Q86. In regards to §6.3.d.ii and transitional or supported employment, Clubhouse International standards indicate that, “No work for outside individuals or agencies, whether for pay or not, is acceptable work in the Clubhouse.” How does OMH see these two expectations resolving, such as in a situation when the TE or supported employment opportunity includes remote work opportunities?**

A86. No outside work can be done in the Clubhouse. Please review [Quality Standards | Clubhouse International](#) from Clubhouse International for more information.

**Q87. In §6.4.c.ii, the RFP states, “Clubhouse should be in its own physical space, separate from an institutional setting.” Clubhouse International standards indicate additionally that the Clubhouse have it’s own mailing address and be “impermeable to other programs.” Would a space be compliant for OMH if it met these standards, but was located in the same building as other programs (for example, with a separate door/entrance as in an office complex with separate suites)?**

A87. See A3.

**Q88. In §6.4.i, the RFP indicates new Clubhouse providers must, “Include a letter of support from potential members in the community where the Clubhouse will be located.” Approximately how many potential members should applicants seek to sign on to such a letter?**

A88. There is no set minimum of potential members to sign the letter of support.

**Q89. In §6.4.i, the RFP indicates new Clubhouse providers must, “Include a letter of support from the community where the Clubhouse will be located.” Can OMH please provider examples of what qualifies as “from the community”? Could a qualifying letter come from the LGU, a chamber of commerce, one or more CBOs serving the same community, places of worship, local elected official(s), and/or some other community representative?**

A89. See A47.

**Q90. Is there a square footage requirement for the size of the clubhouse space?**

A90. Clubhouse International Standards recommend approximately 100sqft per member.

**Q91. On page 16, it states the program must operate out of its own physical space. Does this mean it cannot be collocated such as at a college or community center?**

A91. See A3.

**Q92. On page 24, it asks that we include letters of support from the community where the Clubhouse will be. Are there any other parameters as to who?**

A92. See A47.

**Q93. The total annual funding is listed as \$6,600,000, with amounts shown by award category (e.g., rural, suburban). For our county's category, does the listed amount represent funding available for a single awardee, or is it shared among any other awarded county in that category?**

A93. \$6,000,000 represents the total annual funding for all awards. The amounts listed in each category represent the annual funding of each award given in that category.

**Q94. Can SMI be self-reported?**

A94. See A11.

**Q95. Are there specific costs that would be unallowable? (I see there are no capital funds in this RFP)**

95. The applicant will map out all expenses in an attached Budget Template in section 6.8. All expenses will be considered within the context of the RFP.

**Q96. Can the clubhouse be open during any weekend hours and be counted as part of the work-ordered day?**

A96. See A8.

**Q97. Is it an expectation that the submitted budget includes other sources of funding? If there is no capital funding, can the awarded funds in the first year be used to purchase a space for the program and cover all start-up costs?**

A97. Year one can be structured differently than other years to account for startup cost. The applicant will map out all other expenses in an attached Budget Template in section 6.8.

**Q98. Are the operations costs for supporting rent and utilities associated with the clubhouse space allowable?**

A98. See A5.

**Q99. Given that the target population includes individuals with a history of SMI, and that two core values of the clubhouse model are "member-driven" and "non-hierarchical," can self-reporting by an interested member be acceptable as proof of having an SMI according to the eligibility criteria? If not, what is required for the program to confirm a history of SMI for an individual interested in becoming a member in a manner that is aligned with these core values?**

A99. See A11.

**Q100. Is having the service of a cafeteria required? If so, are there any additional required standards to operate this cafeteria, including regulations that agencies will need to follow related to OSHA, ServSafe and other food handling state certification boards/audits?**

A100. Per Clubhouse International's article on Starting a Clubhouse, "Virtually every Clubhouse has an area where food is prepared, served and eaten. A kitchen area where food is prepared needs to have ample space for a group of people to be able to prepare food, wash dishes, and accommodate people walking in and out of the area". Please see [Starting a Clubhouse starting a clubhouse article 07-08-16.pdf](#) for further information.

**Q101. Do staff always need to be present during all clubhouse activities, for example during activities outside of the work-ordered day (e.g., evenings, weekends, and holidays)?**

A101. Please review Clubhouse International Standards [Quality Standards | Clubhouse International](#) for more information.

**Q102. Given the RFP states, "Applicants are reminded that funding to support the operation of this program is contingent upon the continued availability of State appropriations," what is the status of clubhouse services being Medicaid billable?**

A102. At this time, there is no further information available regarding Medicaid billing for Clubhouse. See A35.

**Q103. If clubhouse services become Medicaid billable, are the reimbursement rates sufficient to sustain the program as its only source of revenue? If so, what is the minimum member engagement needed for program budget sustainability?**

A103. OMH will explore the impact of Medicaid reimbursement on program sustainability in the future if and when Medicaid is approved as a reimbursement methodology. At this time, there is no further information available regarding Medicaid billing for Clubhouse. See A35.

**Q104. For agencies applying to open a new clubhouse, what constitutes a valid letter of support from the community? Can you define the community and does this include governmental entities or governing bodies?**

A104. See A47.

**Q105. For agencies applying to open a new clubhouse, what constitutes a valid letter of support from potential members? Can you define who is a "potential member"?**

A105. See A47.

**Q106. For applicants that do not have an existing clubhouse, what information is required in the most recent monitoring reports for any mental health services program the agency operates?**

A106. A copy of the most recent monitoring report from NYS.

