Request for Proposal

Luzerne-Wyoming Counties
Mental Health/Mental Retardation Program

Luzerne-Wyoming Counties MH/MR Program
Fiscal Year 2005/2006

DUE DATE: Monday, May 23, 2005
Luzerne-Wyoming Counties MH/MR Program
111 N. Pennsylvania Blvd.
Wilkes-Barre, PA 18701
TABLE OF CONTENTS

I.  INTRODUCTION
   A. General Information
   B. Evaluation and Selection of Proposals
   C. Subcontracting
   D. Minority and Women-Owned Businesses

II. NATURE OF SERVICES REQUIRED
    A. Scope of Work
    B. Standards to be Followed
    C. Reports to be Issued
    D. Record Retention and Access

III. PROPOSAL DOCUMENT INSTRUCTIONS
     A. General Requirements
     B. Body of Proposal

IV. CONSIDERATIONS
    A. Prerogatives
    B. Contract Period
    C. Confidentiality

Appendices

A. Evaluation Criteria and Rating
B. Service Definitions
I. **INTRODUCTION**

A. General Information

1. **Notice of Invitation** – The Luzerne-Wyoming Counties MH/MR Program invites qualified agencies to submit a proposal to provide one or more of the following programs for the fiscal year 2005/2006.

   Administrative Management Services; Community Employment; Community Habilitation; Consumer Satisfaction Team; Crisis Services; Diversionary Services for Adults; Domiciliary Care; Drop In Centers; Early Intervention special therapies; Emergency Services; Family Home Based Services; Family Support Services; Functional Family Therapy; Guardianship; Information and Referral; Inpatient; Inpatient psychiatric services (physician); Intensive Case Management; ISO Services; Juvenile Probation Support Services (Wyoming County); Mental Health attorney for commitment hearings; Outpatient; Partial; Peer Counselor; Psychological Diagnostic Assessments; Recreation; Representative Payee Services; Residential; Resource Coordination; Respite services (non-facility based); Student Assistance Program; Suicide Survivors Support; Supported Housing; Transportation; Vocational Rehabilitation.

   These services must meet Service Definitions included in Appendix B.

   There is no expressed or implied obligation for the Luzerne-Wyoming Counties MH/MR Program to reimburse responding agencies for any expenses incurred in preparing proposals in response to this request.

2. **Proposal Submission.** Prospective agencies should submit detailed proposals on or before May 23, 2005 at Noon. Proposals should be mailed or delivered to:
Proposal cover letters should designate who can answer questions concerning the submitted proposals. An officer empowered to bind the agency submitting the proposal must sign the proposal.

3. **Proposal Format.** One original and three copies of each proposal should be submitted in the format outlined in Section III, “Proposal Document Instructions.”

   **Bidders Conference** Pre-RFP Submission Conference will be held at:

   Luzerne-Wyoming Counties MH/MR Program
   111 N. Pennsylvania, Suite 200
   Wilkes-Barre, Pa. 18701

   Tues., April 26, 2005 at 2 p.m.

4. **Contract Terms.** The contracting agency agrees to indemnify and hold harmless the County, its agents, officials and employees against any and all claims arising out of the performance or nonperformance of this agreement.

   By responding to the request for proposal, the agency is agreeing to the terms, conditions and requirements set forth herein, unless expressly noted in writing in the written submission.

5. **Schedule of key dates:**

   a. May 23, 2005 Submit proposals by Noon.
   b. June 20, 2005 Commissioners’ selection and approval.
   c. July 1, 2005 Begin provision of service

B. **Evaluation and Selection of Proposals**

   The County will perform the evaluation of proposals in accordance with the criteria set forth in Appendix A. The following criteria will also be considered in the evaluation:

   1. Compliance with MH/MR Regulations (4300’s)
2. History of provision of same or comparable service

3. The agency has no conflicts of interest with regard to any other work performed for the County

4. The agency adheres to the instructions in this request for proposal on preparing and submitting the proposal

5. The quality of the agency’s professional personnel to be assigned to the program and the quality of the agency’s management support personnel to be available for consultation

6. Expertise with similar federal and/or state financial awards

7. Must possess a current, valid license for services as applicable.

8. Other criteria as deemed prudent

The County reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether that proposal is selected.