**Q107. Can providing a service that supports interested members with becoming a NYS Certified Peer Specialist qualify as a billable work-ordered day activity (including trainings and the application process)?**

A107. Clubhouses do not provide “services.” Awardees are encouraged to discuss with Clubhouse International training partners as part of the required training. This activity could likely be structured as allowable Clubhouse work if it is focused on a group or unit, not one-on-one support, and if members are involved in the creation of the resources. Work in the Clubhouse must be done side by side with members and staff.

**Q108. Can providing a service that supports interested members who are NYS Certified Peer Specialists in increasing their peer support skills qualify as a billable work-ordered day activity (e.g., supporting the creation and sustainability of a Peer Learning Collaborative)?**

A108. See A107.

**Q109. What applicable services for Medicaid billing are being considered?**

A109. At this time, there is no further information available regarding Medicaid billing for Clubhouse.

**Q110. What proximity of Clubhouse to Transitional Employment Programs is allowed? For example, can they be in the same building?**

A110. See A3.

**Q111. Are there opportunities for family engagement programs like multifamily groups?**

A111. Yes, if the members request this group.

**Q112. Can you please confirm that the number listed for the region urban area is an annual amount that would be split between 2 separate programs/ agencies?**

A112. No, the funding listed for urban counties is the per award amount.

**Q113. Can you also please let us know if it’s required that the agency have a completely separate Board of Directors, or is a simple advisory board meet the requirement? Also what would this boards function be? And how would they interact with the agency? Also, when sharing the term “sponsor agency” what does this refer to? Does this assume the main agency is a Peer Run agency and the sponsor agency services a fiscal/administrative role? Is this required or can a standard non-profit agency with experience operating peer services apply for this RFP?**

A113. If you meet the requirements as listed in the RFP then you may apply. Per Clubhouse International, the Clubhouse has an independent board of directors, or if it is affiliated with a sponsoring agency, has a separate advisory board comprised of individuals uniquely positioned to provide financial, legal, legislative, employment development, membership perspective and community support and advocacy for the Clubhouse.

**Q114. Can Medicaid taxi be used to get to Clubhouses before it becomes Medicaid billable?**

A114. No. It is recommended that the Clubhouse location be accessible to the population it serves. Ideally the building should be near to public transportation and/or close to other community supports for ease of use for its members.

**Q115. Once Clubhouse becomes Medicaid billable, would Medicaid be a requirement? Would some grant funding remain?**

A115. See A103.

**Q116. Can peer-delivered, non-clinical services for Clubhouse members be delivered from same site, or through a different entrance/different part of same building? Specifically, Advocacy (1760) and Self-Help (2770)? Can non-Clubhouse members use these services during work-ordered day? Outside of work-ordered day?**

A116. See A3. Clubhouse activities are for members only.

**Q117. Several years ago, one of our Recovery contracts was converted to a Mobile Shower Unit, though it retained the code (2750). Is this also considered "state aid" if we convert current recovery center (also 2750)?**

A117. Reach out to your local field office for assistance in identifying the correct code for the shower units.

**Q118. Is any identification, including self-identification, of mental illness required for Clubhouse membership? Would answer change under Medicaid billing?**

A118. There is currently no formal assessment process for these Clubhouses. The Clubhouse has control over its acceptance of new members. Membership is open to anyone with a history of mental illness, unless that person poses a significant and current threat to the general safety of the Clubhouse community. There is no further information at this time in regard to potential Medicaid billing.

**Q119. Can the Program Director and the Licensed Practitioner of the Healing Arts (LPHA) be the same person (1 FTE)?**

A119. No, they are 2 separate staff.

**Q120. Can staff/members together help to feed community members living with food insecurity using the cafeteria in the Clubhouse?**

A120. Clubhouse members choose how Clubhouse is operated. Each Clubhouse chooses and organizes the activities and work that are needed and wanted by the members of that particular Clubhouse. Most Clubhouses have a regular decision-making or policy meeting where members and staff discuss and decide on important issues. Of course, attendance and participation at the meeting is voluntary and optional.

**Q121. Equity and Regional Capacity Disparities-** For applicants operating in areas where the Clubhouse model is less established, what expectations does OMH have regarding how applicants assess and address gaps in organizational readiness and implementation capacity as part of their proposal?

A121. Organizational readiness should be developed based on the needs of the community the Clubhouse is expected to be located in.

**Q122. Budgeting for Technical Assistance Without a Dedicated Line Item-** For applicants proposing to include technical assistance and training costs within their operating budgets, does OMH have guidance on how these costs should be represented or justified to ensure alignment with proposal requirements and evaluation criteria?

A122. They should be entered in the budget template as 'other'.

**Q123. Supplemental Technical Assistance Beyond Accreditation Training-** Where accreditation training is required under the RFP, how does OMH view the role of supplemental technical assistance that supports leadership development, operational fidelity, and long-term sustainability beyond formal accreditation training?

A123. Clubhouse International will train staff to provide all aspects of Clubhouse services outlined by Clubhouse International's Standards and this RFP. Please see [Training | Clubhouse International](#) for more information regarding Clubhouse International Training Programs.

**Q124. Operating vs. Capital Costs (Facilities/Rent Clarification)-** The RFP describes the award as operating funding and does not include a dedicated capital component. Can OMH clarify whether allowable operating costs may include ongoing facility-related expenses such as rent or lease payments, particularly for new Clubhouse programs securing space for the first time?

A124. See A5.