C. Subcontracting

Agencies are not permitted to subcontract or assign any part of the work covered under the scope of the agreement without prior written consent of the Luzerne-Wyoming Counties MH/MR Program.

D. Minority-owned firms and women’s business enterprises are encouraged to apply.

II. NATURE OF SERVICES REQUIRED

A. Scope of Work

The agency will provide and assume responsibility for the implementation of the program described in the service definition in Appendix B. The agency shall perform all services and work committed in a satisfactory manner as determined by the Luzerne-Wyoming Counties MH/MR Program.

B. Standards to be Followed

To meet the requirements of this request for proposal, the following shall be performed:
1. The agency will use the funds in the manner set forth in the Program Budget. Amendments may be made with permission from the Luzerne-Wyoming Counties MH/MR Program.

2. The agency agrees to develop program outcome measures and to collect data.


4. The agency agrees to perform all obligations in accordance with all State and Federal rules and regulations including but not limited to: HIPAA, Equal Employment Opportunity, Affirmative Action Employment Plan, the client’s civil and legal rights, and licensing and other quality of service standards.

5. The agency agrees to promote competence in our service areas.

C. Reports to be Issued

The following reports are required to be submitted in a timely manner:

1. The Agency’s financial audit as guided by the above standards including, if applicable, Pennsylvania DPW Single Audit Supplement subject to the application of Agreed-Upon Procedures.

2. Detailed invoices of actual expenditures for the prior month including an unduplicated count of clients served year to date.

3. Submission of final program outcomes.

All reports are to be delivered to the MH/MR Program Office.

D. Record Retention and Access

All records and reports must be retained for a minimum of four (4) years, or until completion of an audit for compliance begun but not completed at the end of the 4 years specified above, or until all audit findings not resolved at the end of 4 years are resolved. The agency will be required to make all records available to the following parties or their designees:

1. Luzerne and Wyoming Counties
2. Pennsylvania DPW
3. Inspectors General
4. Parties designated by the federal or state governments or by the agency as part of an audit quality review process.
5. Auditors of entities of which the County is a sub-recipient of grant funds.

The agency agrees to permit the County or authorized State representative to monitor and evaluate the terms of this agreement and services provided. Programmatic monitoring and evaluation shall include statistical review of Required reports, on-site review of client files, and adherence to reporting requirements.

III. PROPOSAL DOCUMENT INSTRUCTIONS

A. General Requirements

Proposals should include the following:
1. Program Outcomes
2. Program Budget
3. Expanded itemization for Salaries & Equipment (Budget Narrative)
4. Projected number of individuals served

B. Body of Proposal

The proposal should also include the agency’s qualifications, competence, and capacity to undertake the requirements of this request for proposal. Qualifications should demonstrate the ability of the agency and of the particular staff to be assigned to this program.

The proposal should address all the points outlined in the request for proposal. The proposal should be prepared simply and economically, providing a straightforward, concise description of the agency’s capabilities to satisfy the requirements of the request for proposal.

IV. CONSIDERATIONS

A. Prerogatives

The Luzerne-Wyoming Counties MH/MR Program reserves the right to reject any or all proposals.

B. Contract Period
The contract shall begin July 1, 2005 and end June 30, 2006.

C. Confidentiality

All proposals will be kept in strict confidence by the Commissioner’s Office and the Luzerne-Wyoming Counties MH/MR Program.
APPENDIX A

After determining that a proposal satisfies the mandatory requirements stated in the request for proposal, the comparative assessment of the relative benefits and deficiencies of the proposal in relationship to published evaluation criteria shall be made by using subjective judgment. The award of a contract resulting from this request shall be based on the best proposal received in accordance with the evaluation criteria stated below:

After an initial screening process of the RFP, a technical question-and-answer conference or interview may be conducted, if deemed necessary by the MH/MR Program, to clarify or verify the agency’s proposal and to develop a comprehensive assessment of the service.

Luzerne-Wyoming Counties MH/MR Program reserves the right to consider historic information and fact, whether gained from the agency’s proposal, question-and-answer conferences, references or any other source, in the evaluation process.

The agency is cautioned that it is the agency’s sole responsibility to submit information related to the evaluation categories and that Luzerne- Wyoming Counties MH/MR Program is under no obligation to solicit such information if it is not included with the agency’s proposal. Failure of the agency to submit such information may cause an adverse impact on the evaluation of the agency’s proposal

PROPOSAL EVALUATION CRITERIA AND RATING

1. Soundness of Approach – POINT VALUE 0-35
   a. Project description
   b. Description of target population
   c. Statement of need
   d. Project outcomes
   e. Potential for success

2. Overall Qualifications of the agency – POINT VALUE 0-25
   a. Experience with this service
   b. Experience working with proposed population
   c. Experience coordinating community resources
   d. Current, valid license on certifications.

3. Qualifications of Individuals performing the service – POINT VALUE 0-10
4. Budget – **POINT VALUE 0-30**
   a. Overall analysis of budget
APPENDIX B

MENTAL HEALTH SERVICE DEFINITIONS

- Administrative Management (Base Service Unit)- these services include processing of Intake referrals, verification of disability, Liability determinations, Authorization for services, monitoring of service delivery, maintenance of case files, coordination of service planning.

- Community Employment- Employment in a community setting or employment-related programs which may combine vocational evaluation, vocational training and employment in a non-specialized setting such as a business or industry or other work sites within the community. Included are competitive employment, supported/ supportive employment, and industry-integrated vocational programs such as work stations in industry, transitional training, mobile work forces, enclaves, affirmitive industries/business.

- Consumer Satisfaction Team- Assess consumer's level of service satisfaction through interview, survey and direct contact. Services are provided to consumers discharged through CHIPP programs initiated by Pennsylvania OMHSAS.

- Crisis Services- Immediate, crisis-oriented services designed to ameliorate or resolve precipitating stress, which are provided to adults or children and their families who exhibit as acute problem of disturbed thought, behavior, mood, or social relationships. The services provide rapid response to crisis situations which threaten the well-being of the individual or others. Mental Health Crisis Intervention Services include intervention, assessment, counseling, screening, and disposition services in the following categories: Telephone, Walk-in, Mobile Individual, Mobile Team, and Crisis Residential.

- Domiciliary Care Services are provided in certified family homes to adults with mental illness who require daily assistance with everyday activities.

- Drop-in-Center (Psychosocial/Vocational Rehabilitation) is a center modeled after the Fountain House Clubhouse in New York City for adults with mental illness. Members of the Center are fully empowered to participate in daily operations, Transitional Employment Programs and various pre-vocational aspects within the center.

- Drop-in-Centers in Nanticoke and Hazleton assist people develop peer support, participate in social activities and develop recreational activities that allow and support recovery from mental illness.

- Emergency Services- Those emergency related activities and administrative functions undertaken to proceed after a petition for voluntary or involuntary commitment has been completed, including any involvement by staff of the County Administrator's Office in this process.

- Family Based - This 24-hour, seven days a week service is designed to assist families in caring for their children or adolescents with emotional disturbance at home. A licensed program, Family Based Mental Health Services offers mental health treatment, case work services, and family support for up to 32 weeks and longer, if medically necessary. Family Based services are delivered by a team of mental health professionals and mental health workers, primarily in the family home.

- Functional Family Therapy – Specialized family therapy to adjudicated youth and their family units. Goals focus on improving family functioning to increase mutual support and need satisfaction through healthy relationship skills and good communication skills.

- Guardianship Services are provided to people who are unable to make decisions regarding health and financial matters or provide for their own care due to mental incapacity and have no one willing or able to act on their behalf.

- Information and Referral Services are professional phone answering services provided during evenings and weekends that assist people seeking mental health related services. The intent of these services is to efficiently guide the caller to appropriate community health related services.
• Inpatient Psychiatric Services are provided to an individual in need of 24 hour continuous psychiatric hospitalization. These services must be licensed by appropriate licensing agents in Pennsylvania.
• Inpatient Psychiatric Evaluation Services are provided by licensed physicians to people receiving psychiatric inpatient services in the community.
• Intensive Case Management – Provide assistance to persons with serious and persistent mental illness and children at risk of serious mental illness to gain access to needed resources such as medical, social, educational, and other services through natural supports, generic community resources and specialized mental health treatment, rehabilitation and support services. Seven day, 24 hour on-call services are provided.
• Mental Health Attorney for commitment services are provided by an attorney to participate in mental health commitment hearings held at facilities providing treatment to residents of the county. This attorney represents the petitioner related to the mental health procedures act.
• Outpatient - These are clinic based, treatment oriented services provided to individuals (children, adolescents or adults) or his/her families suffering from a diagnosed mental health disorder. These services are provided in accord to DPW Outpatient regulations and serve approximately 6,200 people each year.
• Partial Hospitalization Services- these services are Non-residential treatment services licensed by DPW for persons with moderate to severe mental illnesses.
• Peer Counselor Services is a program with one paid coordinator who recruits, trains and supervises a team of volunteers aged 55 or older. These volunteers visit elderly residents who cannot utilize traditional mental health programs. This program is designed to provide in-home supportive mental health services to senior citizens.
• Representative Payee- The Representative Payee shall responsibly manage, properly safeguard and accurately account for the receipt and disbursement of each consumer's income in accordance with all Federal, State and County requirements.
• Residential
  o The Community Residential Rehabilitation Services apply to care, treatment, rehabilitation, habilitation, and social and personal development services provided to people in a community based residential program which is a licensed facility in accord with chapter 5310 Regulations. These services are intended for persons capable of benefiting from social and personal development services away from their own homes or family.
  o Housing Support Services- these services are specialized Personal Care Home services provided to individuals suffering from serious mental illness. These services are provided in accordance to Pennsylvania Department of Welfare as Personal care Home services in addition to offering support services consistent for people suffering severe mental illness.
• Resource Coordination – provides assistance to adults and children with serious emotional disturbance who do not require the intensity and frequency of contacts provided by intensive case management. The same assistance is provided to access community resources and supports. No on-call service is provided.
• Specialized Juvenile Program – provides specialized case management/counseling services to adjudicated youth. Services are a coordinated effort between the Court, the Juvenile Probation Office and Mental Health. Treatment strategies include anger management, social skills training, parent education and intensive case management.
• Student Assistance Program – Staff participate as part of Student Assistance Teams in Junior, Senior high schools in school districts throughout Luzerne and Wyoming Counties to provide prevention, early intervention, assessment, referral and case management services.
• Suicide Survivors Support is a service provided to family or friends who have lost a relative as a result of suicide. These are professional, confidential services that assist people in successful grieving related to suicide.
• Supported Housing Services are services provided to approximately 12 consumers of mental health services which enable the recipient to access and retain permanent, decent, affordable
housing, acceptable to them. Services are generally time-limited and intended to address a specific issue.

- **Transportation Services** are provided to individuals suffering a mental illness who require transportation to and from Facility Based Vocational Services or Partial Hospitalization Services.

- **Vocational Rehabilitation Programs** designed to provide remunerative development and vocational training within a community-based, specialized facility (sheltered workshop) using work as the primary modality. Sheltered workshop programs include vocational evaluation, personal work adjustment training, work activity training, and regular work training and are provided in facilities licensed under the Chapter 2390 regulations (Vocational Facilities).

- **Wyoming County JPO position** – a specialized outreach Juvenile Probation/Mental Health liaison case manager who assists youth with mental health needs to access services and community resources. The case manager works closely with all systems involved with the youth to reduce recidivism.
Mental Retardation Service Definitions

COMMUNITY HABILITATION: 394 INDIVIDUALS

Adult Developmental Training (ADT)
• Provide services to enhance a person’s ability to live independently in the community through the acquisition of personal skills, enhancement of support systems, and supportive activities, which enable the individual to maintain active community membership.

• Services will be designed to facilitate the acquisition of specific pre-vocational, behavioral, and independent living skills, which enable the person to make informed decisions and exercise choice in their social, vocational and living situations.

• As a pre-requisite for work-oriented programming, these services concentrate on cognitive development, affective development, communication development, physical development, and pre-vocational skills development.

Voc-Ed Partnership
• This service operates on the Educational Partners model, in which a person with mental retardation is paired with another student taking the same course.

• The goal of this service is to enhance the ongoing development of individuals with mental retardation through opportunities to attend classes at local educational institutions and programs.

• Individual participants will grow educationally through vocational enhancement, while developing and experiencing complementary relationships and social, as well as academic and vocational, contact with the educational community

Independent Living Support Services
• This service will assist individuals with mental retardation in the acquisition of social, academic, and personal skills to maximize their ability and potential for independent functioning within their home and community.

• The goal of this service is to enhance the ability and potential of individuals to live in the family home or other independent setting as present caregivers and supports are no longer available.

COMMUNITY EMPLOYMENT: 42 INDIVIDUALS

Employment Services (CE)
• Competitive employment refers to paid employment in the public or private sector in integrated settings whereby individuals receive at least minimum wage, but generally the prevailing wage of co-workers performing the same job with comparable experience or expertise. Individuals are also entitled to the benefits, training, and personnel related experiences as co-workers within the company performing comparable work.

• Employment services include all the services generally associated with those provided by a “job coach”.

TRANSPORTATION: 266 INDIVIDUALS
Transportation Service (TRANS)
- This service is the provision of transportation for individuals to enable them to access services, activities, or supports, in accordance with their ISPs.
- These include transportation that are provided by Adult Training Facilities, Pre-Vocational Service, and Transitional Work Service providers who transport individuals to and from their homes and provider sites.
- It is not transportation that is an integral part of the provision of activities within these services, nor is it transportation associated with residential services.

VOCATIONAL REHABILITATION: 265 INDIVIDUALS

Transitional Work Services (TWS)
- Programs are expected to enhance a person’s ability to acquire the marketable personal and work skills necessary for competitive employment or long term employment at a TWS site.
- Programs are expected to provide remunerative developmental and vocational training at community-based location other than a specialized facility (sheltered workshop) using work as the primary modality.
- Services are directed towards supporting individuals in transition to integrated, competitive employment, through work that occurs in community integrated settings.

Facility Based Vocational Rehabilitation (FBVR)
- Programs are expected to enhance a person’s ability to acquire the marketable personal and work skills necessary for competitive employment or long term sheltered employment.
- Programs are expected to provide remunerative developmental and vocational training within a community-based specialized facility (sheltered workshop) using work as the primary modality.
- Vocational training programs include vocational evaluation, personal work adjustment training, work activity, regular work training, occupational training, and sheltered employment.

RESIDENTIAL PROGRAMS SERVING INDIVIDUALS WITH MENTAL RETARDATION

Community Home for Individuals with Mental Retardation
- A community home is a building or separate dwelling unit in which residential care is provided to one or more individuals with mental retardation in accordance with Pennsylvania Code Title 55 Department of Public Welfare Chapter 6400.

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<th>Total served under Consolidated Waiver Funding: 170</th>
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<td>Total served under Base Funding</td>
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<tr>
<td>TOTAL</td>
<td>188</td>
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Family Living (Life Sharing) for Individuals with Mental Retardation
- Family Living (Life Sharing) is a service provided in the private home of an individual or a family in which residential care is provided to one or two individuals with mental retardation in accordance with Pennsylvania Code 55 Department of Public Welfare Chapter 6500.

<table>
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</thead>
<tbody>
<tr>
<td>Total served under Base Funding</td>
<td></td>
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</tbody>
</table>
Semi-Independent Living Residential Services for Individuals with Mental Retardation

- Semi-Independent Living is a residential program which provides supports to a consumer who resides independently in his or her own dwelling. This individual is capable of evacuating the building or to a fire safe area without assistance from another person within 2 ½ minutes or within the period of time specified in writing by the local fire department. The consumer requires only intermittent training and is 18 years of age or older. The program is licensed in accordance with Pennsylvania Code Title 55 Department of Public Welfare Chapter 6400 Section 6400.271 to Section 6400.275.

Total served under Consolidated Waiver Funding: 5

Supported Living Residential Services for Individuals with Mental Retardation

- Supported Living is a residential program which provides supports to a consumer residing independently in his or her own dwelling and receiving no more than 30 hours of supports per week. This is a program which is not regulated by the Department of Public Welfare and is not licensed. Consumers who receive this service exhibit the basic skills and abilities to function effectively with minimal supports and supervision.

Total served under Consolidated Waiver Funding: 9
Total served under Base Funding: 19

Adult Minimal Supervision Residential Services for Individuals with Mental Retardation

- Adult Minimal Supervision is a residential program which provides supports to a consumer residing independently in his or her own dwelling, an average of 4 hours per week not to exceed 10 hours per week. This is a program which is not regulated by the Department of Public Welfare and is not licensed. Consumers who receive this service exhibit the basic skills and abilities to function effectively with minimal supports and supervision.

Total served under Consolidated Waiver Funding: 8
Total served under Base Funding: 32

Total 40

OTHER SERVICE DEFINITIONS

Introduction to ISO

- Intermediary Service Organizations (ISOs) were developed to perform two primary functions. The first function is to reduce individuals'/representatives’ employer-related burden through the provision of appropriate fiscal and supportive services. The second function is to assure the state and counties that support services are being provided in compliance with federal, state and local tax and labor requirements related to the employment of qualified support service workers (e.g., acting as a certified Medicaid provider for the purpose of receiving and disbursing Medicaid funds). Three types of ISOs are as follows:

1. Government Fiscal/Employer Agent
2. Vendor Fiscal/Employer Agent
3. Agency with Choice (common law employer of worker)
Above are indirect services that must meet contractual conditions that facilitates individuals/representatives in the employment and management of individual providers of service of their choice.

**Respite Services (Non-Facility Based)**
- Provides periodic relief from the responsibility of caring for a family member through the use of non-facility based facilities.

**Recreation**
- Programs that allow the consumer with mental retardation to experience regular community recreational/leisure time activities, increase their ability to participate in these activities, and enhance their physical and psycho-social development.

**Representative Payee Services**
- The Representative Payee shall responsibility manage, properly safeguard and accurately account for the receipt and disbursement of each consumers’ income in accordance with all Federal, State and county Requirements. Specific duties required of the representative payee include, but are not limited to, applying for benefits, safeguarding benefits, establishing burial accounts, and satisfying all consumer needs.

**Supports Coordinator**
- Person who helps plan, locate and coordinate, and monitor supports and services for an individual with mental retardation, and who informs the individuals of and helps them exercise his/her rights.

**Psychological Services**
- Psychological assessments are completed to determine eligibility for mental retardation services for children and adults. Assessments are held both in-office and off-site as consumer/family need dictates. This position also reviews clinical data to certify eligibility for early intervention and mental retardation services and conducts meetings with the family, consumer, and treatment team.

**Specialized Domiciliary Care**
- Domiciliary Care is a residential service administered through the Area Agency on Aging. Individuals with mental retardation, who meet these service criteria, are able to utilize this program based on availability of providers. This community based residential program is monitored through the Area Agency on Aging licensing, Aging Care Manager and Mental Retardation Supports Coordinator.

**Early Intervention**
- Early Intervention is services and supports designed to help families with children with developmental delays. The Supports and services should enhance children’s developmental and educational growth to interact more independently throughout daily routines at home and in the community such as: physical, occupational and speech therapy, special instruction, audiology and vision services.